

*United Nations Development Programme*



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## **REQUEST FOR PROPOSAL**

**Provision of Package Services including Cleaning, Building Maintenance, and Handling of Plants/Gardening to the United Nations Premises based in Kyiv, Ukraine**

RFP No.: 535-2021-UNDP-UKR-RFP-CO

Country: Ukraine

Issued on: 3 June 2021

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## Section 1. Letter of Invitation

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The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

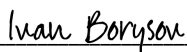
- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
  - Form A: Technical Proposal Submission Form
  - Form B: Bidder Information Form
  - Form C: Joint Venture/Consortium/Association Information Form
  - Form D: Qualification Form
  - Form E: Format of Technical Proposal
  - Form F: Financial Proposal Submission Form
  - Form G: Financial Proposal Form

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to [procurement.ua@undp.org](mailto:procurement.ua@undp.org), indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in e-Tendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:



Name: Mr. Ivan Borysov  
Title: Senior Procurement Associate  
Date: **June 3, 2021**

Approved by:



Name: Ms. Agnes Kochan  
Title: Operations manager, UNDP  
Date: **June 3, 2021**

*Md*

## Section 2. Instruction to Bidders

<b>A. GENERAL PROVISIONS</b>	
<b>1. Introduction</b>	<p>1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a></p> <p>1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.</p> <p>1.3 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (<a href="http://www.ungm.org">www.ungm.org</a>). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
<b>2. Fraud &amp; Corruption, Gifts and Hospitality</b>	<p>2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a></p> <p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>2.3 In pursuance of this policy, UNDP            (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;            (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p> <p>2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a></p>
<b>3. Eligibility</b>	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.</p> <p>3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p>

<b>4. Conflict of Interests</b>	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> <li>a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</li> </ul> <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
<b>B. PREPARATION OF PROPOSALS</b>	
<b>5. General Considerations</b>	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>
<b>6. Cost of Preparation of Proposal</b>	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
<b>7. Language</b>	<p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p>
<b>8. Documents Comprising the</b>	<p>8.1 The Proposal shall comprise of the following documents:</p>

<b>Proposal</b>	<ul style="list-style-type: none"> <li>a) Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>b) Technical Proposal;</li> <li>c) Financial Proposal;</li> <li>d) Proposal Security, if required by BDS;</li> <li>e) Any attachments and/or appendices to the Proposal.</li> </ul>
<b>9. Documents Establishing the Eligibility and Qualifications of the Bidder</b>	<p>9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.</p>
<b>10. Technical Proposal Format and Content</b>	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>
<b>11. Financial Proposals</b>	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
<b>12. Proposal Security</b>	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p>

	<p>a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;</p> <p>b) In the event that the successful Bidder fails:</p> <p>i. to sign the Contract after UNDP has issued an award; or</p> <p>12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
<b>13. Currencies</b>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <p>a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and</p> <p>b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.</p>
<b>14. Joint Venture, Consortium or Association</b>	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation</p>



	<p>of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
<b>15. Only One Proposal</b>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this RFP; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;</li> <li>e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or</li> <li>f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</li> </ul>
<b>16. Proposal Validity Period</b>	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<b>17. Extension of Proposal Validity Period</b>	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
<b>18. Clarification of Proposal</b>	<p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an</p>

	extension is justified and necessary.
<b>19. Amendment of Proposals</b>	<p>19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
<b>20. Alternative Proposals</b>	<p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
<b>21. Pre-Bid Conference</b>	<p>21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.</p>
<b>C. SUBMISSION AND OPENING OF PROPOSALS</b>	
<b>22. Submission</b>	<p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
<b>Hard copy (manual) submission</b>	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</li> <li>b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually</li> </ul>



<b>Proposals and Late Proposals</b>	<p>the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
<b>24. Withdrawal, Substitution, and Modification of Proposals</b>	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
<b>25. Proposal Opening</b>	<p>25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>
<b>D. EVALUATION OF PROPOSALS</b>	
<b>26. Confidentiality</b>	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
<b>27. Evaluation of Proposals</b>	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ul style="list-style-type: none"> <li>a) Preliminary Examination</li> <li>b) Minimum Eligibility and Qualification (if pre-qualification is not done)</li> <li>c) Evaluation of Technical Proposals</li> <li>d) Evaluation of Financial Proposals</li> </ul>
<b>28. Preliminary Examination</b>	<p>28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been</p>

	properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.
<b>29. Evaluation of Eligibility and Qualification</b>	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> <li>a) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> <li>d) They are able to comply fully with UNDP General Terms and Conditions of Contract;</li> <li>e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>f) They have a record of timely and satisfactory performance with their clients.</li> </ul>
<b>30. Evaluation of Technical and Financial Proposals</b>	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p style="text-align: center;"><b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> </div>

	<p><b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p><b>Combined Score</b> = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p>
<b>31. Due Diligence</b>	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
<b>32. Clarification of Proposals</b>	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</p>
<b>33. Responsiveness of Proposal</b>	<p>33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
<b>34. Nonconformities, Repairable Errors and Omissions</b>	<p>34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions</p>

	<p>in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected;</li> <li>b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and</li> <li>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</li> </ul> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
<b>E. AWARD OF CONTRACT</b>	
<b>35. Right to Accept, Reject, Any or All Proposals</b>	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
<b>36. Award Criteria</b>	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
<b>37. Debriefing</b>	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
<b>38. Right to Vary Requirements at the Time of Award</b>	38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
<b>39. Contract Signature</b>	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
<b>40. Contract Type and General Terms and Conditions</b>	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
<b>41. Performance</b>	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount



<b>Security</b>	<p>specified in BDS and form available at <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.</p>
<b>42. Bank Guarantee for Advanced Payment</b>	<p>42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default</a></p>
<b>43. Liquidated Damages</b>	<p>43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.</p>
<b>44. Payment Provisions</b>	<p>44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.</p>
<b>45. Vendor Protest</b>	<p>45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</a></p>
<b>46. Other Provisions</b>	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>



### Section 3. Bid Data Sheet

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English (preferred) , Ukrainian or Russian. In case of submission in Ukrainian or Russian languages, bidders may be requested to provide English translation for separate parts of the bid or bid as a whole.  Certificates, registration documents, licenses issued in local language do not require translation.
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	Will be Conducted Pre-Bidding Conference will be held on <b>09-Jun-2021 at 15-00 pm via Skype</b> . Interested bidders are required to register for Pre-Bidding Conference by submitting their company name, list of attending representatives and their contact information as well as Skype ID at the following e-mail: <b>procurement.ua@undp.org</b> Attn: Procurement Unit Subject: <b>535-2021-UNDP-UKR-RFP-CO</b> – Pre-Bidding Conference Registration
5	10	Proposal Validity Period	90 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed

8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Not Required
10	18	Currency of Proposal	Local currency UAH or USD. To local/Ukrainian companies UNDP will execute payments in UAH based on UN Operational Exchange Rate  Reference date for determining UN Operational Exchange Rate: please refer to treasury.un.org
11	31	Deadline for submitting requests for clarifications/questions	3 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	<i>Procurement Unit</i> <i>UNDP Ukraine</i> <b>procurement.ua@undp.org</b>  Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Direct communication to prospective Proposers by email and Posting on the website <a href="http://procurement-notice.undp.org">http://procurement-notice.undp.org</a>
14	23	Deadline for Submission	<b>June 18, 2021, 11:59 AM (midday, Kyiv time)</b> <b>For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (04:59 AM, New York) time zone.</b>
14	22	<b>Allowable Manner of Submitting Proposals</b>	<b>Only through e-tendering system</b>  <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a>
15	22	Proposal Submission Address	Official Address for e-submission: e-tendering system <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a>

16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> <li>Format: PDF files, <b>ZIP archives</b> only</li> <li>File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>All files must be free of viruses and not corrupted.</li> <li>Password for financial proposal <b><u>must not</u></b> be provided to UNDP until requested by UNDP</li> <li>Time Zone to be Recognized: <i>[Kyiv GMT+3]</i></li> <li><b>Max. File Size per transmission: 20 MB</b> <ul style="list-style-type: none"> <li>Mandatory subject of email: <b>535-2021-UNDP-UKR-RFP-CO Provision of Package Services including Cleaning, Building Maintenance, and Handling of Plants/Gardening to the United Nations Premises based in Kyiv, Ukraine</b></li> </ul> </li> </ul> <p>Other conditions: <i>Proposers are solely responsible for ensuring that any and all files sent to UNDP are readable, that is, uncorrupted, in the indicated electronic format, and free from viruses and malware. Failure to provide readable files will result in the proposal being rejected.</i></p>
17	27 36	Evaluation Method for the Award of Contract	<p>Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively</p> <p>The minimum technical score required to pass is 70% of the obtainable score of 700 points.</p>
18		Expected date for commencement of Contract	July 2021
19		Maximum expected duration of contract	12 months The selected contractor will be awarded the contract for one year with possibility of consequent two years extension subject to satisfactory performance
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	UNDP Contract for Goods and Services , Long Term Agreement.
22	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Mixed Goods and Services</p> <p><a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p>
23		Other Information Related to the RFP	

## Section 4. Evaluation Criteria

### Required documents

<input checked="" type="checkbox"/>	Organization's registration documents;
<input checked="" type="checkbox"/>	Organization's profile (date of creation, size, number of staff, description of key staff);
<input checked="" type="checkbox"/>	A letter of interest/letter of offer, which outlines previous experience in provision of similar services and competitive advantages of the applicant company;
<input checked="" type="checkbox"/>	A general concept with the proposed work schedule indicating the persons responsible for each area of activity;
<input checked="" type="checkbox"/>	Documentary evidence in servicing international and diplomatic organizations;
<input checked="" type="checkbox"/>	Personal CVs of the proposed team members, including information about past experience with international and diplomatic organizations;
<input checked="" type="checkbox"/>	At least 3 letters of recommendation from previous clients;
<input checked="" type="checkbox"/>	Financial proposal.

### Duly signed Technical proposal as per Forms A, B and E, including information as follows:

1. The company should have at least 5 years of relevant experiences in providing services of cleaning and building maintenance. Services of handling of plants/gardening can be sub-contracted from the companies with at least 5 years of experience in respective field.
2. Proven track record/letters of recommendation from current or previous clients in rendering satisfactory services to high-end premises, buildings and offices in various business/financial districts. At least 3 recommendation letters for the past 4 years are required;
3. Financially stable company, as may be evidenced by balance sheets and information about financial results as per local legislation for the past 3 years of operation;
4. Experience in servicing international and diplomatic organizations is required (at least 2 examples of such experience in the past should be presented);

#### Qualifications of the Personnel Assigned of the Contractor

The contract personnel shall be competent and fully trained to perform their work. The contractor shall ensure that all personnel assigned to this contract meet the following minimum standards:

#### General qualification for all personnel

1. Be able to effectively understand and comply with rules and regulations, guidelines and instructions including UN Security requirements for personnel with allowed access to offices of the highest UN officials and even the most sensitive areas of the UN premises.
2. Physically and mentally fit to efficiently and effectively perform the daily services required.
3. All personnel are trained about personal hygiene, minimum required standards of conduct in the UN premises before they start employment.

Note: In addition to the above general qualifications, each functioning position should have below relevant qualifications:

#### Key Account Manager (permanent presence on-site is not required)

1. Bachelor's degree in public administration/business management/any other related field;
2. At least 3 years of relevant supervising and managerial experience;
3. At least 5 years of work in the areas of cleaning, building maintenance and gardening service;
4. Good communication skills;
5. Language Qualifications: English working level.

Cleaners:

1. Secondary education;
2. At least one-year work experience in cleaning;
3. Good communication skills.

Gardener/specialist on handling of plants

1. Secondary education;
2. Diploma or certificate in floristry;
3. At least 2 years of the relevant work experience in floristry;

Maintenance assistant (full-time on-site service required during annual leave of UNDP maintenance person; services to other agencies are provided upon their request):

1. Vocational school or school of technology (electric or electronic or mechanic faculties);
2. Valid certificate(s)/permission(s) required for work with electrical, heating systems;
3. At least 2 years working experience as Maintenance assistant/electrician. Previous experience in serving high end buildings or diplomatic corp. is preferred;

**Financial proposals as per forms F and G.** Financial proposal must be **in a separate file and password protected.**

**Preliminary Examination Criteria**

Submitted offers will be reviewed on "Pass" or "Fail" basis to determine compliance with the below formal criteria/ requirements:

- Offers must be submitted within the stipulated deadline
- Offers must meet required Offer Validity
- Offers have been signed by the proper authority
- Offers include requested company documentation, including documentation regarding the company's legal status and registration
- properly registered and licensed company, acting on the market for at least 3 years

Other information: For the information, please contact **procurement.ua@undp.org**

**Minimum Eligibility and Qualification Criteria**

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
ELIGIBILITY		

<b>Legal Status</b>	Vendor is a legally registered entity.	Form B: Bidder Information Form
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
<b>Conflict of Interest</b>	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
<b>Bankruptcy</b>	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
<b>QUALIFICATION</b>		
<b>History of Non-Performing Contracts<sup>1</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
<b>Previous Experience</b>	Minimum 5 years of relevant experience.	Form D: Qualification Form
<b>Financial Standing</b>	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form

#### Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's experience	200
2.	Assessment of technical proposal (Methodology, approach)	300
3.	Key Personnel	200
	<b>Total</b>	<b>700</b>

<sup>1</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

<b>Section 1. Bidder's experience</b>		<b>Points obtainable</b>
1.1	Industry Standing, reflected in the bidder's profile and based on outer sources available (corresponding to minimum requirements – 25 pts., well-known cleaning / maintenance service provider with high reputation on the market – 30 pts.)	30
1.2	Bidder's experience in the field of office cleaning service provision (5 years of relevant services provision – 35 pts.; 6 and more years – 45 pts.)	45
1.3	Bidder's experience in the field of maintenance service provision (5 years of relevant services provision – 35 pts.; 6 and more years – 45 pts.)	45
1.4	Bidder's experience in the field of gardening/ plants handling / janitorial services provision (5 years of relevant services provision – 35 pts.; 6 and more years – 40 pts.)	40
1.5	Experience of cooperation with international and diplomatic organizations: 2 organizations – 30 pts. 3 and more organizations – 40 pts.	40
<b>Total Section 1</b>		<b>200</b>

<b>Section 2. Assessment of technical proposal (Methodology, approach)</b>		<b>Points obtainable</b>
2.1	Description of proposed cleaning strategy, including methodology, number of cleaners and schedule: (basic concept is described – 35 pts, well developed and clear strategy – 40 pts; comprehensive strategy, including innovative approaches – 50 pts).	50
2.2	Floor cleaning equipment – vacuum cleaner: Standard – 30 pts.; with possibility of wet cleaning – 35 pts.; with possibility of wet and steam cleaning – 40 pts.	40
2.3	Regularity of inventory update (mops, special rags of different types, buckets, mop attachments) for surface cleaning: - at least once per quarter – 35 pts. - at least once per month – 40 pts.	40
2.4	Assessment of proposed maintenance services provision – up to 40 pts. 30 pts – the malfunctions are fixed within 3 working days; 35 pts – the malfunctions are fixed within 2 working days; 40 pts - the malfunctions are fixed within 1 working day.	40
2.5	Assessment of proposed gardening/plants handling /janitorial services – up to 40 pts. 30 pts – required services are partially subcontracted; 35 pts – the bidder is capable to provide all required services by own capacity; 40 pts – services provided by own capacity supported with a comprehensive strategy of office greening.	40
2.6	Quality Assurance procedures in place – 45 pts max	45

	35 pts – key account manager visits sites at least once per week to ensure quality assurance; 40 pts – key account manager visits sites 2-3 times per week; 45 pts – key account manager visits sites 2-3 times per week and submits quality assurance monthly reports.	
2.7	Sustainability of the materials proposed – up to 45 pts. 35 pts – proposed materials contain requested nomenclature provided in Annex III; 40 pts – proposed materials are environmentally friendly; 45 pts – proposed materials meet all requirements and are locally produced.	45
<b>Total Section 2</b>		<b>300</b>

<b>Section 3. Key Personnel</b>			<b>Points obtainable</b>
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services: (the proposed structure needs further improvements – 35 pts, the proposed structure fully meets requirements – 50 pts).		50
3.2	Qualifications of key personnel proposed		
3.2.1	Key Account Manager		50
	- At least Bachelor's degree in public administration/ business management/any other related field (bachelor's degree – 5 pts, master's degree – 10 pts).	10	
	- Specific experience relevant to the assignment, managerial experience (3 years – 5 pts, 4-5 years – 10 pts, more than 5 years – 15 pts).	15	
	- Relevant work experience in management of the areas including cleaning, building maintenance and gardening service (5 years – 5 pts, 6-7 – 10 pts, more than 7 years – 15 pts);	15	
	- Language Qualifications: English working level (working knowledge – 5 pts, fluent – 10 pts).	10	
3.2.2	Cleaning Team		30
	General Qualification (secondary education – 5 pts, additional trainings/certificates – 10 pts)	10	
	Relevant Experience in the area (at least 1 year – 10 pts, 2-3 years – 15 pts, more than 4 years - 20 pts)	20	
3.2.3	Maintenance Assistant		30
	General Qualification: (vocational school – 5 pts, bachelor's degree- 10 pts).	10	
	Relevant Experience in the area: (at least 2 years – 5 pts, 3 years and more – 10 pts).	10	



	Valid certificate(s)/permission(s) required for work with electrical, heating systems: (at least one certificate – 5 pts, more than one certificate - 10 pts).	10	
3.2.4	Gardener/s		40
	General Qualification: (secondary education – 5 pts, bachelor's degree- 10 pts).	10	
	Floristry Qualification (certificate in floristry – 5 pts, diploma in floristry – 10 pts).	10	
	Relevant Experience in the area: (at least 2 years – 5 pts, 3 years and more - 10 pts).	10	
	Additional trainings and certificates: (at least one certificate – 5 pts, more than one certificate – 10 pts).	10	
<b>Total Section 3</b>			<b>200</b>

## Section 5. Terms of Reference

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### A. Project Title:

#### **Provision of Package Services including Cleaning, Building Maintenance, and Handling of Plants/Gardening to the United Nations Premises based in Kyiv, Ukraine**

### B. Project Description

The United Nations System in Ukraine is seeking to contract a high qualified professional company to provide complex services including cleaning, building maintenance, handling of plants/gardening. The services will be provided to the UN Office in Ukraine, UNDP and other UN Agencies located throughout Kyiv. Yearly average consumption of the service is up to 115,000.00 USD.

The selected company will be required to ensure and maintain high level of cleanliness of all the UN premises, through application of methods/techniques, equipment and products that are environmentally friendly and are designed to reduce the impact to the environment.

A Long-Term Agreement will be signed between the selected company (hereinafter known as the Contractor) and United Nations Development Programme (hereinafter known as the lead Agency).

### C. Scope of Work

The detailed scope of work is listed as *Annex I*. Below is the summary of the service complex:

1. Effective provision of service complex including cleaning, building maintenance, handling of plants/gardening to several UN Agencies' premises with different locations in Kyiv (see below details in Duty Station section);
2. Maintenance of high hygiene and green office/building environment using environmentally friendly products and modern cleaning equipment (Annex II);
3. Provision of other support services related to cleaning, building maintenance, office moving if requested.

### D. Expected Outputs

The service complex should be provided on a regular basis to ensure the working environment of the UN premises is in healthy, green and clean conditions. The below highlights show the summary of outputs and detailed requirements are attached as *Annex I*.

- Cleaning Services: routine cleaning service is provided including wide range of related services on a daily, weekly, monthly and annual basis;
- Building Maintenance: building maintenance services including minor fixing and repairs on regular or ad hoc basis for all UN premises;
- Gardening/Handling of plants: professional and technical greening, gardening, fertilizing, weeding, pruning and trimming of plants in the UN premises and in the territory of the UN Compound are provided on a regular or ad hoc basis. Janitor/gardener/ maintenance services to be provided to UNDP during annual/sick leave of the Office Maintenance Person.

### E. Institutional Arrangement

- As agreed by the UN Operations Management Team, UNDP is leading the competitive procurement process with participation of the agencies concerned for selecting a qualified service provider to provide the package services.

- Upon completion of the selection process, UNDP, on behalf of the UN participating agencies, will sign a contract with the contractor including all services in line with Annex IV.
- Invoicing and payment terms will be specified in the contract to reflect that the invoices shall be addressed to respective agencies that use the service and payment shall be made by the respective agencies.
- The contractor needs to assign one Key Account Manager to coordinate with the UN participating agencies for performance management.
- The Administrative Associate or the Administrative Assistant of participating agencies are the focal points for daily performance management of their respective agencies.
- UNDP Administrative Analyst will be the focal points for the UN Agencies internal coordination and contractual related issues.

#### **F. Contract Duration**

- The selected contractor will be awarded the contract for one year with possibility of consequent two years extension subject to satisfactory performance.
- Date of Commencement of the Work: 1 July 2021.
- Expected Completion Date: 1 July 2024.

#### **G. Duty Stations**

**The selected contractor needs to provide the services to the following UN premises:**

No.	Address of the UN premises	Space for cleaning, square meters	Type of service required
1	1, Klovsky Uzviz, Kyiv; 29-A, Instytutska street	1125.7	Service including <ul style="list-style-type: none"> <li>• Cleaning</li> <li>• Handling of plants/Gardening services</li> </ul>
2	28, Instytutska Street, Kyiv	1098.3	Service including <ul style="list-style-type: none"> <li>• Cleaning</li> <li>• Handling of plants</li> <li>• Building Maintenance</li> </ul>
3	20, Esplanadna Street, Kyiv	1650.00	Service including <ul style="list-style-type: none"> <li>• Cleaning</li> <li>• Handling of plants</li> <li>• Building Maintenance</li> </ul>

#### **H. Qualifications of the Successful Contractor**

##### Qualifications of the Contractor

5. The company should have at least 5 years of relevant experiences in providing services of cleaning and building maintenance. Services of handling of plants/gardening can be sub-contracted from the companies with at least 5 years of experience in respective field.
6. Proven track record/letters of recommendation from current or previous clients in rendering satisfactory services to high-end premises, buildings and offices in various business/financial districts. At least 3 recommendation letters for the past 4 years are required;

7. Financially stable company, as may be evidenced by balance sheets and information about financial results as per local legislation for the past 3 years of operation;
8. Experience in servicing international and diplomatic organizations is required (at least 2 examples of such experience in the past should be presented);

#### Qualifications of the Personnel Assigned of the Contractor

The contract personnel shall be competent and fully trained to perform their work. The contractor shall ensure that all personnel assigned to this contract meet the following minimum standards:

#### General qualification for all personnel

4. Be able to effectively understand and comply with rules and regulations, guidelines and instructions including UN Security requirements for personnel with allowed access to offices of the highest UN officials and even the most sensitive areas of the UN premises.
5. Physically and mentally fit to efficiently and effectively perform the daily services required.
6. All personnel are trained about personal hygiene, minimum required standards of conduct in the UN premises before they start employment.

Note: In addition to the above general qualifications, each functioning position should have below relevant qualifications:

#### Key Account Manager (permanent presence on-site is not required)

6. Bachelor's degree in public administration/business management/any other related field;
7. At least 3 years of relevant supervising and managerial experience;
8. At least 5 years of work in the areas of cleaning, building maintenance and gardening service;
9. Good communication skills;
10. Language Qualifications: English working level.

#### Cleaners:

4. Secondary education;
5. At least one-year work experience in cleaning;
6. Good communication skills.

#### Gardener/specialist on handling of plants

4. Secondary education;
5. Diploma or certificate in floristry;
6. At least 2 years of the relevant work experience in floristry;

#### Maintenance assistant (full-time on-site service required during annual leave of UNDP maintenance person; services to other agencies are provided upon their request):

4. Vocational school or school of technology (electric or electronic or mechanic faculties);
5. Valid certificate(s)/permission(s) required for work with electrical, heating systems;
6. At least 2 years working experience as Maintenance assistant/electrician. Previous experience in serving high end buildings or diplomatic corp. is preferred;

### **I. Work Schedule, Salaries and Security Regulations**

#### **Work Schedule**

Five workdays per week;

Morning room cleaning should cease before 9:00 am when most staff begin to work, evening shift should start not earlier than 18:30;

The contractor can discuss with respective agency on flexible working hours arrangement;

The contractor shall follow the UN holiday calendar with total 10 official UN holidays per year

During the Covid-19 pandemic changes to work schedule may be requested by Lead Agency with the respective invoice amount proration.

### **Salaries**

All personnel assigned by the contractor should be officially employed in line with current legislation of Ukraine.

Since the minimum salary in Ukraine is subject to change, UNDP proposes the following formula for indexing the minimum salary:

The indexation price was calculated taking into account the next indexation formula and assumption:

80% of the total standard cleaning price represents labour costs

20% of the total standard cleaning price represents other expenses

$P_n$  = new price/sqm

$P_o$  = old price/sqm

$W_n$  = new gross minimum wage

$W_o$  = old gross minimum wage

$L_c$  = labor costs

% increase =  $(W_n - W_o) / W_o$

$L_c = 80\% \times P_o$

**$P_n = P_o + (\% \text{ increase} \times L_c)$**

### **Security Regulations**

- The UN security rules shall be observed.
- An ID Access – card issued by UN shall be provided to the service team members who should visibly carry the ID card.
- Neither smoking or vaping nor consumption of any kind of alcohol is allowed when working in the UN premises.
- Information/documentation encountered in the UN premises remain the properties of the UN and should not be shared with any third person or party.

### **J. Scope of Bid Price and Schedule of Payments**

The contract price is a fixed monthly/hourly rate for services by lots during the whole contract period.

#### **Bid Price**

Bid price should be provided separately for each of two lots.

#### **Lot 1.**

Price proposal should be provided by cost components based on the format attached as form G taking into consideration details as follows:

- Price proposal for Lot 1 should consist of the separate blocks:

- Cleaning services – monthly fee, including costs for tools and equipment, labor cost and other costs (social security coverage of personnel, taxes if any), except for cleaning materials/consumables and supplies, which will be fixed as a separate price list to be attached to the contract;
- Maintenance services – hourly fee;
- Handling of plants in the UN premises – hourly/monthly fee;
- Janitor/gardener/– daily fee.

Materials cost should not be included in calculation of services fees. Price proposals will be compared based on weighted coefficients, pointed out in the format of Financial proposal.

Calculation of cost for required consumables and supplies should be based on the list provided in the *Annex III* taking into consideration monthly average expenditures.

#### Lot 2.

Price proposal for Lot 2 should include the financial offer which will cover official employment for 3 persons predefined by the lead Agency (office assistants) who maintain cleanliness in the premises during the working day (from 9:00 to 18:00 or 08:00 to 17:00), perform simple administrative work (support of events), replenish consumables in the bathrooms and in the kitchens, maintain cleanliness and order in the conference rooms and wipe with disinfection solutions frequently-touched surfaces of the common use. UNDP foresees that these employees will be recruited in accordance with the requirements of the current legislation of Ukraine by the service provider. UNDP will take part in selection process and will approve the proposed personnel in case their qualifications are recognized as sufficient. The wages of these employees should correspond to minimum level of the salary for technical supporting personnel and should not be less than \$576 per month, taxes net, in UAH equivalent in accordance with the UN rate <https://treasury.un.org/operationalrates/OperationalRates.php>.

#### Schedule of Payment

- The payment shall be settled on monthly basis;
- The contractor shall prepare and send invoice to the lead Agency for service rendered on a monthly basis;
- Payment shall be made within 30 days upon receipt of invoice and acceptance certificate.

#### **K. Information and documents to be included when submitting the proposals**

<input checked="" type="checkbox"/>	Organization's registration documents;
<input checked="" type="checkbox"/>	Organization's profile (date of creation, size, number of staff, description of key staff);
<input checked="" type="checkbox"/>	A letter of interest/letter of offer, which outlines previous experience in provision of similar services and competitive advantages of the applicant company;
<input checked="" type="checkbox"/>	A general concept with the proposed work schedule indicating the persons responsible for each area of activity;
<input checked="" type="checkbox"/>	Documentary evidence in servicing international and diplomatic organizations;
<input checked="" type="checkbox"/>	Personal CVs of the proposed team members, including information about past experience with international and diplomatic organizations;
<input checked="" type="checkbox"/>	At least 3 letters of recommendation from previous clients;
<input checked="" type="checkbox"/>	Financial proposal.

## L. Evaluation Criteria

### Evaluation and comparison of proposals

A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price proposals will be opened only for submissions that passed the minimum technical score of 70% (or 490 points) of the obtainable score of 700 points in the evaluation of the technical proposals.

In the First Stage, the technical proposal is evaluated based on its responsiveness to the Terms of Reference (TOR) and as per below Evaluation Criteria. In the Second Stage, the price proposals of all offerors, who have attained minimum 70% score in the technical evaluation, will be reviewed. Overall evaluation will be completed in accordance with cumulative analysis scheme, under which the technical and financial aspects will have pre-assigned weights on 70% and 30% of the overall score respectively. The lowest cost financial proposal (out of technically compliant) will be selected as a baseline and allocated the maximum number of points obtainable for financial part (i.e. 300). All other financial proposals will receive a number of points inversely proportional to their quoted price: e.g. 300 points x lowest price / quoted price.

The winning proposal will be the one with the highest number of points after the points obtained in both technical and financial evaluations, respectively, are added up. The contract will be devoted to the bidder that submitted the winning proposal.

### Evaluation and comparison of proposals

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	Bidder's experience	28.57%	200
2.	Assessment of technical proposal (Methodology, approach)	42.86%	300
3.	Key Personnel	28.57%	200
	<b>Total</b>	<b>100%</b>	<b>700</b>

Section 1. Bidder's experience		Points obtainable
1.1	Industry Standing, reflected in the bidder's profile and based on outer sources available (corresponding to minimum requirements – 25 pts., well-known cleaning / maintenance service provider with high reputation on the market – 30 pts.)	30
1.2	Bidder's experience in the field of office cleaning service provision (5 years of relevant services provision – 35 pts.; 6 and more years – 45 pts.)	45
1.3	Bidder's experience in the field of maintenance service provision (5 years of relevant services provision – 35 pts.; 6 and more years – 45 pts.)	45

1.4	Bidder's experience in the field of gardening/ plants handling / janitorial services provision (5 years of relevant services provision – 35 pts.; 6 and more years – 40 pts.)	40
1.5	Experience of cooperation with international and diplomatic organizations: 2 organizations – 30 pts. 3 and more organizations – 40 pts.	40
<b>Total Section 1</b>		<b>200</b>

<b>Section 2. Assessment of technical proposal (Methodology, approach)</b>		<b>Points obtainable</b>
2.1	Description of proposed cleaning strategy, including methodology, number of cleaners and schedule: (basic concept is described – 35 pts, well developed and clear strategy – 40 pts; comprehensive strategy, including innovative approaches – 50 pts).	50
2.2	Floor cleaning equipment – vacuum cleaner: Standard – 30 pts.; with possibility of wet cleaning – 35 pts.; with possibility of wet and steam cleaning – 40 pts.	40
2.3	Regularity of inventory update (mops, special rags of different types, buckets, mop attachments) for surface cleaning: - at least once per quarter – 35 pts. - at least once per month – 40 pts.	40
2.4	Assessment of proposed maintenance services provision – up to 40 pts. 30 pts – the malfunctions are fixed within 3 working days; 35 pts – the malfunctions are fixed within 2 working days; 40 pts - the malfunctions are fixed within 1 working day.	40
2.5	Assessment of proposed gardening/plants handling /janitorial services – up to 40 pts. 30 pts – required services are partially subcontracted; 35 pts – the bidder is capable to provide all required services by own capacity; 40 pts – services provided by own capacity supported with a comprehensive strategy of office greening.	40
2.6	Quality Assurance procedures in place – 45 pts max 35 pts – key account manager visits sites at least once per week to ensure quality assurance; 40 pts – key account manager visits sites 2-3 times per week; 45 pts – key account manager visits sites 2-3 times per week and submits quality assurance monthly reports.	45
2.7	Sustainability of the materials proposed – up to 45 pts. 35 pts – proposed materials contain requested nomenclature provided in Annex III; 40 pts – proposed materials are environmentally friendly; 45 pts – proposed materials meet all requirements and are locally produced.	45
<b>Total Section 2</b>		<b>300</b>



Section 3. Key Personnel			Points obtainable
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services: (the proposed structure needs further improvements – 35 pts, the proposed structure fully meets requirements – 50 pts).		50
3.2	Qualifications of key personnel proposed		
3.2.1	Key Account Manager		50
	- At least Bachelor's degree in public administration/ business management/any other related field (bachelor's degree – 5 pts, master's degree – 10 pts).	10	
	- Specific experience relevant to the assignment, managerial experience (3 years – 5 pts, 4-5 years – 10 pts, more than 5 years – 15 pts).	15	
	- Relevant work experience in management of the areas including cleaning, building maintenance and gardening service (5 years – 5 pts, 6-7 – 10 pts, more than 7 years – 15 pts);	15	
	- Language Qualifications: English working level (working knowledge – 5 pts, fluent – 10 pts).	10	
3.2.2	Cleaning Team		30
	General Qualification (secondary education – 5 pts, additional trainings/certificates – 10 pts)	10	
	Relevant Experience in the area (at least 1 year – 10 pts, 2-3 years – 15 pts, more than 4 years - 20 pts)	20	
3.2.3	Maintenance Assistant		30
	General Qualification: (vocational school – 5 pts, bachelor's degree- 10 pts).	10	
	Relevant Experience in the area: (at least 2 years – 5 pts, 3 years and more – 10 pts).	10	
	Valid certificate(s)/permission(s) required for work with electrical, heating systems: (at least one certificate – 5 pts, more than one certificate - 10 pts).	10	
3.2.4	Gardener/s		40
	General Qualification: (secondary education – 5 pts, bachelor's degree- 10 pts).	10	
	Floristry Qualification (certificate in floristry – 5 pts, diploma in floristry – 10 pts).	10	
	Relevant Experience in the area: (at least 2 years – 5 pts, 3 years and more - 10 pts).	10	
	Additional trainings and certificates: (at least one certificate – 5 pts, more than one certificate – 10 pts).	10	
Total Section 3			200

### M. ESTIMATED COST OF ASSIGNMENT

The Bidder is required to prepare the Financial Proposal following the below format and submit it in a file separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

Table 1: Price proposal for Lot 1

Type of services	Unit	Weight (6)	Average quantity per year (1)	Unit price, USD VAT excl. (2)	Total amount, VAT excl. (1)*(2)=(3)	VAT, USD (4)	Total amount, USD, VAT incl. (3)+(4)=(5)	Total price proposal, USD (7)=(5)*(6)
Cleaning services	Monthly fee	0.5	12					
Maintenance services	Hourly fee	0.2	420					
Handling of plants in the UN premises	Monthly fee	0.1	12					
Gardening / Janitor services	Daily fee	0.1	35					
Cleaning materials/consumables and supplies	Total monthly consumption based on bidder's own list of materials and required consumables as per Annex III)	0.1	1					
<b>Total</b>		1.0						

This proposal should be accompanied by the table reflecting consumables cost per year based on the Annex III as follows:

Consumable	Unit	Per month	Per year	Unit price, USD VAT excl.	Total amount, VAT excl.	VAT, USD	Total amount, USD, VAT incl.
Paper towels (Z type - napkins and rolled towels)							

Toilet paper (4 layers min)							
Dusters - 2 types (cellulose and moisture absorbing, ecologically recyclable)							
Sponges for dishes							
Rags for the floor (complete with mop)							
Hand wash (soap - antibacterial foam, paraben free)							
Air fresheners (hypoallergic, environmentally friendly)							
70% alcohol-based hand rubber solution for the areas of common use.							
<b>Total</b>							

Table 2: Price proposal for Lot 2

Type of services	Unit	Unit price, USD VAT excl. (1)	Taxes amount, VAT excl. (2)	Total amount, USD, VAT excl. (1)+(2)=(3)	Administrative fees, VAT excl. (4)	VAT (5)	Total amount, USD, VAT incl. (4)+(5)=(6)
Office Assistant #1	Monthly salary	576 USD					
Office Assistant #2	Monthly salary	576 USD					

## N. Annexes to the TOR

*Annex I: Scope of Service and addresses of the UN premises*

*Annex II: Requirements to Cleaning Materials and Environment Consideration*

*Annex III: List of monthly consumables*

*Annex IV: Service Level agreement and requirements to quality of services provided*

**Annex I to the TOR: Scope of Service and addresses of the UN premises**

Service area	Description of Service	UN premises address
Cleaning Service	<p><u>Routine Cleaning Service</u></p> <ul style="list-style-type: none"> <li>On daily basis, clean building entry area, public areas, meeting rooms, reception area and halls.</li> <li>To clean toilets including toilet bowls, washing basins, mirror, walls and floor; keep available toilet paper, lotion and soap and so on.</li> <li>Clean kitchen including washing basin, microwaves, refrigerators, fixtures and furniture.</li> <li>Clean, wipe, vacuum or dust-remove office furniture, carpets, wood floors, garbage bins, walls, windowsills etc. Working tables.</li> <li>Wash, mop or wipe stairs, corridors and stone floors.</li> <li>Clean all glass, mirror and baseboards inside rooms, clean all balconies.</li> <li>Support the green office initiative, i.e. economize the use of water and electricity and help the practice of green office actions whenever applicable.</li> <li>Provide full disinfection of office premises upon request.</li> </ul> <p><u>Weekly cleaning tasks</u></p> <ul style="list-style-type: none"> <li>Clean rubber mats at entrance areas;</li> <li>Vacuum cleaning all carpets twice a week;</li> <li>Clean all glass doors and handles;</li> <li>Clean refrigerators in the kitchens and water room;</li> <li>Clean and wipe building entrance glass doors and frames.</li> </ul> <p><u>Monthly cleaning tasks</u></p> <ul style="list-style-type: none"> <li>Clean all sofas and chairs;</li> <li>Clean and wipe all lights and lamps in the office.</li> </ul> <p><u>Annual cleaning tasks</u></p> <ul style="list-style-type: none"> <li>Clean all windows twice a year;</li> <li>Conduct exercise of eliminating cockroaches twice a year;</li> <li>Clean and maintain air conditioners once a year.</li> </ul>	<p>1, Klovsky Uzviz, Kyiv; 29-A, Instytutaska street;</p> <p>28, Instytutaska Street, Kyiv;</p> <p>20, Esplanadna Street, Kyiv</p>
Gardening Service	<ul style="list-style-type: none"> <li>The company should be able to provide technical advice and professional guidance on greening, gardening, fertilizing weeding, pruning and trimming.</li> <li>Greening and gardening services including watering, fertilizing, weeding, pruning and trimming for trees to keep the best condition and look. The use of herbicides to be used as sparingly as possible. Natural and environmentally friendly means to keep disease and harmful insects under control.</li> <li>Effective maintenance of the lawn, i.e. regular trimming and watering and spray of Pest control (only when needed).</li> <li>Cut the plants reasonably on time and pay attention to the prevention and treatment of the injury made by virus and vermin.</li> <li>Nurture flowers in the green wall to be used in the garden and decoration of the compound.</li> <li>Provide tools, pesticides, fertilizers for the maintenance work.</li> <li>Carry out necessary maintenance work according to season/weather and condition of the plants and flowers, i.e. clear the fallen leaves and in winter, clear away the snow in the</li> </ul>	<p>1, Klovsky Uzviz, Kyiv; 29-A, Instytutaska street</p>

	compound.	
Building Maintenance Service	<ul style="list-style-type: none"> <li>▪ Maintain and repair all office furniture, facilities, electricity, water fitting, etc.</li> <li>▪ Check and maintain electrical related items such as switches, plugs etc.</li> <li>▪ Check and fix water and gas fittings, maintain electricity supplies, furniture and equipment.</li> <li>▪ Take supervise functions, if there is any painting, renovation and construction projects.</li> <li>▪ Contact landlord management office in case some repairs and maintenance need to be done by the landlord.</li> <li>▪ Contact suppliers to repair equipment and facilities if they are beyond your capacity.</li> <li>▪ Support the effective maintenance of meeting rooms if there is a meeting.</li> <li>▪ Support the proper services to office functions, such as office moving, adjustment of office.</li> <li>▪ Support the Utility Man on organization of cleaning team for services provided to official events/activities including reception, tea breaks and other functions.</li> <li>▪ Ensure cost-savings through proper use of office properties.</li> <li>▪ Any other related duties assigned by the supervisor from time to time in line with ToR scope of works.</li> </ul>	<p>1, Klovsky Uzviz, Kyiv; 29-A, Instytutaska street;</p> <p>28, Instytutaska Street, Kyiv;</p> <p>20, Esplanadna Street.</p>

## **Annex II to the TOR: Requirements to Cleaning Materials and Environment Consideration**

- The contractor shall provide equipment and cleaning materials as well as consumption supplies for performing the services listed in the Terms of Reference.
- All related cost associated with equipment, cleaning materials and supplies shall be included in the price for the services.
- All products used inside the UN premises must be environmentally friendly (comply with international environmental standard ISO 14024). Preference should be provided to high quality materials of local manufacturers, when available on the market.
- The bidders are requested to submit the list of products that will be utilized in the UN premises, see below details.

### Cleaning materials and tools used by Contractor's Personnel

- Uniform for all contractors' personnel assigned to the work
- Protective masks for all contractors' personnel during the Covid-19 pandemic period until further notice to discontinue
- Cleaning devices and tools should be provided to cleaning team, such as vacuum cleaner, water barrels, watering pots, brooms, dustpan, rubber gloves, duster cloth, recyclable garbage bags and so on.
- Detergents including glass lotion, toilet lotion, wax-removing detergent, dust-collecting detergent, disinfect lotion, cleanser etc. Detergents must be phosphate free and ecologically friendly in all possible options.
- Gardening devices and tools should be provided to the gardeners such as water barrels, watering pots, brooms, dustpan, flat shovel, gloves, duster cloth, and so on.
- Necessary insecticides for killing insects and fertilizers for breeding and nurturing flowers and maintaining works.

### Supplies and Storage

- Supplies of goods are to be ordered, received, stored, and managed by the contractor delivering the cleaning service.
- The supervisor or on-site personnel of the cleaning service shall always be present to receive supplies when delivered to the premises. Delivery to special storages in the UN premises should be responsibility of the contractor.
- Keep agency informed of stuff to be distributed and the frequency of replenishment.
- The contractor keeps monthly inventory of the supplies and provides to the lead Agency upon request.

### Environmental consideration and requirement

- Cleaning materials must be environmental and human friendly (preferably produced in Ukrainian).
- The Contractor should support the green office initiative, i.e. economize the use of water and electricity and help the practice of green office actions whenever applicable.
- Pursuing continuous improvement in environmental performance, reducing energy and water consumption, increasing re-use and recycling wherever necessary, sorting waste.

### **Annex III to the TOR: List of monthly consumables**

Consumables (minimum package):

- paper towels (Z type - napkins and rolled towels)
- toilet paper (4 layers min)
- dusters - 2 types (cellulose and moisture absorbing, ecologically recyclable)
- sponges for dishes
- rags for the floor (complete with mop)
- hand wash (soap - antibacterial foam, paraben free)
- air fresheners (hypoallergic, environmentally friendly)
- 70% alcohol-based hand rubber solution for the areas of common use.

**Annex IV to the TOR: Service Level agreement and requirements to quality of services provided**

The contractor shall perform its services in accordance with the herein prescribed minimum performance standards set by the UNDP:

<b>Product / Service</b>	<b>Performance Attribute</b>	<b>Definition</b>	<b>Standard / Service Level</b>
1. Service quality	Quality of cleaning services	High standard of Cleanliness are applied by Contractor	Conduction of "on spot" check-ups with no additional comments from lead Agency.
	Quality of gardening and floristical services	Greening and gardening services including watering, fertilizing, weeding and pruning and trimming are provided on regular basis	All plants are of the best condition and look
	Quality of building maintenance services	High quality of respective services provision	Services are provided based on written request within 2 working days
	Responsiveness	Willingness to improve services quality	Regular coordination meetings with lead Agency: twice a year
2. Effective coordination of work and problem solving	Timely provision of required services	Coordination of the employees' work	Arrange personnel replacement, if any person is on leave due to any types of reasons including leaves or sickness
	Timely provision of supplies	Ensure that all required tools and materials are timely supplied and stored	Inventory of the supplies is conducted on monthly basis is and provided to the lead Agency upon request
	Complaint Handling	Ability to resolve complaints	Timeliness: one (1) working day and depending on the nature of the claim
3. Billing	Accuracy	Ability to provide accurate and detailed payment documents	Zero error in invoice submission
	Timeline for documents submission	Timely provision of required set of documents for monthly payment: signed and stamped electronic copies via email and hard copies to the mail address of the lead Agency	Invoice is provided not later than 20th of the payment month. Act of Acceptance – after the end of each calendar month.



<b>Product / Service</b>	<b>Performance Attribute</b>	<b>Definition</b>	<b>Standard / Service Level</b>
			Tax invoice (if applicable) is provided upon registration.
4. Communications	Communicate effectively with lead Agency on the business operation	Provide to the lead Agency the relevant information of personnel who is assigned for the service. Notify the respective agencies if any personnel change during the contractual period.	Regular and timely updates related to service provision are provided by contractor.
5. Compliance with all legislation, adequate records maintained, zero exposures.	All activities performed by contractor with reference to required service provision are fully in line with Ukrainian legislation	All personnel assigned by the contractor is officially employed in line with current legislation of Ukraine	Confirmation of the official employment should be provided by contractor upon request.

## Section 6: Returnable Bidding Forms / Checklist

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This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

### Technical Proposal Envelope:

<b>Have you duly completed all the Returnable Bidding Forms?</b>	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>

### Financial Proposal Envelope

**(Must be submitted in password protected file. Electronic format of submission only)**

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form	<input type="checkbox"/>

**Form A: Technical Proposal Submission Form**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	535-2021-UNDP-UKR-RFP-CO		

We, the undersigned, offer to provide the services for Provision of Package Services including Cleaning, Building Maintenance, and Handling of Plants/Gardening to the United Nations Premises based in Kyiv, Ukraine in accordance with your Request for Proposal No. 535-2021-UNDP-UKR-RFP-CO and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

*[Stamp with official stamp of the Bidder]*

**Form B: Bidder Information Form**

<b>Legal name of Bidder</b>	[Complete]
<b>Legal address</b>	[Complete]
<b>Year of registration</b>	[Complete]
<b>Bidder's Authorized Representative Information</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
<b>Are you a UNDP vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
<b>Countries of operation</b>	[Complete]
<b>No. of full-time employees</b>	[Complete]
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</b>	[Complete]
<b>Contact person UNDP may contact for requests for clarification during Proposal evaluation</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Please attach the following documents:</b>	<ul style="list-style-type: none"> <li>• Organization's registration documents;Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder;</li> <li>• Organization's profile (date of creation, size, number of staff, description of key staff);</li> <li>• A letter of interest/letter of offer, which outlines previous experience in provision of similar services and competitive advantages of the applicant company;</li> <li>• A general concept with the proposed work schedule indicating the persons responsible for each area of activity;</li> <li>• Documentary evidence in servicing international and diplomatic organizations;</li> <li>• Personal CVs of the proposed team members, including information about past experience with international and diplomatic organizations;</li> <li>• At least 3 letters of recommendation from previous clients;</li> </ul>

- **Duly signed Technical proposal as per Forms A, B and E**
- **Financial proposals as per forms F and G.** Financial proposal must be **in a separate file and password protected.**

**Form C: Joint Venture/Consortium/Association Information Form**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	535-2021-UNDP-UKR-RFP-CO		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information <i>(address, telephone numbers, fax numbers, e-mail address)</i>	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

<b>Name of leading partner</b>  (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
--	------------

We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture **OR** ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: \_\_\_\_\_

Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Name of partner: \_\_\_\_\_

Name of partner: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Form D: Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	535-2021-UNDP-UKR-RFP-CO		

If JV/Consortium/Association, to be completed by each partner.

Historical Contract Non-Performance

<input type="checkbox"/> Contract non-performance did not occur for the last 3 years			
<input type="checkbox"/> Contract(s) not performed for the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 5 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

List of corporate clients highlighting similar contracts for clients of comparable business nature and/or size as UNDP/UN for the last 5 years:

Nº	Name of the project	Client	Price	Duration	Activities within the project	Status or completion date	Contacts for information (name, telephone, email)
1							
2							
3							

*Bidders may also attach their own Project Data Sheets with more details for assignments above.*

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

## Financial Standing

<b>Annual Turnover for the last 3 years</b>	Year	USD
	Year	USD
	Year	USD
<b>Latest Credit Rating (if any), indicate the source</b>		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			



☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;
- c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

**Form E: Format of Technical Proposal**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	535-2021-UNDP-UKR-RFP-CO		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

**SECTION 1: Bidder's experience and reputation on the market**

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevant certificates and association membership confirming documents.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

**SECTION 2: Bidder's capability and expertise**

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

A letter of interest/letter of offer, which outlines previous experience in provision of similar services and competitive advantages of the applicant company;
A general concept with the proposed work schedule indicating the persons responsible for each area of activity;
Documentary evidence in servicing international and diplomatic organizations;
Personal CVs of the proposed team members, including information about past experience with international and diplomatic organizations;
At least 3 letters of recommendation from previous clients;

**SECTION 3: Management Structure and Key Personnel**

Provide CVs of the project team members, including information about the experience of implementing similar projects/objectives (references should be provided).

Nº	Name	Position	Qualification	Work experience (place, position, experience)	Status: temporary/per manent
1					
2					
...					

3.1 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

3.2 Details of the average salary of the company's staff involved in the project, employee benefits, and days off.

#### Format for CV of Proposed Key Personnel

<b>Name of Personnel</b>	[Insert]
<b>Position for this assignment</b>	[Insert]
<b>Nationality</b>	[Insert]
<b>Language proficiency</b>	[Insert]
<b>Education/ Qualifications</b>	<p><i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i></p> <p>[Insert]</p>
<b>Professional certifications</b>	<p><i>[Provide details of professional certifications relevant to the scope of services]</i></p> <ul style="list-style-type: none"> <li>▪ Name of institution: [Insert]</li> <li>▪ Date of certification: [Insert]</li> </ul>
<b>Employment Record/ Experience</b>	<p><i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i></p> <p>[Insert]</p>
<b>References</b>	<p><i>[Provide names, addresses, phone and email contact information for two (2) references]</i></p> <p>Reference 1: [Insert]</p> <p>Reference 2: [Insert]</p>

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

\_\_\_\_\_  
Signature of Personnel

\_\_\_\_\_  
Date (Day/Month/Year)

Form F: Financial Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	535-2021-UNDP-UKR-RFP-CO		

We, the undersigned, offer to provide the services for Provision of Package Services including Cleaning, Building Maintenance, and Handling of Plants/Gardening to the United Nations Premises based in Kyiv, Ukraine in accordance with your Request for Proposal No. 535-2021-UNDP-UKR-RFP-CO and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the

Lot 1 - [Insert amount in words and figures]

Lot 2 - [Insert amount in words and figures]

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

[Stamp with official stamp of the Bidder]

**Form G: Financial Proposal Form**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	535-2021-UNDP-UKR-RFP-CO		

The Bidder is required to prepare the Financial Proposal following the below format and submit it in a file separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

Currency of proposal may be UAH or USD, though USD is highly recommended as the price of the contract will be based on the proposal and its currency and will not be changed in its duration. Thus, USD price proposal provides better option for currency risk mitigation.

**Table 1: Price proposal for Lot 1**

Type of services	Unit	Weight (6)	Average quantity per year (1)	Unit price, USD VAT excl. (2)	Total amount, VAT excl. (1)*(2)=(3)	VAT, USD (4)	Total amount, USD, VAT incl. (3)+(4)=(5)	Total price proposal, USD (7)=(5)*(6)
Cleaning services	Monthly fee	0.5	12					
Maintenance services	Hourly fee	0.2	420					
Handling of plants in the UN premises	Monthly fee	0.1	12					
Gardening / Janitor services	Daily fee	0.1	35					
Cleaning materials/consumables and supplies	Total monthly consumption based on bidder's own list of materials and required consumables as per Annex III)	0.1	1					
<b>Total</b>		1.0						

This proposal should be accompanied by the table reflecting consumables cost per year based on the Annex III as follows:

<b>Consumable</b>	<b>Unit</b>	<b>Per month</b>	<b>Per year</b>	<b>Unit price, USD VAT excl.</b>	<b>Total amount, VAT excl.</b>	<b>VAT, USD</b>	<b>Total amount, USD, VAT incl.</b>
Paper towels (Z type - napkins and rolled towels)							
Toilet paper (4 layers min)							
Dusters - 2 types (cellulose and moisture absorbing, ecologically recyclable)							
Sponges for dishes							
Rags for the floor (complete with mop)							
Hand wash (soap - antibacterial foam, paraben free)							
Air fresheners (hypoallergic, environmentally friendly)							
70% alcohol-based hand rubber solution for the areas of common use.							
<b>Total</b>							

**Table 2: Price proposal for Lot 2**

<b>Type of services</b>	<b>Unit</b>	<b>Unit price, USD VAT excl. (1)</b>	<b>Taxes amount, VAT excl. (2)</b>	<b>Total amount, USD, VAT excl. (1)+(2)=(3)</b>	<b>Administrative fees, VAT excl. (4)</b>	<b>VAT (5)</b>	<b>Total amount, USD, VAT incl. (4)+(5)=(6)</b>
Office Assistant #1	Monthly salary	576 USD					
Office Assistant #2	Monthly salary	576 USD					

"Duly authorized to sign the proposal for and on behalf of" \_\_\_\_\_

(Name of Organisation): \_\_\_\_\_

Signature/Stamp of Entity/Date: \_\_\_\_\_

Name of representative: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone/Fax: \_\_\_\_\_

Email: \_\_\_\_\_