



## REQUEST FOR QUOTATION (RFQ) Programme Development Services

UNDP Bahrain Country Office	DATE: July 26, 2021
	REFERENCE: UNDP/Cleaning/UNHOUSE/2021

Dear Sir / Madam:

The in he United Nations Country Team (UNCT) in Kingdom of Bahrain plans to outsource Office Cleaning Services to companies. Qualified and interested companies working in the Kingdom in the field of office cleaning are invited to submit a proposal to provide these services for the UN offices located in different parts of the country. The agencies are United Nations Development Programme (UNDP), World Meteorological Organization, (WMO), Resident Coordinator Office (RCO), in Bahrain. Each UN agency's building details are specified below.

### Contract Period:

The initial contract will be valid for one year 1 year renewable for other 1+2 years (based on performance and needs of UNDP). However, the contract may be terminated earlier by UNDP, if the contractor fails to provide the service requested.

**Please be guided by the attached Annexes**, in preparing your quotation. The proposals may be submitted on or before **Monday, August 10, 2020 , 08:00 hrs Eastern Daylight Time (EDT)** and via the **UNDP eTendering portal ONLY**. For detailed information on UNDP eTendering and to register as a vendor on the portal please visit the following link:

<https://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/>

<https://www.undp.org/content/dam/undp/library/corporate/Procurement/english/English%20UNDP%20eTendering%20User%20Guide%20for%20Bidders%20-%20Feb%202018.pdf>

Exact Address/es of Delivery Location/s (identify all, if multiple)	UNDP, UN House
Latest Expected Delivery Date and Time (if delivery time exceeds this, quote may be rejected by UNDP)	The Contractor shall deliver the services in 2021 from September for one year. Extendable
Preferred Currency of Quotation	BHD
Deadline for the Submission of Quotation	August 10th , 2021(08:00 est)
All documentations, including catalogs, instructions and	English

operating manuals, shall be in this language										
Documents to be submitted	Contractors must include the following information in their submission under the appropriate headings identified below:  Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1  <b>Company:</b> Brief description of company capability, size. Valid CR Copy									
Period of Validity of Quotes starting the Submission Date	90 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.									
Payment Terms	Up to 30days Upon satisfactory completion of services and\or production of goods and receiving the Original Invoice									
Evaluation Criteria		Summary of Technical Proposal Evaluation Forms		Points Obtainable	Score Weight	Company / Other Entity				
	1	Expertise of Firm/ Organisation submitting Proposal		30%	300	A	B	C	D	
	2	Proposed Work Plan and Approach		40%	400					
	3	Personnel		30%	300					
		Total			1000					
UNDP will award to:	Supplier(s) meeting the evaluation criteria									
Type of Contract to be Signed	Contract									
Conditions for Release of Payment	After satisfactory delivery of services as per the TOR									
Annexes to this RFQ	Terms of Reference (Annex 1) Form for Submission of Quotation (Annex 2) General Terms and Conditions / Special Conditions (Annex 3) Evaluation Criteria (Annex 4)  Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.									
Contact Person for Inquiries (Written inquiries only)	Email: <i>procurement.bh@undp.org</i>  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.									

Services offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.



The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP's re-computation and correction of errors, its quotation will be rejected.

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP's own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the quotation. At the time of award of Contract or Purchase Order, UNDP 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.

Any Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP herein attached as Annex 3.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor 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.

Please be advised that UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. **In the event that** you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/procurement/protest.shtml> .

**UNDP encourages every prospective Vendor 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.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

**Thank you and we look forward to receiving your quotation.**

Sincerely yours,

*Stefano Pettinato*  
Resident Representative  
July 26, 2021



## **Annex 1**

### **TERMS OF REFERENCE**

#### **Background:**

The United Nations Country Team (UNCT) in Kingdom of Bahrain plans to outsource Office Cleaning Services to companies. Qualified and interested companies working in the Kingdom in the field of office cleaning are invited to submit a proposal to provide these services for the UN offices located in different parts of the country. The agencies are United Nations Development Programme (UNDP), World Meteorological Organization, (WMO), Resident Coordinator Office (RCO), in Bahrain. Each UN agency's building details are specified below.

#### **Contract Period:**

The initial contract will be valid for one year 1 year renewable for other 1+2 years (based on performance and needs of UNDP). However, the contract may be terminated earlier by UNDP, if the contractor fails to provide the service requested.

#### **Staffing Requirements**

UNDP reserve the right to determine the individual required for the services, to request for replacement of the individual in case of unsatisfactory performance, to modify the TOR of the services rendered and to modify the salaries accordingly. Such modifications shall not be deemed a termination of this agreement.

The Contractor shall be fully responsible for all the work and services performed by its personnel, and shall for this purpose employ qualified, competent and well-trained staff to perform the services under the contracts.

The contractor shall take all reasonable measures to ensure that the personnel conform to the highest standards of morals and ethical conduct.

An attendance register will be maintained by the contractor. They shall ensure that when in the premises, staff is identifiable by the photo identity cards issued by the United Nations

The service provider shall ensure that staff has contracts which meet all statutory obligations and legal requirements such as the minimum wage and social security provisions. The service provider shall ensure that the wages are disbursed to the staff in a timely manner in consideration of the staff wellbeing and so as not to jeopardize the continuity of the performed tasks on high services quality levels at all times and this shall be monitored by the United Nations. The contractor shall ensure that it is clarified that support staff under the proposed contract are employees of the contractor only that the United Nations has no obligation or any relationship to employment or otherwise what so ever with the service providers staff.

#### **Reporting:**

The contractor shall report to the UNDP Operations Staff who will be the supervisor.

#### **Backup- Staff:**

The contractor shall train adequate number of staff on above mentioned task to be able to support UNDP if the proposed support staff is absent from the office.

#### **Social Security:**

The contractor shall comply with the local labour laws, ordinances, rules and regulations bearing upon the performance of its obligations, and he should be responsible for payment into the social security plan for its staff and provide proof of payments if requested by UNDP

**LMRA and GOSI:**

The contract is solely responsible for all government fees or other assessments on any income derived from UNDP. UNDP will not make any withholding from salary for purpose of these fees.

**Annual Leave, Sick Leave, Holidays and Hours of Work:**

The contractor will adhere to national policy on the employee working hours, holidays, annual leave and sick leave entitlements. The national holidays will be as per UN Official Holidays. There are 10 (ten) official UN holiday days. Unless notified in writing at least ten business days in advance the contractor shall provide services on the specified official holidays, or on days observed in lieu thereof, at half the usual daily service level.

**Working Hours for Daily Messenger/ Maintenance Services:**

The working for will be from 7am to 7pm five days per week (Sunday to Thursday) and 4 hours on Saturdays.

**Wages for Daily Messenger/ Maintenance Services:**

The support staff shall be paid minimum basic salary of BD: 250 as basic for 9.6 hours five days per week and remaining hours will be paid as over time. The contractor shall pay the support staff other benefits as per Bahrain law. The monthly salary will be paid before 5th of the following month.

**Overtime:**

The Support Staff will be paid overtime allowance at the rate of 1.25 times after duty hours and at the rate of 1.50 times on closed holidays. The Employee will not be forced to perform overtime work

**Payment for Contractor Services:**

An original invoice shall be submitted (faxed invoice will not be accepted) by the contractor for each payment under the signed contract to UNDP contract administrator on the first week of every month.

The contract Administrator verifies the services rendered by the contractor before certifying any invoice for payment.

**Contractor:**

- The Contractor should be a registered company in Bahrain having at least 3 years in similar business.
- The Contractor shall have an office in Bahrain and should have a good background to implement the above.
- The Contractor shall be financially sound to deploy their regular staff at UNDP offices (casual labor will not be accepted), supply of required materials on regular basis, payment of staff salary/allowances on time (within the 1st week of the following month) irrespective of payment received from UNDP.
- The Contractor shall accept to sign and obey UNDP standard contract and general conditions.
- The Contractor shall not employ any child labor and the salary of the staff should be more than the minimum wages as per government rules. In addition to paying above minimum wages, the contractor must provide increase in salary in correlation to the increases of minimum wages done by the government, provide uniforms and Housing allowance if he staff is not living in company accomidation.
- The Contractor will be made responsible for any theft case (which by evidence refers to the involvement of its personnel).

**NOTE:**

Before deployment of any regular staff for UNDP, the contractor will provide CV (s) of the concerned staff to the UNDP offices for clearance. Only the person(s) who will be cleared by the UNDP will be acceptable for deployment. If need arises from time to time, at the request of UNDP, the Contractor shall have to provide additional support staff, such as messenger services, pantry services on ad-hoc basis to render specific job. In such a case, the unit prices as quoted by the contractor for the tender will apply.

During the contract period, if other UN Agencies required services, the Contractor will have to render cleaning services for those UN Agencies also, by deploying additional staff, including supply of required cleaning materials under the same contract. In that case, costs for the additional floor space will be charged proportionately and according to the number of cleaners needed.

#### **GENERAL:**

The Service provider will provide daily cleaning services, messenger/maintenance services for UN Agencies. Basic English language skills is an asset

- The Bidder will provide a crew for daily cleaning services between 17:00-19:00hrs from Saturday to Thursday.
- All staff who will work in UN's premises shall be the employee of the Bidder, must wear uniforms, and ID card while on duty.
- The staff should be a proper fit-for-work health status. The staff cannot be a minor (below 18 y.o).
- The company shall ensure that it is properly insured thus UNDP is exempt from any type of third party claims. The identified cleaning staff must be properly insured in the event of accidents, a copy of the insurance must be presented per each identified person. In addition, copies of CVs, passport and identity card, as well as police report proving the absence of criminal records should be submitted upon selection of the company.
- The company should ensure safety and security of the UN property ensuring highest standards or integrity of company's personnel.
- **TRAINING:** All cleaning staff must be regularly trained for the various tasks. This training should cover all environmental practices, occupational health, safety policies, and the implementation of the work instructions.
- **SERVICES SUPERVISOR:** A facility manager, foreman/forewoman or coordinator, should be nominated to organize and supervise the cleaning. The supervisor does not necessarily need to be part of the staff that will be deployed to work at UNDP premises. The appointed person should stay in contact with the UNDP(UNDP) in order to discuss the work instructions and solve any problems that may arise as a result of implementing any new cleaning methods. The facility manager, foreman/forewoman or coordinator, must be sufficiently qualified in the fields of occupational health and safety standards and environmental issues. The supervisor should regularly inspect the techniques employed by cleaning staff to ensure the work instructions are complied with.
- **CLEANING PRODUCTS:** Use of environmentally friendly cleaning products.
- **SUSTAINABLE CLEANING PRACTICES AND EQUIPMENT:** minimal amount of cleaning chemicals, water and electricity and reduce the impact of cleaning on indoor air quality. Contractor should replace all its broken equipment, i.e. vacuum cleaners, immediately to ensure uninterrupted provision of services.
- **WASTE DISPOSAL:** Cleaning product containers should be disposed of, reused or recycled appropriately according to their instructions and the hazardous waste laws of Bahrain.
- **SAFE WORKING ENVIRONMENT FOR CLEANING CREW:** The service provider must provide a safe working environment for cleaning staff. This must include appropriate storage, labeling, handling and disposal of chemicals; First aid and accident arrangements; Occupational health and safety training for staff; regular equipment maintenance; a process for reporting and fixing hazards and accidents.
- **RECYCLING:** The service provider will be committed to supporting the basic recycling initiatives of UNDP. Responsibilities will include separating paper from other waste, maintenance of recycling bins in office kitchen (cleaning the materials, such as milk cartons, disposed of in the bins, and keeping the bins themselves clean). The service provider will develop a system and roster for recycling other waste, such as cans, glass, plastic, batteries, and cartridges, in collaboration with the Greening Team. If the service provider can also facilitate the regular removal of the materials for recycling this would be highly favorable.
- **FUMIGATION:** On a regular interval or when required, effective fumigation treatment against cockroaches, ants, rats, mice, spiders, etc. should be applied. No human health-hazard chemicals/materials should be used.

#### **SUPPLY OF CONSUMABLES:**

The Contractor will be responsible for adequate supply of cleaning and kitchen consumables. The UNDP will cover the actual costs of the consumables to the contractor on a monthly basis (UNDP expects the unit rates to be below market prices due to economies of scale enjoyed by the service provider), the list include but not limited to:



- Cleaning equipment: vacuum cleaner, carpet washing machine, buckets, mops, cloths, workers' uniforms, name tags, brooms, dustpan, gloves, brushes, duster cloths, garbage bags, small blower and any other required equipment.
- Cleaning detergents, including all purpose cleaners, monitor/TV cleaning wipes or spray, glass cleaner, brass cleaner, toilet disinfectant, bleach, wax-removing detergent, dish-washing detergent (tablets), washing powder, toilet paper, soap, hand sanitizers, etc.
- Sanitary equipment: the Contractor must supply all sanitary equipment and consumables; in addition to tissues, soap dispensers, paper-towels dispensers, toilet-seat wipes, sanitary bins, 2-ply toilet paper rolls, etc.
- Kitchen consumables: paper towels, kitchen napkins etc.

#### **Materials, Equipment, Machinery:**

The cleaning materials, chemicals and consumable cleaning materials like paper towels, tissues, soap, odors, dishwasher detergent (tablets) will be supplied by the Contractor and shall bear -----mark on it and shall be well known brands in the market. The Organization has the right to reject the cleaning materials which it deems do not conform the required standards.

#### **Cleaning Schedule**

Not later than the day before the start of the contract, the contractor shall submit to the UNDP contract manager a cleaning schedule for each facility. This cleaning schedule shall also reflect the day/time that all tasks required less frequently than daily are to be performed. Cleaning schedules shall be maintained by the contractor in each facility and available to UNDP upon request. The contractor shall submit changes to the UNDP contract manager as they occur, which shall be made in writing.

#### **Work Logs**

The contractor shall maintain a written record of works performed, and shall also as an integral part of this contract report to the UNDP contract manager any defects or deficiencies of UNDP premises or equipment and the need for repair and/or maintenance thereof. Negligent use of any UNDP furnished property which may occasionally be provided to the contractor that results in damage or destruction is cause for repair or replacement at the contractor's expense.

#### **Agencies Scope of Work and Schedule:**

UN House Hoora (UNDP, RCO, and WMO)

- 20 Rooms
- 4 Bathrooms
- 2 Pantries
- 3 Store Rooms
- 1 Server Room
- 1 Prayer Room
- 1 Guard Room
- Parking lots

#### **Scope of work:**

1. Outdoor: UN House entire out door areas and public spaces (front and back yard) should be Swept/cleaned/sprayed with water.
2. General cleaning: After performing floor cleaning, floors must be left in the condition specified (tiles). Cleaning must be performed in all areas including corners, behind doors and under furniture and equipment (Computer and other IT Equipment cleaning, telephones and other office equipment), over ducting. Furniture and equipment must be moved during the cleaning process and returned to its original location when cleaning is completed. Chairs must not be placed on tables or desks at any time. All cleaning debris is to be moved to trash receptacles. Warning signs "Wet surface" are to be placed visibly on all floors and/or corridors during the cleaning process and must be removed once the area is dry.

3. Sweeping. Sweeping is to be performed by use of brooms, brushes, treated dust mops or vacuum cleaners. A properly swept floor is free of debris and visible dirt, dust, grit or food residue.
  4. Vacuuming. Vacuuming is when required. The contractor is to supply the vacuum cleaner on an as required basis.
  5. Wet Mopping. Wet mopping follows sweeping and is the cleaning of other than carpeted or wood floors using fiber or sponge mops. Mops are to be immersed in clean warm water and detergent and/or disinfectant solution frequently to remove soil.
  6. Trash Removal and Cleaning: Trash containers are those used to dispose of office trash and include smoking urns, and smoking disposal containers. Trash containers are to be emptied and wiped with a sponge or cloth dipped in a detergent solution. Wiped containers are to be free of dust, dirt, ashes, smudges or waste residue. Trash containers are to be disposed of into the appropriately designated garbage collection containers located throughout the area of cleaning operation.
  7. Dusting: Dusting (other than floors) is to be performed by using treated hand dusters. A properly dusted surface is to be free of dirt, dust, streaks and cobwebs.
  8. Lavatories: The cleaning of urinals, toilets, wash basins, sinks, showers, walls, doors, partitions and all other areas of the lavatories is to be done using cloths, sponges, mops, brushes and other cleaning equipment that is used for no other purpose, with a disinfectant detergent. A properly cleaned lavatory includes attention to areas under fixture edges and on all exposed surfaces. All fixtures are to present a clean, streak free, hygienic appearance.
  9. Glass and Window Cleaning: Glass Panels and Mirrors. Glass panels and mirrors are to be cleaned using a cloth and/or sponge which has been dampened with detergent or glass cleaner. This is to be followed by polishing using dry cloths or paper towels. Adjacent rims or frames are also to be wiped down and polished. A properly cleaned glass surface is to be free of dust, dirt, grease, spots, streaks or residue.
- Windows (interior and exterior). During window washing all traces of film, dirt, water spots and other foreign matter is to be removed from frames, sills and glass with appropriate glass cleaner. Special care is to be taken not to destroy shutter resistant film at the inside of glasses.
10. Upon completion of work: Check all doors and windows and Leave on only designated lights

#### **Daily Messenger/ Maintenance Services – Two numbers**

- Set up conference, training rooms
- Set up material desks during workshops
- Move boxes in storage area as requested
- Move boxes/materials between offices as requested
- Arrange material in order of delivery
- Receive mail and administrative material previously separated according to routes
- Deliver material by office number, code, individual name, or organizational unit
- Occasionally, make special trips to offices, outside the building, to pick up or deliver special mail or materials; or to deliver or pick up classified material (specific special instructions are usually provided for each special trip of this type).
- Receive DHL or any other courier services from the building.

#### **Catering Services:**

- Provide tea/coffee services to guests through the day
- Provide coffee/tea services during meetings, trainings, and workshops organized in UNDP premises
- Set up cafeteria for any event organized during meetings, trainings, workshops or special events
- Clean workshop, training, and conference areas in between meetings
- Help with the seating arrangements as per UNDP request/guidance
- Support setting up materials desk if needed

#### **Cleaning Services:**



Clean doors, handles and glass panels	3 W
Dust pictures, bulletin boards, signs and furniture	W
Dust window ledges, walls, ceilings, pipes woodwork, and light fixtures	W
Wash and dry windows (interior and exterior)	M2
Shampoo carpets	AR
Wash walls, doors and woodwork	M3
Empty ashtrays and wastepaper containers	D
Remove boxes, wrappings and other office waste	D
<b><u>Offices, and Conference Rooms</u></b>	
Empty and clean wastepaper baskets	D
Sweep and dust mop floors	D
Wet mop floors (hard surfaces other than wood)	D
Damp mop wood floors	D
Vacuum carpets	AR
Dust all furniture, window ledges, office equipment/machines and heaters	W
Clean and disinfect telephones	W
Dust light fixtures, walls, woodwork, ceilings, pipes and baseboards/doors	W
Wash and dry windows (interior and exterior)	M2
Security Room	
Sweep and dust mop floors	D
Dust all furniture, window ledges, office equipment/machines and heaters	D
Empty and clean wastepaper baskets	D

Wet mop floors (hard surfaces other than wood)	D
<b><u>Storage Rooms and Generator Room</u></b>	
Ensure all areas are clear of trash	3W
Sweep and dust mop floors	M
Dust all furniture	M
<b><u>Outdoor Area</u></b>	
Sweeping/cleaning/spraying with water of parking area and yards	D
Front and backyard of the building to be cleaned	D
Cleaning of the entire compound both inside and outside	W
<b><u>General (areas not otherwise specified)</u></b>	
Dust light fixtures	M
Dust Venetian blinds and/or vertical blinds	M
Wash windows, screens and Venetian blinds	M
Empty wastepaper baskets	D
Cleaning of the Cafeteria	D
Provide support services such as moving furniture, event/ party preparation	AR
Maintain and replace flower/plants pots inside rooms and corridors	AR
Watering of all plants inside rooms and corridors	AR
Cleaning of roofs	W
Cleaning of Surface and drainage systems	W

<b><u>Gardening</u></b>	
Watering of all plants as and when required	AR
Occasional Pruning of trees, shrubs	AR
Maintain cleanliness of outdoor plant boxes/areas.	D
Occasional spraying of pesticides to the greeneries as protection from disease and insects.	AR
Fertilizing the greeneries on regular basis.	AR
Planting of flowering plants during summer and winter season (twice a year).	Y2
Regular Maintenance of irrigation system	AR

In addition, the firm provides support in carrying and moving goods (IT equipment, furniture) and distribution of water containers within the office premises.

SEU Offices at Bahrain Financial Harbor ( 1 full floor).

- 5 Bathrooms
- 1 Pantry
- 25 Rooms
- 2 storage

All Personnel (including a supervisor), equipments and materials (including garbage bags) are to be provided by the company). Additional personnel in the form of laborers are to be provided upon request by the office. A great attention should be given to the good presentation , appearance and cleanliness of personnel. All personnel are to be dressed in uniform and must wear name/identification badges supplied by the contractor.

### **Cleaning Services**

Daily cleaning and support services:

- Provide one standby cleaner to carry out general cleaning duties, 0600-1800 hrs, six days a week excluding Fridays and National Holidays
- Clean, wipe, vacuum or dust-remove office furniture, carpets, wood floors, marble floors, garbage bins, walls etc.
- Wash, mop or wipe corridors and stone floors
- Clean all glass, mirror and baseboards inside rooms
- Clean public areas, meeting rooms, reception rooms and halls
- Clean toilets twice a day including toilet bowls, wash basins, mirrors, walls and floor; provide available toilet paper, lotion and soap and so on
- Provide support services as required such as seating rearrangement, event/party preparation
- Cleaning of the cafeteria.
- Exterior dust and clean computer equipment.
- Maintain and replace flower/plants pots inside rooms and corridors.
- Provide hospitality services i.e prepare tea/coffee etc for visitors/guests as and when required

Upon completion of work:

- Check all doors and windows.
- Leave on only designated lights.
- Carry all trash to pick-up area.

A weekly programme consisting of the following:

- Cleaning of the entire floor.
- Carpet Hoovering.
- Cleaning of entrance doors, glass partitions and other partitions etc.
- Cleaning of shelves and portraits.
- Cleaning of stores.
- Clean windows blinds
- Waste bins washing.

A quarterly programme consisting of the following:

- Shampooing, washing, removing tough spots and stubborn stains, removing oily, sticky soil from the carpet fibers bottom and drying of carpets and rugs and marble scrubbing.
- Light fittings and a/c grills cleaning.
- Cleaning of entire office windows from inside.

In addition, the firm provides support in carrying and moving goods (IT equipment, furniture) and distribution of water containers within the office premises



## Annex 2

### FORM FOR SUBMITTING SUPPLIER'S QUOTATION<sup>1</sup>

*(This Form must be submitted only using the Supplier's Official Letterhead/Stationery<sup>2</sup>)*

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. \_\_\_\_\_:

**TABLE 1 : Offer to Supply Services Compliant with Technical Specifications and Requirements**

Item No.	Description	Total number of staff	Quantity	Unit Price (BHD)	Total Price per Item
1	Cost per cleaner( net Salary +overhead) in details		4		
2	VAT ( if applicable)		LS		
3	Martial Cost		LS		
4	Gardener		1		
	<b>Total Prices</b>				
	<b>Total Final and All-Inclusive Price Quotation</b>				

**TABLE 3 : Offer to Comply with Other Conditions and Related Requirements**

Other Information pertaining to our Quotation are as follows :	Your Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls. indicate counter proposal</i>
Services as per attached TOR			
Validity of Quotation (60 days)			
All Provisions of the UNDP General Terms and Conditions			
Other requirements <i>[pls. specify]</i>			

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

*[Name and Signature of the Supplier's Authorized Person]*

*[Designation]*

*[Date]*

<sup>1</sup> This serves as a guide to the Supplier in preparing the quotation and price schedule.

<sup>2</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

## **Annex 3**

### **General Terms and Conditions**

#### **1. ACCEPTANCE OF THE PURCHASE ORDER**

This Purchase Order may only be accepted by the Supplier's signing and returning an acknowledgement copy of it or by timely delivery of the goods in accordance with the terms of this Purchase Order, as herein specified. Acceptance of this Purchase Order shall effect a contract between the Parties under which the rights and obligations of the Parties shall be governed solely by the terms and conditions of this Purchase Order, including these General Conditions. No additional or inconsistent provisions proposed by the Supplier shall bind UNDP unless agreed to in writing by a duly authorized official of UNDP.

#### **2. PAYMENT**

UNDP shall, on fulfillment of the Delivery Terms, unless otherwise provided in this Purchase Order, make payment within 30 days of receipt of the Supplier's invoice for the goods and copies of the shipping documents specified in this Purchase Order.

Payment against the invoice referred to above will reflect any discount shown under the payment terms of this Purchase Order, provided payment is made within the period required by such payment terms.

Unless authorized by UNDP, the Supplier shall submit one invoice in respect of this Purchase Order, and such invoice must indicate the Purchase Order's identification number.

The prices shown in this Purchase Order may not be increased except by express written agreement of UNDP.

#### **3. TAX EXEMPTION**

3.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter alia, that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for utilities services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize UNDP's exemption from such taxes, duties or charges, the Supplier shall immediately consult with UNDP to determine a mutually acceptable procedure.

3.2 Accordingly, the Supplier authorizes UNDP to deduct from the Supplier's invoice any amount representing such taxes, duties or charges, unless the Supplier has consulted with UNDP before the payment thereof and UNDP has, in each instance, specifically authorized the Supplier to pay such taxes, duties or charges under protest. In that event, the Supplier shall provide UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

#### **4. RISK OF LOSS**

Risk of loss, damage to or destruction of the goods shall be governed in accordance with Incoterms 2010, unless otherwise agreed upon by the Parties on the front side of this Purchase Order.

#### **5. EXPORT LICENCES**

Notwithstanding any INCOTERM 2010 used in this Purchase Order, the Supplier shall obtain any export licences required for the goods.

#### **6. FITNESS OF GOODS/PACKAGING**

The Supplier warrants that the goods, including packaging, conform to the specifications for the goods ordered under this Purchase Order and are fit for the purposes for which such goods are ordinarily used and for purposes expressly made known to the Supplier by UNDP, and are free from defects in workmanship and materials. The Supplier also warrants that the goods are contained or packaged adequately to protect the goods.

## **7. INSPECTION**

7.1 UNDP shall have a reasonable time after delivery of the goods to inspect them and to reject and refuse acceptance of goods not conforming to this Purchase Order; payment for goods pursuant to this Purchase Order shall not be deemed an acceptance of the goods.

7.2 Inspection prior to shipment does not relieve the Supplier from any of its contractual obligations.

## **8. INTELLECTUAL PROPERTY INFRINGEMENT**

The Supplier warrants that the use or supply by UNDP of the goods sold under this Purchase Order does not infringe any patent, design, trade-name or trade-mark. In addition, the Supplier shall, pursuant to this warranty, indemnify, defend and hold UNDP and the United Nations harmless from any actions or claims brought against UNDP or the United Nations pertaining to the alleged infringement of a patent, design, trade-name or trade-mark arising in connection with the goods sold under this Purchase Order.

## **9. RIGHTS OF UNDP**

In case of failure by the Supplier to fulfil its obligations under the terms and conditions of this Purchase Order, including but not limited to failure to obtain necessary export licences, or to make delivery of all or part of the goods by the agreed delivery date or dates, UNDP may, after giving the Supplier reasonable notice to perform and without prejudice to any other rights or remedies, exercise one or more of the following rights:

Procure all or part of the goods from other sources, in which event UNDP may hold the Supplier responsible for any excess cost occasioned thereby.

Refuse to accept delivery of all or part of the goods.

Cancel this Purchase Order without any liability for termination charges or any other liability of any kind of UNDP.

## **10. LATE DELIVERY**

Without limiting any other rights or obligations of the parties hereunder, if the Supplier will be unable to deliver the goods by the delivery date(s) stipulated in this Purchase Order, the Supplier shall (i) immediately consult with UNDP to determine the most expeditious means for delivering the goods and (ii) use an expedited means of delivery, at the Supplier's cost (unless the delay is due to Force Majeure), if reasonably so requested by UNDP.

## **11. ASSIGNMENT AND INSOLVENCY**

The Supplier shall not, except after obtaining the written consent of UNDP, assign, transfer, pledge or make other disposition of this Purchase Order, or any part thereof, or any of the Supplier's rights or obligations under this Purchase Order.

Should the Supplier become insolvent or should control of the Supplier change by virtue of insolvency, UNDP may, without prejudice to any other rights or remedies, immediately terminate this Purchase Order by giving the Supplier written notice of termination.

## **12. USE OF UNDP OR UNITED NATIONS NAME OR EMBLEM**

The Supplier shall not use the name, emblem or official seal of UNDP or the United Nations for any purpose.

### **13. PROHIBITION ON ADVERTISING**

The Supplier shall not advertise or otherwise make public that it is furnishing goods or services to UNDP without specific permission of UNDP in each instance.

### **14. CHILD LABOUR**

The Supplier represents and warrants that neither it nor any of its affiliates is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral or social development.

Any breach of this representation and warranty shall entitle UNDP to terminate this Purchase Order immediately upon notice to the Supplier, without any liability for termination charges or any other liability of any kind of UNDP.

### **15. MINES**

The Supplier represents and warrants that neither it nor any of its affiliates is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

Any breach of this representation and warranty shall entitle UNDP to terminate this Purchase Order immediately upon notice to the Supplier, without any liability for termination charges or any other liability of any kind of UNDP.

### **16. SETTLEMENT OF DISPUTES**

**16.1 Amicable Settlement.** The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this Purchase Order or the breach, termination or invalidity thereof. Where the Parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the Parties.

**16.2 Arbitration.** Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Purchase Order or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Section within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

### **17. PRIVILEGES AND IMMUNITIES**

Nothing in or related to these General Terms and Conditions or this Purchase Order shall be deemed a waiver of any of the privileges and immunities of the United Nations, including its subsidiary organs.



## **18. SEXUAL EXPLOITATION:**

18.1 The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

18.2 UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

## **OFFICIALS NOT TO BENEFIT:**

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

## **20. AUTHORITY TO MODIFY:**

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possess the authority to agree on behalf of UNDP to any modification of or change in this Agreement, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Agreement signed by the Contractor and jointly by the UNDP Authorized Official.

## Annex 4

### 1. 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 financial proposal being opened and compared. The financial proposal will be opened only for those submissions that passed the minimum technical score of 70% of the obtainable score of 1000 points in the evaluation of the technical proposals.

In the Second Stage, the financial proposal of all bidders, who have attained minimum 70% score in the technical evaluation, will be compared. The contract will be awarded to the bidder offering the lowest price.

### Technical Evaluation

The technical proposal is evaluated on the basis of its responsiveness to the Term of Reference (TOR) as per the evaluation criteria below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.

Summary of Technical Proposal Evaluation Forms		Points Obtainable	Score Weight	Company / Other Entity				
1	Expertise of Firm/ Organisation submitting Proposal	30%	300	A	B	C	D	E
2	Proposed Work Plan and Approach	40%	400					
3	Personnel	30%	300					
	Total		1000					

Evaluation forms for technical proposals follow on the next two pages. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

Form 1: Expertise of Firm /Organisation Submitting Proposal

Form 2: Proposed Work Plan and Approach

Form 3: Personnel

Note: The score weights and points obtainable in the evaluation sheet are tentative and should be changed depending on the need or major attributes of the technical proposal.

**Please include copy of the Commercial Registration (CR), names of 5 major key clients in the Kingdom and CVs for key personnel** (managerial and staff) who will be provided to support the implementation of the services required. CVs should demonstrate qualifications in areas relevant to the Terms of Reference.

### Technical Evaluation Criteria

Technical Proposal Evaluation Form 1		Max. Points	Organization / Company				
			A	B	C	D	E
1	Expertise of firm/organisation submitting proposal						
1.1	Reputation of Organisation and Staff (Competence / Reliability)	100					

1.2	General Organisational Capability which is likely to affect implementation (i.e. loose consortium, holding company or one firm, size of the firm / organisation, strength of project management support e.g. project financing capacity and project management controls)	50					
1.3	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialised skills.	20					
1.4	Quality assurance procedures	50					
1.5	Relevance of: - Specialised Knowledge - Experience on Similar tasks - Work for UNDP/ major multilateral/ or bilateral programmes	80					
	<b>Sub Total</b>	<b>300</b>					
<b>2</b>	<b>Technical Proposal Evaluation</b> <b>Form 2</b>						
<b>Proposed Work Plan and Approach</b>							
2.1.	<i>To what degree does the Offeror understand the task?</i>	<b>40</b>					
2.2	<i>Have the important aspects of the task been addressed in sufficient detail?</i>	<b>50</b>					
2.3	<i>Are the different components of the project adequately weighted relative to one another?</i>	<b>50</b>					
2.4	<i>Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal?</i>	<b>60</b>					
2.5	<i>Is the conceptual framework adopted appropriate for the task?</i>	<b>20</b>					
2.6	<i>Is the scope of task well defined and does it correspond to the TOR?</i>	<b>80</b>					
2.7	<i>Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?</i>	<b>100</b>					
	<b>Sub Total</b>	<b>400</b>					
<b>3</b>	<b>Technical Proposal Evaluation</b>						

	<b>Form 2</b>								
3.1	Senior Expert/ Supervisor			140					
		Sub-Score							
	General Qualification		110						
	Suitability for the Project								
	- Training Experience	25							
	- Professional Experience in the area of specialisation	60							
	- Knowledge of the region	25							
	- Language Qualifications		30						
3.2	Key staff and personnel to be dedicated to this project			160					
		Sub-Score							
	General Qualification		60						
	Suitability for the Project								
	- Training Experience	50							
	- Professional Experience in the area of specialisation	80							
	- Knowledge of the region	10							
	- Language Qualification		20						
	<b>Sub Total</b>			<b>300</b>					
	<b>TOTAL</b>			<b>1000</b>					