



REQUEST FOR QUOTATION (RFQ)

REFERENCE: RfQ16/01186

DATE: 09 February 2016

Dear Sir / Madam:

We kindly request you to submit your quotation for **Professional Cleaning Services**, as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before **19 February 2016, 10:00 (Moldova local time)** and via e-mail or courier mail to the address below:

United Nations Development Programme in Moldova
131, 31 August 1989 Street, MD-2012 Chisinau, Republic of Moldova
Attention: Registry Office/Procurement
tenders-Moldova@undp.org

Quotations shall be submitted in English or Romanian duly signed and stamped and shall be marked with the note "**RfQ16/01186: Cleaning Services**".

Quotations submitted by email must be limited to a maximum of 5MB, virus-free and no more than 5 email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned good/s:

Exact Address of Delivery Location (identify all, if multiple)	Le Roi International Business Center, 29 Sfatul Tarii Street, Chisinau, Moldova
Preferred Currency of Quotation ¹	<input checked="" type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input type="checkbox"/> Moldovan Lei
Value Added Tax on Price Quotation	<input checked="" type="checkbox"/> Must be inclusive of VAT and other applicable indirect taxes
Site visits	Prospective offerors may visit the premises during the period

¹ Local vendors must comply with any applicable laws regarding doing business in other currencies. Conversion of currency into the UNDP preferred currency, if the offer is quoted differently from what is required, shall be based only on UN Operational Exchange Rate prevailing at the time of UNDP's issuance of Purchase Order.

	12-17 February 2016. Focal point for site visits: Cornelia Panico Tel: +373 22 839933
Deadline for the Submission of Quotation	19 February 2016, 10:00 (Moldova local time)
All documentations, including catalogs, instructions and operating manuals, shall be in this language	<input checked="" type="checkbox"/> English <input type="checkbox"/> French <input checked="" type="checkbox"/> Others: Romanian / Russian
Documents to be submitted	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1; <input checked="" type="checkbox"/> Company profile (short info up to 2 pages); <input checked="" type="checkbox"/> Copy of Company's Registration Certificate; <input checked="" type="checkbox"/> Copy of Company's Certificate for provision of cleaning services; <input checked="" type="checkbox"/> Certificates of quality for the offered cleaning products; <input checked="" type="checkbox"/> Statement or certificate of origin for the offered cleaning products; <input checked="" type="checkbox"/> <i>List of consumables</i> (cleaning products) with their detailed description (the list should include the brand name, product name and intended use of the product); <input checked="" type="checkbox"/> List of tools & equipment to be made available for provision of cleaning services; <input checked="" type="checkbox"/> <i>List and CVs of the proposed staff</i> ; <input checked="" type="checkbox"/> Proposal for operational / working schedule; <input checked="" type="checkbox"/> Minimum 3 Reference Letters from current clients with approximately same complexity and volume of work; <input checked="" type="checkbox"/> Quality Certificates (ISO, etc.) if any; <input checked="" type="checkbox"/> Evidence/Certification of Environmental Sustainability ("Green" Standards) of the Company or the Product being supplied; <input checked="" type="checkbox"/> Description of recyclable waste disposal mechanism <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List.
Period of Validity of Quotes starting the Submission Deadline Date	<input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 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.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	<input checked="" type="checkbox"/> Quarterly payments made in MDL at the UN Operational Rate of Exchange on the day of payment
Liquidated Damages	0.2% of contract for every day of delay, up to a maximum duration of 10 calendar days. Thereafter, the contract may be terminated.
Evaluation Criteria	<input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements and lowest price; <input checked="" type="checkbox"/> Minimum 5 years of experience in the field; <input checked="" type="checkbox"/> Availability of registration certificate and certificate for cleaning services provision at the moment of quotation submission; <input checked="" type="checkbox"/> Availability of certificates of quality and origin for the offered cleaning products;

	<input checked="" type="checkbox"/> Full acceptance of the Contract General Terms and Conditions <input checked="" type="checkbox"/> Availability of minimum 3 (three) reference letters; <input checked="" type="checkbox"/> Availability of necessary cleaning equipment <input checked="" type="checkbox"/> Sufficient number of experienced and professional staff who has minimum 3.5 years of good performance within the <u>same</u> company; <input checked="" type="checkbox"/> At least 3 positive reference letters for the proposed personnel from current clients. <input checked="" type="checkbox"/> Compliance of the proposed cleaning products with the environmental requirements similar to ISO Type I Ecolabel <input checked="" type="checkbox"/> Adequate disposal mechanism for recyclable waste.
UNDP will award to:	<input checked="" type="checkbox"/> One and only one supplier
Type of Contract to be Signed	<input checked="" type="checkbox"/> Institutional Contract ²
Conditions for Release of Payment	<input checked="" type="checkbox"/> Others: Provision of good quality cleaning services certified by UNDP
Annexes to this RFQ	<input checked="" type="checkbox"/> Breakdown of Requirements (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions for services (Annex 3). 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) ³	Cornelia Panico, Project Associate cornelia.panico@undp.org 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.

Goods 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.

² Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation

³ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

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.

Thank you and we look forward to receiving your quotation.

Sincerely yours,



Narine Sahakyan,
Deputy Resident Representative



BREAKDOWN OF REQUIREMENTS FOR CLEANING SERVICES

1. Background

Place of services to be delivered: Le Roi Business Centre – 2nd and 3rd floors (29 Sfatul Tarii Street, Chisinau, Moldova)

Total area intended for provision of cleaning services – 874.64 m².

Total area of glass partitions – 159.81 m²

Total area of carpet covering – 874.64 m²

Kitchenette - 2

Working places - 79

2. Scope of Services and Requirements

The overall objective of the assignment is to provide general Office Cleaning Services to the UN offices located in Le Roi Business Centre (2nd and 3rd floors) to the highest industry standards and not less than in accordance with the minimum service levels outlined below.

I. OFFICE ROOMS AND CONFERENCE ROOM

Daily works

- To vacuum-clean and spot clean all carpet areas
- 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 remove the cut paper from the shredder
- To gather up cups, dishes in offices, including those on the working places;
- To water the flowers if necessary

Weekly works

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

Monthly works

- 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
- To wash the baskets and other waste containers, if necessary
- To change the soil in flower pots, if necessary

Quarterly works

- To clean out the office refrigerator inside with assistance of person authorised by contracting party;
- To defrost and to wash the refrigerator 1 time/quarter;
- To clean out the office water dispensers and their fridges.

Cleaning works according to the needs

- To remove spider webs and dust fluffs
- Notify management 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
- Unclog the drain when necessary.

2. Monthly works

- To clean thoroughly 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

Upon completion of cleaning, all lights shall be turned off, windows shall be closed, doors shall be locked and the premises shall be left in neat and orderly conditions.

The company must ensure safety and security of the UN property ensuring highest standards of integrity of company's personnel.

3. Cleaning Equipment and Cleaning Consumables

The Contractor shall make available, at its own cost, all necessary equipment, machinery and materials required to adequately perform the services including but not limited to:

- Vacuum Cleaners with clean air filter
- Garbage bags
- Detergents and disinfectants to be used for dish washing, cleaning floors, carpets and glass surfaces (windows and mirrors)
- Dusters, brooms, brushes, buckets and mops

All the cleaning products and supplies provided by the contractor shall comply with the ISO Type I Ecolabel specifications (European Flower, Nordic Swan, Blue Angel, or similar).

4. Waste Recycling

The service provider must put in place an adequate waste disposal/recycling mechanism for the any recyclable materials including but not limited to the following:

- Plastic
- Waste paper and cardboard

The contractor will provide containers in each floor/room for collection of plastic waste. Waste paper and cardboard will be collected from the shredder containers and separated from the waste bins.

This materials should be collected and disposed into the respective containers or collection points.

5. Requirements for Contractor's Staff and Labour

All Personnel, cleaning equipment and materials are to be provided by the company.

Staff Benefits:

- *Social Security Coverage* – the Contractor will, if eligible, ensure provision of social security coverage as per the Government prescribed rates.
- *Pension Scheme Coverage* – the Contractor will ensure provision of pension scheme as admissible under the Government rules.
- *Medical insurance Scheme* - enrol employees in a medical insurance scheme for out-patient and in-patient cover as per the medical insurance practice and existing laws.
- *Leave* - accord Leave entitlements to cleaners as per the country's labour laws.

The contractor undertakes to use the same members of its staff for the office cleaning work. Any change must be notified in advance and in writing.

The company shall ensure that its personnel are properly insured thus UNDP is exempt from any third party claims.

6. Working hours for delivery of cleaning services:

It is required that overall office cleaning services are performed after the standard working hours: **08:30 – 19:00**. In case of meetings held on **Saturday**, it is required to clean up the Conference Room after that.

FORM FOR SUBMITTING SUPPLIER'S QUOTATION

(This Form must be submitted only using the Supplier's Official Letterhead/Stationery⁴)

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 RfQxx/00xxx: Cleaning Services:

TABLE 1: Offer to Provide Services Compliant with Breakdown of Requirements

	Description	Unit	Rate per month	No. of months	Total
1.	Professional cleaning services (as per the Annex 1) FIXED PRICE	Lump sum per month		36	

TABLE 1.1: Breakdown of Consumable (included in the monthly rate)

List of Consumable Item/s	Intended Use	Environmental Compliance (Ecolable)	Unit of Measure	Expected monthly consumption

TABLE 2: 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>
Validity of Quotation			
All Provisions of the UNDP General Terms and Conditions			

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]

⁴ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes