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REQUEST FOR QUOTATION (RFQ)

NAME & ADDRESS OF FIRM:	DATE: 21 February 2012
	REFERENCE: RfQ12/00506

Dear Sir / Madam:

You are kindly requested to submit your quotation for the following items before **16:30 (local time) on 29 February 2012:**

Item	Generic Description	Unit	Unit price (VAT included)
1.	Complex daily/monthly cleaning services as per the Annex 1	Month	

CONDITIONS	
Delivery Place	Le Roi Business Center, 29 Sfatul Tarii Street, Chisinau, Moldova
Payment Terms	Quarterly payments shall be made in MDL at the UN Operational Rate of Exchange on the day of payment
Validity of Quotation	<input type="checkbox"/> 30 DAYS <input checked="" type="checkbox"/> 60 DAYS
Preliminary Examination – Completeness of quotation.	<input type="checkbox"/> Partial bids permitted <input checked="" type="checkbox"/> Partial bids not permitted
Quantity change	The UNDP reserves the right to modify the quantity by 25% of the tendered goods
General Terms and Conditions	UNDP General Terms and Conditions for Goods/Services http://www.undp.org/procurement/operate.shtml
Please state	
Quantity discount	
Long-term contract discount	
Details on any warranty/guarantee conditions	

REQUIREMENTS
<u>Language:</u> All documentation, including installation and operating manuals shall be in:
<input checked="" type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Spanish <input checked="" type="checkbox"/> Others: (Romanian)

<p>QUOTATIONS/OFFERS PRESENTATION REQUIREMENTS: The quotation/offer shall contain the following:</p> <ul style="list-style-type: none"> • Company profile (general information about the company up to 2 pages); • Certificate of registration and certificate for provision of cleaning services; • Quotation in USD, EUR or MDL inclusive of VAT (other currencies shall be converted into MDL at the UN Operational Rate of Exchange on the day of competition deadline);
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- List and CVs of the proposed staff and list of cleaning equipment and materials available, including the certificate attesting environmentally friendly modes of operation;
- Proposal for operational / working schedule;
- Reference Letters;
- Statement of adherence to UNDP General Terms & Conditions and Payment & Delivery Terms above;
- Offers shall be presented in English or Romanian.

MINIMUM QUALIFICATION REQUIREMENTS:

- Minimum 2 (two) years of experience in providing required services;
- Availability of registration certificate and certificate for cleaning services provision at the moment of proposal submission;
- Availability of necessary cleaning equipment and sufficient number of experienced and professional staff;
- Presentation of operational / working schedule;
- Minimum 2 (two) reference letters;
- Adherence to UNDP General Terms and Conditions and Payment and Delivery Terms above.

Offers will be evaluated based on their responsiveness to the technical specifications and the minimum qualification requirements, within the "either in or out" rule.

NAME, FUNCTIONAL TITLE: **Matilda Dimovska, Deputy Resident Representative**

Signature:  DATE: 21.02.2012

CONTACT PERSON: Corneliu Martiniuc, Procurement Associate (corneliu.martiniuc@undp.org)
CONTACT ADDRESS: UNDP Moldova, 131, 31 August 1989 Street, MD-2012 Chisinau

SUBMISSION OF OFFERS:

Offers shall be marked with the note "**RfQ: Cleaning Services**".
Offers shall reach the UNDP office not later than **29 February 2012, 16:30 (local time)**.

Offers can be submitted either in hard copy, or electronically. Offers received by fax will be rejected. Incomplete offers shall not be examined.

- a) Documents/offers in hard copy need to be submitted in a sealed envelope and addressed to:
**UNDP Moldova,
131, 31 August 1989 Street, MD-2012 Chisinau
Attention: Registry Office/Procurement**
- b) Offers sent electronically need to be addressed to the following e-mail address:
tenders-Moldova@undp.org

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BREAKDOWN OF REQUIREMENTS FOR CLEANING SERVICES

Place of services to be delivered: 3rd floor of Le Roi Business Centre (29 Sfatul Tarii Street, Chisinau, Moldova)

Total area intended for provision of cleaning services - 609.2 m².

Total area of windows (dividing walls) - 110 m²

Total area of carpet covering - 609.2 m²

Working places - 60

I. OFFICE ROOMS**1. Daily works**

- To clean out baskets and other waste containers
- To change bags in baskets, if necessary
- To Hoover textile surfaces subjected to walking up and down the room, as well as doorsills
- To remove fingerprints on vertical surface (doors around handles, etc.)
- To dust off all horizontal surfaces within sight and window sills
- To gather up cups, dishes in offices

2. Weekly works (twice per week)

- To treat furniture by appropriate polish
- To Hoover textile surfaces, less accessible sites as well

3. Monthly works (once per month)

- To vacuum clean (wet) the textile surfaces
- To wash the dividing walls between the offices (windows)
- To clean all the area of doors and doorframes
- To dust horizontal surfaces above sight and window sills
- To clean up side of tables, wardrobes and other wood furniture, according to need to treat them by appropriate polish
- To dust additional interior components (radiators, heating distribution, hangers, picture frames, fire alarms, cable distributions, fire extinguisher, electric outlet, switches)
- To clean up plastic parts of chairs and to Hoover upholsteries
- To Hoover and dust office chairs

4. Cleaning works according to the needs

- To remove spider webs and dust fluffs
- To notify the projects' personnel on any detected problems

II. KITCHENETTE**1. Daily works**

- To clean out baskets and other waste containers
- To change bags in baskets, if necessary
- To remove fingerprints on vertical surface (doors around handles, etc.)
- To clean out areas made of rust-resistant materials
- To manage quantity and replenishment of consumables hygienic stuff according to the agreement with the client
- To wash the dishes - in kitchen

2. Monthly works

- To clean carefully the furniture in the kitchen
- To clean out the refrigerator inside with assistance of person authorised by contracting party
- To defrost and to wash the refrigerator 1 time/quarter

The personnel and all the necessary cleaning supplies shall be provided by the cleaning services company.

OTHER INFORMATION NECESSARY FOR THE PREPARATION OF QUOTATION**Working hours for delivery of cleaning services:**

It is required that cleaning services are performed before and/or after the standard working hours:
08:30 - 19:00.

The company should ensure safety and security of the UN property ensuring highest standards of integrity of company's personnel. The company shall ensure that its personnel are properly insured thus UNDP is exempt from any third party claims.

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