



## REQUEST FOR QUOTATION (RFQ)

RFQ Reference: **UH/2021/003 - Relaunch**

Date: 21 September 2021

### SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP kindly requests your quotation for the provision of 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: Navindra Persaud

Name: Navindra Persaud

Title: Operations Coordinator

Date: [Click or tap here to enter text.](#)

**SECTION 2: RFQ INSTRUCTIONS AND DATA**

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| <b>Introduction</b>                                 | <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 <a href="#">UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</a></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>  |
| <b>Deadline for the Submission of Quotation</b>     | <p><b>13 October 2021 at 10:00 hrs</b> Local time</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to <a href="http://www.timeanddate.com/worldclock/">http://www.timeanddate.com/worldclock/</a>.</p>  |
| <b>Method of Submission</b>                         | <p>Quotations must be submitted as follows:</p> <p><input checked="" type="checkbox"/> Dedicated Email Address</p> <p>Bid submission address: <a href="mailto:procurement.gy@undp.org">procurement.gy@undp.org</a></p> <ul style="list-style-type: none"> <li>▪ File Format: PDF</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ Max. File Size per transmission: 10MB</li> <li>▪ Mandatory subject of email: <b>Janitorial Services – UN House (Relaunch)</b></li> <li>▪ 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.”</li> <li>▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible.</li> </ul> <p>The bidder should receive an email acknowledging email receipt.</p>   |
| <b>Cost of preparation of quotation</b>             | <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>   |
| <b>Supplier Code of Conduct, Fraud, Corruption,</b> | <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 <b>principles on labour, human rights, environment and ethical conduct</b> 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> <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 <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> |
| <b>Gifts and Hospitality</b>                        | <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</p>  |

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|   | determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.  |
| <b>Conflict of Interest</b>                     | <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> |
| <b>General Conditions of Contract</b>           | <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:<br/> <input checked="" type="checkbox"/> <a href="#">General Terms and Conditions / Special Conditions for Contract.</a><br/> Applicable Terms and Conditions and other provisions are available at <a href="#">UNDP/How-we-buy</a></p>  |
| <b>Special Conditions of Contract</b>           | <input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery of service is deemed unsatisfactory with 2 weeks' notice. (65% of agencies dissatisfied)  |
| <b>Eligibility</b>                              | <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, or through an authorized representative.</p> <p> <input checked="" type="checkbox"/> Valid National Insurance Scheme compliance<br/> <input checked="" type="checkbox"/> Valid Guyana Revenue Certificate<br/> <input checked="" type="checkbox"/> Valid Business Registration Certificate; </p>  |
| <b>Currency of Quotation</b>                    | Quotations shall be quoted in Guyana Dollars  |
| <b>Joint Venture, Consortium or Association</b> | <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,</p>  |

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|                                  | <p>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 <a href="#">Solicitation policy</a> for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>   |
| <b>Only one Bid</b>              | <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. 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"> <li>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</li> <li>b) they have the same legal representative for purposes of this RFQ; or</li> <li>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;</li> <li>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</li> <li>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.</li> </ul>   |
| <b>Duties and taxes</b>          | <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"> <li><input checked="" type="checkbox"/> be inclusive of VAT and other applicable indirect taxes</li> </ul>   |
| <b>Language of quotation</b>     | <p>English</p> <p>Including documentation including catalogues, instructions and operating manuals.</p>   |
| <b>Documents to be submitted</b> | <p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed</li> <li><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</li> <li><input checked="" type="checkbox"/> Company Profile. (Max 3 pages)</li> <li><input checked="" type="checkbox"/> Valid National Insurance Scheme compliance</li> <li><input checked="" type="checkbox"/> Valid Guyana Revenue Certificate</li> <li><input checked="" type="checkbox"/> Valid Business Registration Certificate;</li> <li><input checked="" type="checkbox"/> VAT certificate (if applicable)</li> <li><input checked="" type="checkbox"/> List and value of projects performed for the last 2 years plus client's contact details who may be contacted for further information on those contracts;</li> <li><input checked="" type="checkbox"/> List and value of ongoing Projects with UNDP and other national/multi-national organization with contact details of clients and current completion ratio of each ongoing project.</li> <li><input checked="" type="checkbox"/> Statement of satisfactory Performance (Certificates) from the top two (2) clients in terms of Contract value in similar field;</li> <li><input checked="" type="checkbox"/> Copies of valid police clearances for all staff that will be assigned to the UN House</li> <li><input checked="" type="checkbox"/> Copies of valid food handlers' certificate (<b>All day staff</b>)</li> <li><input checked="" type="checkbox"/> Staff is always clothed in company's uniforms. (proof of uniform)</li> </ul> |

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|  | <input checked="" type="checkbox"/> Cleaning staff should be required to wear face masks and should have PPEs. (Proof of Standard Operating Procedure)<br><input checked="" type="checkbox"/> Schedule of Wages & Salaries along with deduction<br><input checked="" type="checkbox"/> Schedule of proposed personnel assign  |
| <b>Quotation validity period</b>   | Quotations shall remain valid for <b>60 days</b> from the deadline for the Submission of Quotation.   |
| <b>Price variation</b>   | 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.   |
| <b>Partial Quotes</b>  | <input checked="" type="checkbox"/> Not permitted   |
| <b>Alternative Quotes</b>  | <input checked="" type="checkbox"/> Not permitted   |
| <b>Payment Terms</b>   | <input checked="" type="checkbox"/> No later than two (2) weeks after a correct invoice for service is received   |
| <b>Conditions for Release of Payment</b>                                   | <input checked="" type="checkbox"/> Passing Inspection Monthly performance evaluation by UN House Associate (KPIs) Annex 4<br><input checked="" type="checkbox"/> Written Acceptance of Service, based on full compliance with RFQ requirements   |
| <b>Contact Person for correspondence, notifications and clarifications</b> | <p>E-mail address: <a href="mailto:nichelle.derouch@undp.org">nichelle.derouch@undp.org</a></p> <p><b>Subject caption: "Query – Janitorial services UN House"</b></p> <p><b>Attention: Quotations shall not be submitted to this address but to the address for quotation submission above. Otherwise, offer shall be disqualified.</b></p> <p><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.</b></p>  |
| <b>Clarifications</b>  | <p>Requests for clarification from bidders will not be accepted any later than <b>6 October 2021</b>. Responses to request for clarification will be communicated via <b>UNDP Website (where the RFQ was downloaded)</b> by <b>08 October 2021</b></p>  |
| <b>Site Visit &amp; Prebid meeting</b>                                     | <p>Will be conducted on <b>01 October 2021 from 10:00 hrs.</b> Please indicate your desire <a href="mailto:trevon.munroe@undp.org">via trevon.munroe@undp.org</a></p> <p>Subject caption: <b>"Site visit"</b> on/before <b>30 September 2021, 13:00 hrs.</b> Due to COVID-19 max <b>Two (2)</b> representatives per service provider. Email will be sent with the schedule time in advance.</p>   |
| <b>Evaluation method</b>   | <input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer  |
| <b>Evaluation criteria</b>   | <input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1<br><input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract<br><input checked="" type="checkbox"/> Copy of valid police clearance for all staff that will be assigned to the UN House.<br><input checked="" type="checkbox"/> Copy of valid food handlers' certificate and the company should ensure that it is updated.<br><input checked="" type="checkbox"/> Staff is always clothed in company's uniforms. (proof of uniform)<br><input checked="" type="checkbox"/> Cleaning staff should be required to wear face masks and should have PPEs. (Standard Operating Procedure)<br><input checked="" type="checkbox"/> Two (2) satisfactory Performance (Certificates/reference) of top two (2) clients<br><input checked="" type="checkbox"/> Schedule of Wages & Salaries along with deduction<br><input checked="" type="checkbox"/> Schedule of proposed personnel assign |

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| <b>Right not to accept any quotation</b>          | UNDP is not bound to accept any quotation, nor award a contract or Purchase Order  |
| <b>Right to vary requirement at time of award</b> | 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.  |
| <b>Type of Contract to be awarded</b>             | <input checked="" type="checkbox"/> <a href="#">Contract Face Sheet</a> (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.)  |
| <b>Expected date for contract award.</b>          | <b>01 November 2021</b>  |
| <b>Publication of Contract Award</b>              | 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.  |
| <b>Policies and procedures</b>                    | This RFQ is conducted in accordance with <a href="#">UNDP Programme and Operations Policies and Procedures</a>   |
| <b>UNGM registration</b>                          | <p>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 <a href="http://www.ungm.org">www.ungm.org</a>.</p> <p><b>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.</b></p> |

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## **ANNEX 1: SCHEDULE OF REQUIREMENTS**

FOR SERVICES:

### **Technical Specifications**

#### **TITLE: PROVISION OF JANITORIAL SERVICES**

##### **I. OBJECTIVE**

As part of the harmonization program within the United Nations, the United Nations System in Guyana has adopted measures to improve the coordination, efficiency and optimization of resources of its Common Services to achieve economies of scale by improving the cost-benefit ratio in the provision of Services of the Agencies, Entities, Funds and Programs of the United Nations Organization in Guyana.

Among other areas, common services include moving to a new building in which agencies can reduce common costs based on a consolidated requirement and concept of corporate offices of the twenty-first century.

Nine United Nations Agencies in Guyana are relocated to a new corporate office building within a compound that consist of 3 stories (3 buildings) within central Georgetown. The total footage of the buildings is approximately 24,100 square feet (2,238 square meters). Agencies are UNDP, UNFPA, UN WOMEN, UNCHR, IOM, UNAIDS, UNRC, UNICEF, UNDSS and WFP

##### ***United Nations Development Programme (UNDP)***

UNDP works to fight poverty by supporting human development in a sustainable way. This concept is called Sustainable Development Goals (SDGs). As such, in Guyana UNDP is focusing on inclusive growth, inclusive governance, and matters relating to the environment and sustainable development.

##### ***United Nations Children's Fund (UNICEF)***

UNICEF is mandated by the United Nations General Assembly to advocate for the protection of children's rights, to help meet their basic needs and to expand their opportunities to reach their full potential through the implementation of various programmes under learning and development, adolescent development and participation, child survival and development, child protection, and emergencies.

##### ***United Nations Programme on HIV/AIDS (UNAIDS)***

UNAIDS focuses on achieving universal access to HIV prevention, treatment, care and support. In Guyana work is done to: Increase the number of HIV positive women and children initiated on treatment, Increase domestic fund and achieve greater accountability and efficiencies in funding HIV, Promote favorable legal environment for MSM and Sex Workers, Achieve leadership, advocacy, coordination, coherence, partnerships and accountability through the United Nations HIV joint programme of support, the Global AIDS Response Progress Reporting, and the Global Fund to fight AIDS, Tuberculosis and Malaria (GFATM).

##### ***International Organisation for Migration (IOM)***

IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants. IOM works in the four broad areas of migration management: migration and development, facilitating migration, regulating migration, and addressing forced migration. Cross-cutting activities include the promotion of international migration law, policy debate and guidance, protection of migrants' rights, migration health and the gender dimension of migration.

##### ***United Nations of the High Commissioner for Refugees (UNHCR)***

UNHCR is primarily mandated to provide international protection and humanitarian assistance, and to seek permanent solutions for persons within its core mandate responsibilities. UNHCR's original core mandate covered only refugees, that is, all persons outside their country of origin for reasons of feared persecution, conflict, generalized violence, or other circumstances that have seriously disturbed public order and who, as a result, require international



protection. However, over time UNHCR's mandate has been expanded to cover returnees and stateless persons. Although UNHCR does not have a general mandate for internally displaced people, UNHCR may be involved in certain circumstances to enhance protection and provide humanitarian assistance.

#### ***United Nations Population Fund (UNFPA)***

United Nations Population Fund, is the United Nations Sexual & Reproductive Health Agency. Its mission is to deliver a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled. UNFPA aims to achieve the three transformative results: Ending unmet need for family planning, ending preventable maternal death and Ending gender-based violence and harmful practices; ambitions that promise to change the world for every man, woman and young person.

#### ***Resident Coordinator's Office (RCO)***

The Resident Coordinator's Office provides inter-agency coordination support to the UN Country Team and its various sub-groups. The support includes strategic planning, programme and operations management, policy guidance, as well as knowledge management, advocacy and communications, all seeking to enhance UN coherence and improve overall programme impact to better achieve results.

#### ***United Nations Environment Programme (UNEP)***

The United Nations Environment Programme (UNEP) is the leading global environmental authority that sets the global environmental agenda, promotes the coherent implementation of the environmental dimension of sustainable development within the United Nations system, and serves as an authoritative advocate for the global environment.

#### ***United Nations Department of Safety and Security (UNDSS)***

UNDSS objectives are to provide leadership and coordination of the United Nations Security Management System; Develop and maintain a professional and effective safety and security workforce; Deliver specialized safety and security services; provide a safety and security policy framework; and provide effective and risk-based safety and security services.

#### ***UNWOMEN***

UN Women, grounded in the vision of equality enshrined in the Charter of the United Nations, works for the elimination of discrimination against women and girls; the empowerment of women; and the achievement of equality between women and men as partners and beneficiaries of development, human rights, humanitarian action and peace and security. UN Women is the United Nations entity dedicated to gender equality and the empowerment of women. The UN Women Multi Country Office for the Caribbean (MCO) covers 22 countries and territories in the English and Dutch speaking Caribbean, which are part of the Caribbean Community (CARICOM). UN Women supports UN Member States including Guyana, as they set global standards for achieving gender equality, and works with governments and civil society to design laws, policies, programmes and services needed to ensure that the standards are effectively implemented and truly benefit women and girls worldwide. It works globally to make the vision of the Sustainable Development Goals a reality for women and girls and stands behind women's equal participation in all aspects of life, focusing on four strategic priorities:

## **II. TASKS & RESPONSIBILITIES**

To provide cleaning services of high business standards using environmentally friendly cleaning products and supplies, for premises of approximately 24,000 sq ft. The layout consists 3 storied (3 buildings) comprising of office space, conference facilities and general areas.

### **I.0 Deliverables**

The scope of the Contract shall include but not be limited to the following:

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- Cleaning of office space, meeting rooms, lobby areas, stairways and general areas;
- Cleaning of all bathrooms and their fixtures;
- Replacing of sanitizers
- Cleaning of the parking area outside of buildings;
- Cleaning of windows — internal;
- Waste management;
- Monitor usage of generator; and re-fuel

#### **I.1. Offices I Reception Daily Schedule**

Empty paper/waste bins and replacing garbage bags as necessary.

#### **I.12. Waste management and recycling, for further instructions**

- Clean floors as required
- Dusting of office furniture and office equipment, such as desks, desk equipment, shelves, glass doors and glass partitions, windows
- Cleaning of doorknobs and handles.
- Cleaning/sanitizing of office equipment such as printers, computers (with guidance and supervision of agencies personnel), telephones etc

#### **Weekly Schedule**

- Dust and mop all solid floors including less accessible areas and remove dust and fluffs.
- Cleaning/dusting of window ledges, painted walls, windows along with curtains/blinds
- Disinfect all sanitary facilities (eg. Wash basins, toilet mechanism, etc.)

#### **I.2 Meeting conference rooms**

##### **Daily Schedule**

- Empty paper/waste bins
- Clean conference tables and re-arrange chairs as required (before and after meetings)
- Clean and wash all tableware/serving dishes used at meetings and return to storage places.
- Clean and wash tablecloth and curtain as the need arise.
- Check meeting board for upcoming meetings and prepare conference rooms with tableware/serving dishes, coffee/tea, etc.
- Clean floors,
- Cleaning/sanitizing of office furniture and office equipment, equipment, shelves, doors, windows, telephones
- Cleaning of doorknobs and handles.

#### **I.3 Kitchens**

##### **Daily Schedule**

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- Disinfect and clean floors, countertops, sinks, dining tables frequently.
- Wash/disinfect bin (weekly); empty waste bins and replace garbage bags as required.
- Wash tableware/serving dishes after meetings/luncheon/special events, etc.
- Replace towels as necessary.
- Manage the usage of soap, washing liquid, paper towels, detergent, etc and request replenishment in a timely manner.
- Clean/wash kitchen shelves/cupboards, water dispenser, microwave, refrigerator, etc.

#### **I.4 Toilet/Washroom**

##### **Daily Schedule**

- Mop and disinfect floors.
- Clean and disinfect toilet bowls, seat, sink, countertops, frequently
- Empty waste bins and replace garbage bags as necessary.
- Manage supplies, including toilet paper, paper towels, liquid soap, toilet disinfectant, etc., replenished as required in a timely manner.
- Refilling hand sanitizers located various offices around the building, as and when required.

#### **I.5 Corridors/stairs/walkways/Parking area**

##### **Daily Schedule**

- Clean floors in corridors/stairways/walkways.
- Clean main entrance and all stairways, including glass walls/partitions.
- Clean and sanitize all doors, handrails, and door handles.
- Clean parking area outside of building, keeping the main and back entrance clean and tidy.
- Coordinate disposal of garbage.

#### **I.6 Security Office**

- Sanitize all doorknobs, handles, baggage scanner, body scanner and handrails
- Sweep and Mop floors
- Refill sanitizing dispensing units
- Dust and Sanitize all waiting area furniture
- Empty wastepaper bins
- Clean windows and ledges weekly
- Wash and dust mats weekly

##### **Weekly Schedule**

- Clean emergency exits (including doors) and clear of any clutter
- Clean generator roof and gutter (monthly)
- Clean/wash walls in walkways (monthly)
- Report all defects/problems to management.

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## 2.0 Supplies and equipment

The Agencies will provide all equipment, as well as environmentally friendly cleaning supplies required for carrying out the works. This comprises of but is not limited to, all the supplies for toilets, kitchenettes, and desk cleaning including — toilet paper, paper towels, disinfectants/sanitizers, kitchen towels, kitchen paper towels, washing-up liquid, soap and replacement soap dispensers, detergents for the kitchenettes, dishwashing supplies, as well as hand sanitizer refills.

There will be dedicated storage room by each agency on the premises for keeping supplies and equipment. This room will be managed by the Supervisor of the service provider on duty.

## 3.0 Work Schedule

The cleaning work will be carried out within the following timeframe as per table below. Thorough cleaning of all offices will be done in the morning before the commencement of the working day which begins at 08:00hrs.

| UN Agency   | Location/Floor                        | Prefer timings        |
|---|---------------------------------------|-----------------------|
| IOM   | Ground floor – Essequibo House        | 05:30 – 08:15         |
| RCO   | Top floor – Demerara House            | 05:30 – 08:15         |
| UNAIDS  | Middle Floor – Essequibo House        | 05:30 – 07:45         |
| UNDP  | Ground /Middle floor – Demerara House | 05:30 – 08:15         |
| UNDSS   | Top floor – Essequibo House           | When staff is present |
| UNFPA   | Middle floor -Essequibo House         | 05:30 – 07:45         |
| UNHCR   | Ground floor – Essequibo House        | 05:30 – 08:15         |
| UNICEF  | Middle/Ground floor – Essequibo House | 05:30 – 07:45         |
| COMMON CONFERENCE ROOM                              | Ground floor – Essequibo House        | 05:30 – 08:15         |
| WFP   | Middle floor - Berbice House          | 05:30 – 07:45         |
| SECURITY OFFICE                                     | Ground Floor                          | 05:30 – 07:00         |
| UNWOMEN/SPOTLIGHT                                   | Middle floor – Essequibo House        | 05:30 – 08:15         |
| All day staff inclusive of handyman                 | 3 required (Monday – Friday)          | 08:00 – 17:00         |
| UN HOUSE ADMIN OFFICER/JANIROTAL STAFF OFFICE SPACE | Ground floor – Essequibo House        | 05:30 – 08:15         |

The contractor will be provided with the UN official holidays, which may not be coinciding with the national holidays..

## 4.0 Duration of Contract

The contract will be initially for one (1) year with the possibility of extension, subject to the satisfactory performance of the Contractor.

## 5.0 Minimum requirements (Staff)

Copy of police clearance for all staff that will be assigned to the UN House.

Copy of valid food handlers' certificate and the company should ensure that it is updated for **All day staff**.

To be provided three (3) days after notification of award (Police clearance as well as food handlers certificate)

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## 6.0 National Holidays

UN only observes 10 National Holidays. A schedule will be shared annually.

## III. QUALIFICATION AND EXPERIENCE REQUIREMENTS

1. The company should have at least two (2) years of experience in providing similar services to businesses/corporations.
  2. The company should provide three (3) references of which previous experience; with an international organization would be an asset.
  3. The company must adhere to the labour laws of Guyana including salaries in keeping with the National standards
  4. Valid National Insurance Scheme compliance – (will be required every quarter to submit valid compliance)
  5. Valid GRA compliance
  6. Valid Business registration
- Please see Section 2 for complete requirements

### Minimum requirements (Staff)

- Copy of valid police clearance for all staff that will be assigned to the UN House
- Copy of valid food handlers' certificate and the company should ensure that it is updated.
- Staff is always clothed in company's uniforms
- Cleaning staff is required to wear face masks and should have PPEs and must follow all safety and security protocols established for the site.

## IV. OBLIGATIONS OF UNDP (UN HOUSE ADMIN)

1. Development of a maintenance schedule with the chosen service provider.
2. Payment no later than two (2) weeks after a correct invoice for service is received.

## V. DURATION OF CONTRACT

If successful, the Janitorial Service Provider will enter into a 3-year Long Term Agreement (LTA) with UNDP on behalf of the UN House in Guyana. The contract duration will be for a period of One Year (with possibility of extension of two year based on satisfactory performance) unless terminated earlier.

Notwithstanding the preceding paragraph, UNDP reserves the right to terminate the contract at any time:

- a. On one months' notice in the event of change of ownership of the Janitorial Service Provider or in the event the Janitorial Service Provider fails to maintain performance and service standards set forth in the contract; or
- b. Immediately in the event of the Janitorial Service Provider entering liquidation, receivership, bankruptcy, or defaults in statutory payments.

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## VI. PROPOSED PAYMENT SCHEDULE

Payment will be based within two (2) weeks of presentation of a correct invoice following each scheduled maintenance service.

### Delivery Requirements

| Delivery Requirements  |  |
|--|--|
| <b>Delivery date and time</b>  | Bidder shall deliver of service <b>Based on official request due to COVID-19 restriction</b> after Contract signature. |
| <b>Delivery Terms (INCOTERMS 2020)</b>                                 | N/A  |
| <b>Customs clearance (must be linked to INCOTERM)</b>                  | <input checked="" type="checkbox"/> Not applicable   |
| <b>Exact Address(es) of Delivery Location(s)</b>                       | 107-108 Duke Street Kingston Georgetown  |
| <b>Distribution of shipping documents (if using freight forwarder)</b> | N/A  |
| <b>Packing Requirements</b>  | N/A  |
| <b>Training on Operations and Maintenance</b>                          | N/A  |
| <b>Warranty Period</b>   | N/A  |
| <b>After-sales service and local service support requirements</b>      | N/A  |
| <b>Preferred Mode of Transport</b>                                     | N/A  |

**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<br>If yes, insert UNGM Vendor Number  |
| Quality Assurance Certification (e.g. ISO 9000 or Equivalent) <i>(If yes, provide a Copy of the valid Certificate):</i>  | <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? <i>(If yes, provide a Copy of the valid Certificate):</i>  | <input type="checkbox"/> Yes <input type="checkbox"/> No   |
| Does your Company have a written Statement of its Environmental Policy? <i>(If yes, provide a Copy)</i>  | <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 <i>(If yes, provide a Copy)</i> | <input type="checkbox"/> Yes <input type="checkbox"/> No   |
| Is your company a member of the UN Global Compact  | <input type="checkbox"/> Yes <input type="checkbox"/> No   |
| Bank Information   | Bank Name: Click or tap here to enter text.<br>Bank Address: Click or tap here to enter text.<br>IBAN: Click or tap here to enter text.<br>SWIFT/BIC: Click or tap here to enter text.<br>Account Currency: Click or tap here to enter text. |

|   |   | Bank Account Number: Click or tap here to enter text. |                    |                                |
|---|---|---|--------------------|--------------------------------|
| Previous relevant experience: 3 contracts |   |   |                    |                                |
| Name of previous contracts                | Client & Reference Contact Details including e-mail | Contract Value  | Period of activity | Types of activities undertaken |
|   |   |   |                    |                                |
|   |   |   |                    |                                |
|   |   |   |                    |                                |

**Bidder's Declaration**

| Yes                      | No                       |  |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Requirements and Terms and Conditions:</b> 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"/> | <b>Ethics:</b> 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 <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> and acknowledge that it provides the minimum standards expected of suppliers to the UN.                         |
| <input type="checkbox"/> | <input type="checkbox"/> | <b>Conflict of interest:</b> 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"/> | <b>Prohibitions, Sanctions:</b> 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"/> | <b>Bankruptcy:</b> 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"/> | <b>Offer Validity Period:</b> 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 following:

- a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference.
- a brief methodology, approach and implementation plan;
- team composition and CVs of key personnel

**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.

**Currency of Quotation: Guyana Dollar**

| Ref         | Description of Deliverables | Sq ft  | Cost per Sq ft | Monthly Cost | Annual Cost |
|-------------|-----------------------------|--------|----------------|--------------|-------------|
| 1.          | Total office areas          | 24,053 |                |              |             |
|             | Sub total                   |        |                |              |             |
| 2.          | All day staff               | Qty    |                | Monthly Cost | Annual Cost |
|             | Handyman                    | 1      | NA             |              |             |
|             | Other                       | 4      | NA             |              |             |
|             | Sub total                   |        |                |              |             |
| Total Price |                             |        |                |              |             |

Please attached detail of breakdown of All day staff.

**Cleaning supplies will be provided by agencies.**

**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 [Basic salary in keeping with National standards] | <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.

*Exact name and address of company*

Company Name Click or tap here to enter text.

Address: Click or tap here to enter text.

Click or tap here to enter text.

Phone No.: Click or tap here to enter text.

Email Address: Click or tap here to enter text.

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

Date: Click or tap here to enter text.

Name: Click or tap here to enter text.

Functional Title of Authorised Signatory: Click or tap here to enter text.

Email Address: Click or tap here to enter text.

## ANNEX 4

## Key Performance Indicators

| KPI I | Manning: All posts specified in the contract to be manned at all times   |   |
|-------|--|---|
|       | Method of measurement  | Provider to report immediately on any absentee(s) and should indicate the replacement(s). This should be done before 10 am on any given day |
|       | Frequency of measurement and reporting   | Performance is reported monthly.<br>KPI scoring monthly   |
|       | Source data  | Daily time sheets, monthly reports, incident reporting and random inspections by the organizations.   |
|       | Calculation  | Number of positions manned during the period/number of positions x 100  |
|       | Definition of KPI elements   | All manned posts to be fully resourced as set out in the contract. Replacement personnel to be provided immediately.                        |
|       | Exceptions to KPI (data not included in the measurement of KPI)  | Considerations not under the control of UPSS provider case – case by case basis.  |
|       | Target performance – Green   | 100% of self-reported compliance AND zero deviations from contractual requirements found in any inspection during the month                 |
|       | Amber  | 95 – 99% of self-reported compliance OR 1-3 deviations from contractual requirements found in any inspection during the month               |
|       | Red  | <95% of self-reported compliance OR more than 3 deviations from contractual requirements found in any inspection during the month           |
| KPI 2 | Manning: All staff are vetted, trained, equipped, and hold certificates in accordance with contract requirements |   |
|       | Method of measurement  | Personnel fully compliant with contract requirements  |
|       | Frequency of measurement and reporting   | Performance is reported monthly.<br>KPI scoring monthly   |
|       | Source data  | Personnel and training records. Training records must be available for inspect 2 hours after the request.                                   |
|       | Calculation  | Compliant staff members/total staff members x 100   |
|       | Definition of KPI elements   | All manned posts to be fully resourced as set out in the contract. Replacement personnel provided by provider immediately for posts.        |
|       | Exceptions to KPI (data not included in the measurement of KPI)  | Considerations not under the control of provider case – case by case basis.   |
|       | Target performance – Green   | 100% of self-reported compliance AND zero deviations from contractual requirements found in any inspection during the month                 |
|       | Amber  | 95 – 99% of self-reported compliance OR 1-3 deviations from contractual requirements found in any inspection during the month               |
|       | Red  | <95% of self-reported compliance OR more than 3 deviations from contractual requirements found in any inspection during the month           |
|       | Additional information   | Personnel and training records available to the UN House Admin upon request.  |

|              |  |  |
|--------------|--|--|
| <b>KPI 3</b> | <b>Compliance: Provider performance does not deviate from contract requirements and established procedures without proper authorization from the UN House Admin(s)</b> |  |
|              | Method of measurement  | Reported unauthorized deviations from contract requirements and procedures.  |
|              | Frequency of measurement and reporting   | Deviations reported to the UN House Admin. KPI scoring monthly.  |
|              | Source data  | Reported deviations.   |
|              | Calculation  | Number of deviations reported by the UN House Admin  |
|              | Definition of <b>KPI</b> elements  | Individual deviations reported.  |
|              | Exceptions to KPI (data not included in measurement of KPI)  | Considerations not under the control of provider-case-by-case basis.   |
|              | Target performance - Green   | No deviations.   |
|              | Amber  | 1 reported deviation.  |
|              | Red  | 2 or more reported deviations.   |
|              | Additional information   | Proper authorization includes a written memo, modification, change in local standard operating procedures, et c., unless it is an emergency.                   |
| <b>KPI 4</b> | <b>Compliance: Professional appearance of employees and their uniforms/equipment; attitude/behaviour of employees</b>  |  |
|              | Method of measurement  | Lapses in compliance with professional appearance and behavioural standards.   |
|              | Frequency of measurement and reporting   | Discrepancies immediately corrected and documented, and UN House Admin to be informed of anything more than an on-the-spot correction.<br>KPI scoring monthly. |
|              | Source data  | Discipline or performance counselling documentation. Reports to the UN House Admin.  |
|              | Calculation  | Number of discrepancies reported by the UN House Admin.  |
|              | Definition of <b>KPI</b> elements  | Individual discrepancies reported.   |
|              | Exceptions to KPI (data not included in measurement of KPI)  | Considerations not under the control of the provider-case-by-case basis.<br>Complaints subject to reasonableness and assessed by the UN House Admin.           |
|              | Target performance - Green   | No incidents.  |
|              | Amber  | 1 reported incident.   |
|              | Red  | 2 or more reported incidents.  |
| <b>KPI 5</b> | <b>Compliance: Complaints investigated and dealt with in a timely manner</b>   |  |
|              | Method of measurement  | All complaints received by the provider highlighted and initially reported to the organization within 24 hours   |
|              | Frequency of measurement and reporting   | A full report on the investigation into the complaint received by the organization within 5 working days.<br>KPI scoring monthly.                              |
|              | Source data  | Complaint reporting.   |
|              | Calculation  | Number of complaints not investigated and dealt with in a timely manner.   |
|              | Definition of <b>KPI</b> elements  | Reporting to include any findings, resultant disciplinary actions, and preventative measures, within specified timelines.                                      |
|              | Exceptions to KPI (data not included in measurement of KPI)  | No exceptions.   |

|              |  |  |
|--------------|--|--|
|              | Target performance - Green   | 100% - All complaints appropriately addressed.   |
|              | Amber  | One complaint not highlighted to the UN House Admin or inappropriately investigated within specified timelines.  |
|              | Red  | 2 or more complaints not highlighted to the UN House Admin or inappropriately investigated within specified timelines.   |
| <b>KPI 6</b> | <b>Operations: Entry control</b>   |  |
|              | Method of measurement  | No unauthorized personnel are admitted to Organization properties /facilities  |
|              | Frequency of measurement and reporting   | As per Serious Incident Reporting timelines. Incidents must initially be reported within 30 minutes of the incident being discovered, with a written report provided within 24 hours.<br>KPI scoring monthly.  |
|              | Source data  | Serious Incident Reports.  |
|              | Calculation  | Number of incidents reported.  |
|              | Definition of KPI elements   | Total incidents reported.  |
|              | Exceptions to KPI (data not included in measurement of KPI)  | Considerations not under the control of the provider-case-by-case basis.   |
|              | Target performance - Green   | No incidents.  |
|              | Amber  | N/A  |
|              | Red  | 1 or more incidents.   |
| <b>KPI 7</b> | <b>Operations: Serious Incident Reports must be submitted to the organization in a timely manner</b> |  |
|              | Method of measurement  | Submission by way of written reports within 24 hours   |
|              | Frequency of measurement and reporting   | On occurrence of a serious incident the organization must initially be informed as soon as possible, but no later than 30 minutes after the occurrence. Serious incidents include those resulting in fatalities, serious injuries, equipment theft /loss or incidents that have the potential to impact the reputation or operating capability of the organization. The outcome of any investigation related to the Serious Incident Report must be submitted to the UN House Admin within 5 working days.<br>KPI scoring monthly. |
|              | Source data  | Written incident reports.  |
|              | Calculation  | Report production.   |
|              | Definition of KPI elements   | Reports must include a full description of the incident. Investigation reports must include causal factors and any corrective action.  |
|              | Exceptions to KPI (data not included in measurement of KPI)  | Considerations not under the control of the provider-case-by-case basis.   |
|              | Target performance - Green   | All timelines are met.   |
|              | Amber  | N/A  |
|              | Red  | Timelines are not met.   |
| <b>KPI 8</b> | <b>Administrative: Critical equipment to be accounted for on a regular basis</b>                     |  |
|              | Method of measurement  | Monthly and random inspection of the employees   |
|              | Frequency of measurement and reporting   | Monthly checks along with confirmation checks of personal protective equipment (PPE)   |

|   |   |   |
|---|---|---|
|   |   | KPI scoring monthly   |
|   | Source data   | Inspection report   |
|   | Calculation   | Staff members meeting the requirements / total staff members x 100                            |
|   | Definition of <b>KPI</b> elements   | Staff is always clothed in company's uniforms   |
|   | Exceptions to KPI (data not included in measurement of KPI)                               | Considerations not under the control of the provider-case-by-case basis.                      |
|   | Target performance - Green  | All employees compliant for 100% of the time.   |
|   | Amber   | 1 - 5% of employees non-compliant for 95-99% of the time.                                     |
|   | Red   | > 5% of employees non-compliant for < 95% of the time.  |
| <b>KPI 9</b>  | <b>Staff welfare – Food handlers' certification &amp; NIS contributions/Timely salary</b> |   |
|   | Method of measurement   | Valid food handlers. Copy of individual staff contributions to NIS. Evidence of timely salary |
|   | Frequency of measurement and reporting  | Quarterly   |
|   | Source data   | Official documentation from NIS. Signed reports on salary payments                            |
|   | Calculation   | Number of report meeting the requirements / total staff members x 100                         |
|   | Definition of <b>KPI</b> elements   | NIS contributions are being paid for the staff.   |
|   | Exceptions to KPI (data not included in measurement of KPI)                               | None  |
|   | Target performance - Green  | Full compliance – Submission of valid compliance quarterly                                    |
|   | Amber   | One non-compliance  |
|   | Red   | Two non-compliance  |
| <b>Method of calculation of applicable performance credits on the monthly invoice</b>   |   |   |
| <p>KPIs 1 - 9 to be reviewed jointly by the UN House Admin and the provider at the end of the month</p> <p>For each KPI evaluated as RED: 1% deduction of the monthly invoice as performance credit<br/> For each KPI evaluated as Amber: 0.5% reduction of the monthly invoice as performance credit<br/> Maximum deduction: 12%</p> <p><b>For the renewal of LTA: Valid GRA and NIS compliances along with satisfactory performance – An assessment will be done 3 months before expiration of contract</b></p> |   |   |