



REQUEST FOR QUOTATION (RFQ)

(From Vietnam based firms/institutes/organizations)

NAME OF SERVICE	Date: 05 July 2021
Long-term Agreement for the Maintenance services for the Crack ACs of the Green One UN House (GOUNH) at 304 Kim Ma street, Ha Noi	RFQ Reference: 2-210702

SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP kindly requests your quotation for the provision of goods, works and/or services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated in Section 2. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Issued by:

Signature: _____

Name: Tran Thi Hong

Title: Head of Procurement Unit

Date: 05 July 2021

SECTION 2: RFQ INSTRUCTIONS AND DATA

Introduction	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p>
Deadline for the Submission of Quotation	<p>July 15, 2021 July 29, 2021 (Hanoi time)</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p> <p>For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</p>
Method of Submission	<p>Quotations must be submitted as follows:</p> <p><input type="checkbox"/> E-tendering <input checked="" type="checkbox"/> Dedicated Email Address <input type="checkbox"/> Courier / Hand delivery <input type="checkbox"/> Other Click or tap here to enter text.</p> <p>Bid submission address: bidding.vn@undp.org</p> <ul style="list-style-type: none"> File Format: pdf, excel, word, zipped files File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. All files must be free of viruses and not corrupted. Max. File Size per transmission: 30 MB Mandatory subject of email: RfQ 2-210702: Maintenance services of the Crack ACs Multiple emails must be clearly identified by indicating in the subject line "email no. X of Y", and the final "email no. Y of Y." It is recommended that the entire Quotation be consolidated into as few attachments as possible. The bidder should receive an email acknowledging email receipt. <p>[For eTendering method, click the link https://etendering.partneragencies.org and insert Event ID information]</p> <ul style="list-style-type: none"> Insert BU Code and Event ID number <p>Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</p>
Cost of preparation of quotation	<p>UNDP shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>
Supplier Code of Conduct, Fraud, Corruption,	<p>All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</p>

	<p>Moreover, 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 to observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_an_dinvestigation.html#anti</p>
Gifts and Hospitality	<p>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, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid 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, 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>
Conflict of Interest	<p>UNDP requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall 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.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</p> <p>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 RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
General Conditions of Contract	<p>Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the General Conditions of Contract</p> <p>Select the applicable GTC:</p> <p><input type="checkbox"/> General Terms and Conditions / Special Conditions for Contract.</p> <p><input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p><input type="checkbox"/> General Terms and Conditions for Works</p> <p>Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy</p>
Special Conditions of Contract	<p><input type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by [indicate number of days]</p> <p><input type="checkbox"/> Others [pls. specify]</p>
Eligibility	<p>A vendor who will be engaged by UNDP may 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. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP.</p> <p>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> <p>Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country.</p>
Currency of Quotation	<p>Quotations shall be quoted in Vietnamese dong (VND)</p>

Joint Venture, Consortium or Association	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid 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 Bid; 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, Consortium or Association.</p> <p>Refer to Clauses 19 – 24 under Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>
Only one Bid	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association.</p> <p>Bids 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"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or b) they have the same legal representative for purposes of this RFQ; or c) 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 Bid of, another Bidder regarding this RFQ process; d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
Duties and taxes	<p>Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:</p> <p>All prices must:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> be exclusive of VAT and other applicable indirect taxes
Language of quotation	<p>English and Vietnamese</p> <p>Including documentation including catalogues, instructions and operating manuals.</p>
Documents to be submitted	<p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed; <input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1; <input checked="" type="checkbox"/> Company Profile (optional) – describing the nature of business, field of expertise, licenses, certifications, accreditations; <input checked="" type="checkbox"/> Business Licenses – Registration Papers, Tax Payment Certification, etc.; <input checked="" type="checkbox"/> Certification of authorized dealership or partnership from EMERSON for providing the requested services. (This requirement is not applicable for service company of EMERSON); <input checked="" type="checkbox"/> Track Record – List of Crack ACs maintained by the Bidders; <input checked="" type="checkbox"/> Detailed Maintenance plan and 24h emergency call services; <input checked="" type="checkbox"/> List of Crack ACs spare parts /Crack AC accessories keeping in vendor's stock and committed deliver time for spare parts and accessories; <input checked="" type="checkbox"/> List of the Proposed Team for the assignment including the following information; <input checked="" type="checkbox"/> Detailed CVs of proposed team members with: Title/Designation of each team member; Educational qualifications and professional experiences including training from EMERSON; Experience in working on similar projects and assignments (List all similar projects they worked on and their roles on those projects in the past 5 years) and copies of the training certifications from EMERSON of proposed Team members; <p>Click or tap here to enter text.</p>

Quotation validity period	Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted Insert conditions for partial quotes and ensure that the requirements are properly listed in lots to allow partial quotes
Alternative Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
Payment Terms	<input type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation. <input checked="" type="checkbox"/> As indicated in the attached TOR <input checked="" type="checkbox"/> Condition for Payment Release: <i>Within thirty (30) days from the date of meeting the following conditions:</i> a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
Conditions for Release of Payment	<input type="checkbox"/> Passing Inspection [specify method, if possible] Complete Installation <input type="checkbox"/> Passing all Testing [specify standard, if possible] <input type="checkbox"/> Completion of Training on Operation and Maintenance [specify no. of trainees, and location of training, if possible] <input checked="" type="checkbox"/> Written Acceptance of Goods, Services and Works, based on full compliance with RFQ requirements <input type="checkbox"/> Others [pls. specify]
Contact Person for correspondence, notifications and clarifications	E-mail address: luu.ngoc.diep@undp.org Attention: Quotations shall not be submitted to this address but to the address for quotation submission above. Otherwise, offer shall be disqualified. 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.
Clarifications	Requests for clarification from bidders will not be accepted any later than Click or tap here to enter text. days before the submission deadline. Responses to request for clarification will be communicated through the above-mentioned contact person by 29 April 2021
Evaluation method	<input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer
Evaluation criteria	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input type="checkbox"/> Comprehensiveness of after-sales services <input type="checkbox"/> Earliest Delivery /shortest lead time <input checked="" type="checkbox"/> Please refer to the Evaluation Criteria for further details.
Right not to accept any quotation	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, Click or tap here to enter text. reserves the right to vary (increase or decrease) 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.
Type of Contract to be awarded	<input type="checkbox"/> Purchase Order

	<input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) (this template is also utilised for Long-Term Agreement) and if an LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) <input type="checkbox"/> Contract for Works <input type="checkbox"/> Other Type/s of Contract [pls. specify]
Expected date for contract award.	01 August 2021
Publication of Contract Award	UNDP will publish the contract awards valued at USD 100,000 and more on the websites of the CO and the corporate UNDP Web site.
Policies and procedures	This RFQ is conducted in accordance with UNDP Programme and Operations Policies and Procedures
UNGM registration	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation 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.

EVALUATION CRITERIA

1. Mandatory requirements:

- Be Service company of EMERSON /Be authorized partner of EMERSON for providing service for EMERSON Crack ACs
- Vendor's assigned technicians have training certification from EMERSON.

Bidder(s) passing all mandatory requirements will be qualified for technical evaluation.

2. Evaluation criteria for technical proposal:

The evaluation of technical proposal shall be conducted using scoring method (1,000 points), as follows:

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	150
2.	Proposed Methodology, Approach and Implementation Plan	750
3.	Management Structure and Key Personnel	100
	Total	1000

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Have the integrity and proven reliability to ensure good faith performance (by providing Track Record for the number of EMERSON Crack ACs maintained by the vendor in the past and present)	150
Total Section 1		150

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Proposed Maintenance plan	350
2.2	Proposed 24h emergency call services	300
2.3	Maintain spare parts stock (80 points) and committed deliver time for spare parts and accessories (20 points)	100
Total Section 2		750

Section 3. Management Structure and Key Personnel		Points obtainable
3.1	Proposed team with Technicians trained by EMERSON	100
Total Section 3		100

All bids passing the minimum technical score of 700 will be technically qualified for financial evaluation. **The lowest price substantially compliant offer will be selected.**

Important Notes:

- Evaluation will be done separately for each of the proposed key personnel (if applicable) and the total personnel score will be the average.
- Please refer to the [Documents to be submitted](#) for documents to be evaluated.

ANNEX 1: SCHEDULE OF REQUIREMENTS

Maintenance services of the Crack ACs of the Green One UN House (GOUNH) at 304 Kim Ma street, Ha Noi

1. Background Information

UN has 3 Crack ACs Model P1020 DA manufactured by EMERSON that provide AC for the Data Center for 24/24 hours.

In order for the Crack ACs to be in a good working condition at all times, there is need to have them maintained and repaired regularly and according to manufacturer's specifications. This, therefore, requires the engagement of a competent generator maintenance service provider who will, in a timely fashion, provide maintenance services for the 2 generator and attend to faults from time to time.

2. Scope of works

Provide comprehensive preventive and predictive maintenance services, remedial repair services and equipment inspections ensuring Crack ACs, components and systems operate as intended and in compliance with manufacturer's recommendations and industry's best practices.

The Maintenance Requirements are listed in Annex A-1

3. Responsibilities for provision of resource and materials

a. To be provided by the UN

- Changing rooms, facilities suitable for storage of equipment and supplies required to operate the contract.

b. To be provided by the Contractor

- Service specific staff, ad-hoc staff, specialized skills and expertise;
- All tools and instruments required to provide the services in accordance with the proposal;
- All equipment, chemicals, supplies and consumables required for cleaning.
- Staff uniforms and personal safety equipment.

4. Qualification requirements

Companies intending to submit a bid should have the organizational and technical capacity, experience and professionalism to provide the Services Requirements. Bidders should be able to

1. Be Service company of EMERSON /Be authorized Partner of EMERSON for Service of EMERSON Crack AC
2. Show proof of past and/or present experience in similar projects,
3. Have technicians trained by EMERSON about Crack AC Service
4. Demonstrate an understanding of the UN's requirements and come up with an appropriate work plan and overall approach on how to meet these requirements.
5. Have spare parts/accessories for EMERSON Crack AC in stock

5. Methodology

Bidders shall propose a viable approach to the assignment. The following suggested methodologies could be adopted:

- Conduct a thorough and detailed review of on-site provision
- Get all necessary data about the Crack ACs in UN and the working conditions
- Prepare preventive maintenance and Breakdown/Call Back plan
- Submit preventive maintenance and Breakdown/Call Back service plan and financial proposal which should cover labour and all other cost for maintenance service and labour for Breakdown/Call Back service.

6. Content of technical proposal

Bidders shall submit following to UNDP for technical evaluation:

1. Certification of authorized dealership or partnership from EMERSON for providing the requested services. This requirement is not applicable for Service Company of EMERSON.
2. List of Crack ACs maintained by the Bidders (Form 1)
3. List of the Proposed Team for the assignment including the following information (Form 2):
 - a. Title/Designation of each team member on the project
 - b. Educational qualifications and professional experiences including training from EMERSON
 - c. Past experience in working on similar project and assignment – List all similar projects they worked on and their roles on those project in the past 5 years.And copy of the training certifications from Emerson of proposed Team members
4. Detailed Maintenance plan and 24h emergency call services
5. List of Crack ACs spare parts /Crack AC accessories keeping in vendor's stock and committed deliver time for spare parts and accessories.

Form 1: List of customer and number of Crack ACs maintained by the Bidders

No.	Customer Name	No. of Emerson Crack ACs being maintained by the vendor	Time period
1	Building A	3	from to
2	Hotel B	2	from to
3	Factory C	5	from to

	Total	...	

Form 2: List of the Proposed Team for the assignment

No.	Name of Maintenance team member	Title/role for this project	Educational Qualifications	training from EMERSON- attach certificate with CVs	Similar projects worked on and the roles on those project
1					
2					
3					

7. Duration of the work and contract implementation time and Duty Station

Duration & timing: 3 years starting from the date of the 1st contract (expecting to be 05 August 2021)

Duty station: 304 Kim Ma Street, Hanoi

8. Payment Terms

The lump-sum will be paid quarterly upon certification that the required deliverables, services have been met in full compliance with the UN requirement and acceptance of quarterly service reports by UN

9. Annexes to the TOR

Annex A-1: List of Equipment and Maintenance Requirements

Annex A-1: List of Equipment and Maintenance Requirements

1. List of Equipment:

3 Libert Emerson Model P1020 DA

2. Maintenance Requirements:

2.1. Regular Servicing

Mô tả		Thời gian				Ghi chú
		tháng	Quý	Giờ	Năm	
Bộ phận điều khiển luồng không khí						
1	Kiểm tra vòng quay của quạt và dây curoa		✓			Chỉ thay thế với những loại được nhà sản xuất chấp nhận.
2	Kiểm tra tất cả các bộ lọc và các bộ phận của van lọc có điều khiển		✓			
3	Kiểm tra dàn bay hơi			✓		Siết lại nếu cần thiết
4	Kiểm tra ống dẫn và khay ngưng tụ		✓			Kiểm tra ống dẫn với nước
5	Kiểm tra cánh quạt và làm sạch		✓			Đảm bảo trọng lượng cân bằng
6	Kiểm tra quạt cấp khí tươi				✓	Làm sạch hoặc thay thế
Giàn nóng giải nhiệt gió						
7	Kiểm tra vòng bi quạt		✓	✓		Thay thế cho phù hợp với dây curoa nếu cần thiết
8	Kiểm tra sự chuyển động của dây curoa		✓	✓		
9	Kiểm tra quạt		✓			
10	Kiểm tra chế độ điều khiển quạt		✓			
11	Kiểm tra ống giải nhiệt nóng		✓			
12	Kiểm tra vòi, bộ phận lọc nước			✓		
Máy nén						
13	Kiểm tra bộ phận điều khiển Áp suất cao, áp suất thấp và sự hoạt động của quạt		✓			Không bao gồm bất kỳ những bất thường nào
14	Kiểm tra áp suất đầu vào và ra.		✓			
15	Kiểm tra hệ thống gas		✓			
16	Kiểm tra sấy nhiệt		✓			
17	Kiểm tra ống dẫn nước		✓			Siết lại các rắc co, đai hãm ống

18	Kiểm tra mức dầu				✓	
19	Kiểm tra sự dò rỉ				✓	
Hệ thống điện						
20	Kiểm tra tất cả động cơ quá nóng		✓			
21	Kiểm tra cường độ dòng điện của tất cả các động cơ				✓	So sánh với thực tế và trên nhãn mác động cơ
22	Kiểm tra sự quá tải				✓	
23	Kiểm tra tất cả các Role, công tắc và bộ phận cấu thành khác.		✓			Chỉ sử dụng những thay thế của nhà sản xuất.
24	Kiểm tra sự hoạt động		✓			
Hệ thống phụ ẩm bổ xung						
25	Kiểm tra bình làm ẩm, điện cực, ống dẫn và khay ngưng tụ		✓			Vệ sinh nếu cần thiết
26	Kiểm tra sự rò rỉ của van nước		✓			
27	Vệ sinh bình và các thanh điện cực		✓			Chú ý điều kiện của điện cực
28	Kiểm tra dòng điện và các hoạt động điều khiển			✓		
29	Kiểm tra và thay đổi ống, vòi dẫn			✓		
30	Kiểm tra thiết bị lọc nước vào			✓		
31	Kiểm tra sự tắc nghẽn ống dẫn			✓		
32	Kiểm tra van điện từ			✓		Đảm bảo đúng mức nước cho hoạt động
33	Kiểm tra quá trình hoạt động		✓			
Hệ thống điều khiển						
34	Kiểm tra cài đặt của aptômat chính		✓			
35	Kiểm tra các điều kiện chung		✓			
Kiểm tra Chung						
36	Kiểm tra các loại đinh ốc nếu bị lỏng.				✓	
37	Kiểm tra chung tất cả thiết bị		✓			Hút sạch bụi và lau rửa máy
38	Làm sạch các thiết bị		✓			

Ghi chú:

- *M (Monthly): bảo trì định kỳ hàng tháng*
- *Q (Quarterly): bảo trì định kỳ hàng quý*
- *H (Half-yearly): bảo trì định kỳ nửa năm*
- *Y (Yearly): bảo trì định kỳ hàng năm*
- *Ghi lại tất cả thông số sau khi bảo dưỡng.*

2.2. Dịch vụ khắc phục sự cố 24h/ngày

Nhà thầu cần cung cấp dịch vụ khắc phục sự cố 24 giờ trong ngày. Nhân viên kỹ thuật của nhà thầu phải có mặt tại GOUNH khi được thông báo về sự cố/hỏng hóc của Crack AC, tìm ra lỗi gây nên sự cố, trao đổi với GOUNH về sự cố và khắc phục sự cố.

Thời gian từ khi được báo sự cố đến khi đến GOUNH để xử lý do nhà thầu đề xuất, nhưng không quá 4 giờ.

Chi phí của nhân công cho dịch vụ khắc phục sự cố này đã bao gồm trong gói thầu.

2.3. Báo cáo

Nhà thầu cần:

- a. Thông báo và tư vấn ngay lập tức cho GOUNH về tình trạng của thiết bị và những hàng động cần thực hiện để đảm bảo sự hoạt động bình thường của thiết bị
- b. Nộp cho GOUNH báo cáo bảo dưỡng, hỏng hóc, sửa chữa không muộn hơn 2 ngày sau khi thực hiện bảo dưỡng, phát hiện sự cố và sửa chữa thiết bị
- c. Báo giá cho GOUNH để phê duyệt nếu bất cứ sửa chữa hoặc thay thế nào được yêu cầu. Không thực hiện bất cứ sửa chữa nào không bao gồm trong hợp đồng mà chưa được đại diện của GOUNH phê duyệt
- d. Nhà thầu bảo hành chất lượng phụ tùng thay thế trong 1 năm kể từ ngày thay thế.

2.4. Biện pháp an toàn

Nhà thầu cần luôn luôn quan sát và tuân thủ luật pháp, quy định hiện hành về an toàn và tất cả quy định và nội quy liên quan đến an toàn và sức khỏe lao động, an toàn về cháy nổ của tòa nhà. Nhà thầu phải chịu mọi chi phí liên quan đến việc tuân thủ những điều trên.

2.4. Trách nhiệm cho việc cung cấp nhân lực và vật lực

Cung cấp bởi GOUNH:

- Phòng thay quần áo, nơi để thiết bị và vật tư cho việc thực hiện hợp đồng

Cung cấp bởi nhà thầu:

- Nhân viên, kỹ thuật viên, chuyên gia;
- Tất cả dụng cụ và thiết bị cần thiết để cung cấp dịch vụ
- Dụng cụ, hóa chất, và các vật dụng tiêu hao khác cần thiết cho việc làm vệ sinh
- Đồng phục nhân viên và các dụng cụ an toàn lao động

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues (If yes, provide a Copy)	<input type="checkbox"/> Yes <input type="checkbox"/> No

Is your company a member of the UN Global Compact	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.

Form 1: List of customer and number of Crack ACs maintained by the Bidders

No.	Customer Name	No. of Emerson Crack ACs being maintained by the vendor	Time period
1	Building A	3	from to
2	Hotel B	2	from to
3	Factory C	5	from to

	Total	...	

Form 2: List of the Proposed Team for the assignment

No.	Name of Maintenance team member	Title/role for this project	Educational Qualifications	Training from EMERSON-attach certificate with CVs	Similar projects worked on and the roles on those project
1					
2					
3					

Bidder's Declaration

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
<input type="checkbox"/>	<input type="checkbox"/>	Ethics: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, , 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 have read the United Nations Supplier Code of Conduct : https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	Prohibitions, Sanctions: I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract 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 and 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.
<input type="checkbox"/>	<input type="checkbox"/>	Bankruptcy: I/We 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.
<input type="checkbox"/>	<input type="checkbox"/>	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

ANNEX 3: TECHNICAL AND FINANCIAL OFFER - SERVICES

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Technical Offer

Provide the required submitted documents as per instructed in Section 2 and according to the Evaluation Criteria

Financial Offer

Provide a lump sum for the provision of the services stated in the Terms of Reference your technical offer. The lump sum should include all costs of preparing and delivering the Services. All daily rates shall be based on an eight-hour working day.

Currency of Quotation: **VND**

#	Cost components	YEAR 1 (12 months from contract starting date)		YEAR 2		YEAR 3		YEAR 4		YEAR 5		Total for 5 years
		Monthly rate	Total for Year 1	Monthly rate	Total for Year 2	Monthly rate	Total for Year 3	Monthly rate	Total for Year 4	Monthly rate	Total for Year 5	
1.	All-inclusive lump sum rate covering all associated costs											
2.	VAT											
Total Price												

Breakdown of Fees

Cost components	UOM	Qty	Month rate	Yearly rate (for Year 1)
Services				
Other related costs				
Total				

Compliance with Requirements

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Delivery Lead Time	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Other requirements [pls. specify]	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.	
<p><i>Exact name and address of company</i></p> <p>Company Name: Click or tap here to enter text.</p> <p>Address: Click or tap here to enter text.</p> <p>Click or tap here to enter text.</p> <p>Phone No.: Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>	<p>Authorized Signature:</p> <p>Date: Click or tap here to enter text.</p> <p>Name: Click or tap here to enter text.</p> <p>Functional Title of Authorised Signatory: Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>