

Ref: RFQ-2024-OPS01

Request For Quotation for Services (RFQ) - Long-Term Arrangement (LTA)

(Only companies registered in Lao PDR are recommended to apply)

Date: 12 December 2024

UNITED NATIONS CHILDREN’S FUND (UNICEF)

Wishes to invite you to submit a proposal for the Office Ancillary Services

SEALED Proposals should be sent to:

UNICEF Vientiane, Lao PDR
Bid Reference Number: **RFQ-2024- OPS01**
Km3 Thadeua Road, Ban Watnak
Vientiane, Lao PDR
Telephone: (856-21) 487 500

IMPORTANT – ESSENTIAL INFORMATION

The reference **RFQ-2024- OPS01** must be shown on the envelope containing the **Financial Proposal**
The bid form must be used when replying to this request for quotation.

The Proposals **MUST** be received at the above address by latest **10 January 2025 @10:00 AM, Local Time**

Any Bids received by UNICEF after the Submission Deadline will be rejected.

It is important that you read all of the provisions of the request for quotation, to ensure that you understand UNICEF’s requirements and can submit a proposal in compliance with them. Note that failure to provide compliant proposals may result in invalidation of your proposal.

THIS REQUEST FOR QUOTATION FOR SERVICES HAS BEEN:



PREPARED BY: _____

Souksavanh Saiyabouth
Senior Supply Associate
Email: ssaiyabouth@unicef.org

To be contacted for additional information. NOT FOR SENDING OFFERS



APPROVED BY: _____

Siphachanh Chounlamany
UNICEF Supply Officer
Email: schounlamany@unicef.org

PART I – PURPOSE OF THIS REQUEST FOR QUOTATION FOR SERVICES

1. BACKGROUND

- 1.1 UNICEF promotes the rights and wellbeing of every child, in everything we do. Together with our partners, we work in 190 countries and territories to translate that commitment into practical action, focusing special effort on reaching the most vulnerable and excluded children, to the benefit of all children, everywhere.

2. SOLICITATION

The purpose of this Request for Quotation for Services (“RFQs”) is to invite Bids for Ancillary Services as required ToR as below:

2.1 Background

The United Nations Children's Fund (UNICEF) Country Office in Vientiane, Lao PDR, operates from a rented premise located at Km3 Thadeua Road, Ban Watnak, Vientiane Capital. The premises comprise a one-story building with various office wings, covering approximately 5,174 square meters, including an office building and parking space.

UNICEF Laos Country Office has approximately 102 personnel staff. The current staffing structure does not include provisions for dedicated ancillary support services. To ensure the smooth and efficient daily operation of the office, UNICEF requires a reliable and professional Ancillary and Reception Service provider.

2.2 Objectives, Purpose & Expected Results

The main objective of this TOR is to contract a qualified firm to outsource the provision of human resources for Ancillary services, including Housekeeping, Cleaning, Gardening, and other support services, as well as Reception services to the UNICEF Vientiane office.

The purpose of this LTA is to establish a long-term arrangement with a reliable service provider to ensure consistent and high-quality support services, enhance office efficiency, and create a safe and conducive working environment for UNICEF staff.

Expected Results:

- **Improved Office Environment:**
 - A consistently clean, hygienic, and well-maintained office environment.
 - Well-maintained office premises. Including landscaping, gardening, and routine maintenance
 - A safe and secure working environment for all staff.
 - Enhanced aesthetics through effective landscaping and gardening.
- **Efficient Office Operations:**
 - Smooth and efficient daily office operations with minimal disruptions.
 - Timely and professional reception services for visitors and staff.
 - Enhanced staff productivity and morale through a comfortable and supportive working environment.
 - Efficient and professional reception services: Providing a positive first impression for visitors and ensuring smooth communication.
- **Cost-Effectiveness:**

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- Efficient and cost-effective service delivery with optimal resource utilization.
- Transparent and predictable service costs through the LTA framework.

3. Scope of Work

3.1 Ancillary Services:

The Contractor shall provide trained and capable staff to perform the following services:

- **Ancillary Staff:** The Contractor will provide a team of trained and capable staff to perform the required services, including cleaners, gardeners, and receptionists.
- **Service Hours:** Daily cleaning services will typically occur on weekdays (Monday to Friday) from 7:00 AM to 4:00 PM, with a one-hour lunch break (for cleaner and gardener).
- **Flexibility:** The Contractor will be flexible and responsive to any necessary adjustments in service schedules, including weekend cleaning requests when required.
- **Equipment and Supplies:** The Contractor will be responsible for providing and maintaining all necessary cleaning equipment monthly, including:
 - Vacuum cleaners, air blowers, water buckets, brooms, dustpans, mops, etc.
 - Environmentally friendly cleaning supplies (detergents, disinfectants, etc.).
 - Garbage bags.
- **Team Leadership:** The Contractor will assign a dedicated team leader to supervise the day-to-day work of the housekeeping, cleaning, and gardening teams.
- **Staffing Continuity:** The Contractor will ensure uninterrupted service delivery by promptly providing replacement staff in case of leave or absence of any personnel.

a) Cleaning Services:

- **Daily Tasks:**
 - Dusting, mopping floors, and maintaining toilet hygiene.
 - Removal of waste materials, including paper, cartons, and other debris.
 - Wet wiping and drying of floors.
 - Cleaning of office pantry rooms, canteen floors, canteen tables, corridors, reception areas, conference rooms, restrooms, and toilets.
 - Cleaning and disinfecting all high-touch surfaces (door handles, doorknobs, light switches, etc.).
 - Cleaning of all offices and workstations, including dusting of furniture, fixtures, partitions, doors, windows, notice boards, flower vases, and office equipment.
 - Cleaning of glass/wooden doors, knobs, glass panels, sign boards, plaques, etc.
 - Sorting and disposal of garbage (organic and inorganic).
 - Emptying and cleaning of all waste baskets.
 - Cleaning, wiping, and vacuuming furniture, shelves, portraits, and office equipment.
 - Cleaning of all glass walls/doors/windows, mirrors, and boards.
 - Cleaning of toilets, including toilet bowls, lavatory basins, mirrors, floors, and walls.
 - Refilling of toilet paper, hand soap, and other necessary supplies.
 - Washing/wiping staircases and corridors.

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- Preparing tea/coffee for visitors and refreshments for the meetings/workshops and whenever office events are performed at the office.
- Minor painting, touch-up, and polishing of walls, doors, stairs, windows, furniture, and fixtures as required.
- Perform other duties as assigned.
- **Weekly Tasks:**
 - Complete cleaning of the exterior and interior of the premises, including doors, windows, office furniture, office equipment, kitchen, washrooms, corridors, and courtyards.
 - Cleaning of exterior walls and ceilings of the buildings, signage, etc.
 - Polishing of door handles, brass plates, flowerpots, and metal fixtures.
 - Vacuum cleaning of upholstery and underside of furniture in common areas.
- **Monthly Tasks:**
 - Oiling/greasing of doorknobs and hinges.
 - Cleaning of ceilings and ceiling/pedestal fans.
 - Thorough cleaning of both sides of the fence around the premises.
 - Thorough cleaning of all external high structures of the building, including concrete and wooden walls, glass windows/walls, and wooden/steel supporting structures.
 - Pest control services (monthly) using safe and environmentally friendly methods.

b) Gardening Services:

- Maintenance of lawns, gardens, and inner courtyards.
- Planting and maintaining indoor plants in office buildings, common areas, and meeting/conference rooms.
- Regular watering and maintenance of potted plants.
- Keeping lawns green and free from weeds and pesticides.
- Cutting grass and trimming trees.
- Removing debris from cleaning/trimming activities.
- Inspecting and maintaining garden areas, driveways, parking areas, and office rooms daily.
- Maintain and manage all the works which are related to gardening.
- Collaborate closely with the cleaning team and their supervisor/team leader to provide support as needed.
- Perform other duties as assigned.

3.2 Reception Services:

Provide qualified and competent personnel to manage UNICEF Reception (during the absence of the Receptionist) to carry out tasks listed hereunder.

- Attend all incoming and outgoing calls for the office.
- Receive visitors and direct visitors to concerned staff members.
- Managing daily vehicle bookings and assigning drivers as per requests, including arranging rental vehicles when necessary
- Support for arranging section weekly/monthly and other workshops & conferences whenever required.
- Receiving goods/pouch/mail and other suppliers and support in coordination with the messenger in delivering goods/emails/documents to other implementing partners, vendors, etc.
- Support in keeping an up-to-date record of office directly, office inventory and office station for office supplies.

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- Provide clerical support and general administrative support to the section as well as the office, as and when required.

4. Deliverables

Satisfactory performance of all tasks outlined in this TOR, certified by the UNICEF supervisor.

5. Reporting Requirements

The Contractor shall provide reports as and when required by UNICEF.

6. Location and Duration

- **Location:** United Nations Children's Fund (UNICEF) Country Office Km3 Thadeua Road, Ban Watnak, Vientiane Capital.
- **Duration:** The assignment, under this LTA, is expected to have a duration of max 5 years. The initial LTA will be for 2 years with an option for renewal in subsequent years based on satisfactory performance evaluation.

7. Qualification Requirements

- Good reputation for the company.
- Understanding of scope, objectives and completeness of response
- The company should have 5 years of working experience in a similar field. Working experience with UN agency for at least 3 years will be value-added.
- The service provider should submit a renewed business license.
- The service provider shall have all the necessary equipment and shall employ a sufficient number of experienced and professional staff.
- The service provider should ensure the safety and security of the UNICEF property, ensuring the highest standards of integrity of the company's personnel. The company shall ensure that its personnel are properly insured, thus UNICEF is exempt from third-party claims.
- All invited cleaning services companies will be welcome to take a visit to assess the premises prior to submitting an offer.
- The service provider will be responsible for all employee-related costs for the government, e.g., tax, pension fees, etc. UNICEF will pay the service provider based on the fixed amount of the services per month.
- The service provider's employees should be accepted by UNICEF at the beginning of the

9. Administrative Issues

- The Contractor shall be responsible for all employee-related costs, including salaries, taxes, and social security contributions.
- The Contractor shall be held fully liable for any loss or damage caused to UNICEF property or personnel due to the negligence or misconduct of its deployed staff.
- The Contractor shall provide two complete sets of uniforms for each employee annually.
- The Contractor shall promptly replace any personnel upon receipt of a written complaint from UNICEF regarding negligence or misconduct.
- The Contractor shall arrange transportation for its personnel to and from the UNICEF premises.
- Overtime compensation: For services rendered beyond regular working hours (Monday-Friday) or during weekends, UNICEF will compensate directly to staff for overtime at a rate that is not below the minimum wage as per local labor law.

10. Payment Schedule

Payment will be made monthly by bank transfer upon the submission of an original invoice by the Contractor to the UNICEF Administration Service Unit.

11. Contract Supervisor

Administrative Services Officer

PART II – BID SUBMISSION PROCESS**1. BID SUBMISSION SCHEDULE****1.1 Acknowledgement of receipt of RFQS**

Bidders are requested to inform UNICEF as soon as possible by laosupply@unicef.org and copy cmuthee@unicef.org that they have received this RFQS.

1.2 Questions from Bidders.

Bidders are required to submit any questions in respect of this RFQS by laosupply@unicef.org and copy cmuthee@unicef.org. The deadline for receipt of any questions is **8 January 2025 @10:00, Local Time.**

Bidders are required to keep all questions as clear and concise as possible.

Bidders are also expected to immediately notify UNICEF in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies or other faults in any part of the RFQS, providing full details. Bidders will not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.

UNICEF will compile the questions received. UNICEF may, at its discretion, at once copy any anonymized question and its reply to all other invited Bidders and/or post these on the UNICEF website and/or respond to the question at a bid conference. After any such bid conference, a Questions and Answers document may be prepared and posted on the UNICEF website.

1.3 Amendments to RFQS documents. At any time prior to the Submission Deadline, UNICEF may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFQS documents by amendment. If the RFQS was available publicly online, amendments will also be posted publicly online. Further, all prospective Bidders that have received the RFQS documents directly from UNICEF will be notified in writing of all amendments to the RFQS documents. In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, UNICEF may, at its sole discretion, extend the Submission Deadline.

1.4 Submission Deadline. The deadline for submission of Bids is as follows:

10 January 2025 @10:00 AM, Local Time

Alternatively, bidders are allowed to submit their proposal by email. Bidders who intend to submit electronic proposals must follow the submission instruction as follows:

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- Bidders can submit proposals through email.
- The file for the Price proposal shall be protected by a password which is retained by the bidder. However, if the company loses the password, fails to submit within a period of 3 days, or in the case that the file does not open with the password provided, the UNICEF will not be responsible for this matter.
- The file shall be in the form of pdf files only.
- Max. Files Size per transmission: 5MB
- Please send the electronic proposal to laosupply@unicef.org and copy to cmuthee@unicef.org.
- Please be aware that bids or proposals emailed to UNICEF will be rejected if they are received after the deadline for bid submission. As an email may take some time to arrive after it is sent, especially if it contains a lot of information, we advise all bidders to send email submissions before the deadline.

Any Bids received by UNICEF after the Submission Deadline will be rejected.

1.5 Bid opening.

There will be no public opening of Bids.

2. LANGUAGE

- 2.1 The Bid prepared by the Bidder and all correspondence and documents relating to the Bid exchanged by the Bidder and UNICEF, will be written in English LANGUAGE. Supporting documents and printed literature furnished by the Bidder may be in another language provided that they are accompanied by an appropriate translation in English LANGUAGE. When interpreting the Bid, the translated version of these supporting documents and printed literature will prevail over the original version of these documents. The sole responsibility for translation, including the accuracy of the translation will rest with the Bidder.

3. VALIDITY OF BIDS; MODIFICATION AND CLARIFICATIONS; WITHDRAWAL

- 3.1 Validity Period. Bidders must indicate the validity period of their Bid. Bids should be valid for a period of not less than one hundred and twenty (120) days after the Submission Deadline. A Bid valid for a shorter period of time shall not be further considered. UNICEF may request the Bidder to extend the validity period. The Bid of Bidders who decline to extend the validity of their Bid shall become disqualified as no longer valid.
- 3.2 Other Changes. All changes to a Bid must be received by UNICEF prior to the Submission Deadline. The Bidder must clearly indicate that the revised Bid is a modification and supersedes the earlier version of the Bid or state the changes from the original Bid.
- 3.3 Withdrawal of Bid. A Bid may be withdrawn by the Bidder on e-mailed, faxed or written request received by UNICEF from the Bidder prior to Submission Deadline. Negligence on the part of the Bidder confers no right for the withdrawal of the Bid after it has been opened.
- 3.4 Clarifications Requested by UNICEF. During the evaluation of Bids, UNICEF may, in its sole

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discretion, seek clarifications from any Bidder in order for UNICEF to fully understand the Bidder's Bid and assist in the examination, evaluation and comparison of Bids. UNICEF may seek such clarifications through written communications or may request an interview with any Bidder. No change in the price or substance of the Bid will be sought, offered or permitted, except as required in order to allow for correction of arithmetical errors discovered by UNICEF.

- 3.5 References. UNICEF reserves the right to contact any or all references supplied by the Bidder(s) and to seek references from other sources as UNICEF deems appropriate.

4. ELIGIBILITY; BIDDER INFORMATION

- 4.1 Bidder. The term "Bidder" refers to those companies that submit a Bid pursuant to this RFQS and "Bid" refers to all documents provided by the Bidder in its response to this RFQS. A Bidder will only be eligible for consideration if it complies with the representations set out in Part V of this RFQS, including the representations on ethical standards, including conflicts of interest.

4.2 Joint Venture, Consortium or Association

- (a) If the Bidder is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the Bid, each such legal entity will confirm in their joint 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 joint venture jointly and severally, and this will be evidenced by a Joint Venture Agreement among the legal entities, which will be submitted along with the Bid; and
 - (ii) if they are awarded the LTA-S, the designated lead entity will enter into the LTA-S with UNICEF, who will be acting for and on behalf of all the member entities comprising the joint venture.
- (b) After the Bid has been submitted to UNICEF, the lead entity identified to represent the joint venture will not be altered without the prior written consent of UNICEF.
- (c) If a joint venture's Bid is the Bid selected for award, UNICEF will award the LTA-S to the joint venture, in the name of its designated lead entity. The lead entity will sign the LTA-S for and on behalf of all other member entities.

- 4.3 Bids from Government Organizations. The eligibility of Bidders that are wholly or partly owned by the Government will be subject to UNICEF's further evaluation and review of various factors such as being registered as an independent entity, the extent of Government ownership/share, receipt of subsidies, mandate, access to information in relation to these RFQS documents, and others that may lead to undue advantage against other Bidders, and the eventual rejection of the Bid.

- 4.4 Bids from organizations where the sole proprietor is a former or retired UNICEF/UN staff member. Any organization whose sole proprietor is a former or retired staff member of UNICEF (or any other United Nations organization) which submits a Bid must disclose this previous

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United Nations employment at the time of submission. Any such Bid will be treated as though the Bid came from an individual for the purposes of UNICEF's standard conditions on contracting former and retired members of staff.

5. PREPARATION OF OFFER

5.1 Bidders are responsible to inform themselves in preparing their Bid. In this regard, the Bidders will ensure that they:

- Examine all terms, requirements and formal submission instructions included in the RFQS documents (including the Instructions to Bidders section);
- Review the RFQS to ensure that they have a complete copy of all documents;
- Review the standard UNICEF Contractual Provisions and the UNICEF General Terms and Conditions of Contract (Services) for the supply of services publicly available on the UNICEF Supply website: <http://www.unicef.org/supply/resources/procurement-policies>;
- Review the UNICEF policies publicly available on the UNICEF Supply website: <http://www.unicef.org/supply/resources/procurement-policies>; In particular, Bidders should familiarize themselves with the obligations imposed on suppliers and their personnel and sub-contractors under the UNICEF Policy Prohibiting and Combatting Fraud and Corruption and the UNICEF Policy on Conduct Promoting the Protection and Safeguarding of Children;
- Fully inform and satisfy themselves as to requirements of any relevant authorities and laws that apply, or may in the future apply, to the supply of the services.

Bidders acknowledge that UNICEF, its directors, employees and agents make no representations or warranties (express or implied) as to the accuracy or completeness of this RFQS or any other information provided to the Bidders.

5.2 Failure to meet all requirements and instructions in the RFQS documents or to provide all requested information will be at the Bidder's own risk, and may result in rejection of the Bidder's Bid.

5.3 The Bid must be organized to follow the format of this RFQS. Each Bidder must respond to the stated requests or requirements and indicate that the Bidder understands and confirms acceptance of UNICEF's stated requirements. The Bidder should identify any substantive assumption made in preparing its offer. The deferral of a response to a question or issue to any contract negotiation stage is not acceptable. Any item not specifically addressed in the Bid will be deemed as accepted by the Bidder. Incomplete or inadequate responses, lack of response or misrepresentation in responding to any questions will affect the evaluation of the Bid.

5.4 All references to descriptive materials should be included in the appropriate Bid paragraph, though the material/documents themselves may be provided as annexes to the Bid.

5.5 The completed and signed Quotation Form must be submitted together with the Bid. The Quotation Form must be signed by a duly authorized representative of the Organization/Company.

5.6 Bids must be clearly marked with the RFQS number.

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- 5.7 If answer sheets are provided by UNICEF, then these must be completed by the Bidder.
- 5.8 Each Bidder acknowledges that its participation in any stage of the solicitation process for this RFQS is at its own risk and cost. The Bidder is responsible for, and UNICEF is not responsible for, the costs of preparing its Bid or response to this RFQS, attendance at any bid conference, site visit, meetings or oral presentations, regardless of the conduct or outcome of the solicitation process.

6. BID DOCUMENTS; CONFIDENTIALITY

- 6.1 This RFQS, together with all Bid documents provided by the Bidder to UNICEF will be considered the property of UNICEF and Bid documents will not be returned to the Bidders.
- 6.2 Information contained in the Bid documents, which the Bidder considers to be its confidential information, should be clearly marked "confidential", next to the relevant part of the text, and UNICEF will treat such information accordingly.
- 6.3 All information and documents provided to the Bidders by UNICEF ("RFQS Materials") shall be treated as confidential by the Bidders. If the Bidder declines to respond to this RFQS, or, if the Bid is rejected or unsuccessful, the Bidder will promptly return all such RFQS Materials to UNICEF, or destroy or delete all such RFQS Materials. The Bidder shall not use the RFQS Materials for any purpose other than the purpose of preparing a Bid and shall not disclose the RFQS Materials to any third party, except: (a) with the prior written consent of UNICEF; (b) where the third party is assisting the Bidder in preparing the Bid, provided the Bidder has previously ensured that party's adherence to this duty of confidentiality; (c) if the relevant RFQS Materials are at the time of this RFQS lawfully in the possession of the Bidder through a party other than UNICEF; (d) if required by law, and provided that the Bidder has previously informed UNICEF in writing of its obligation to disclose the RFQS Materials; or (e) if the RFQS Materials are generally and publicly available other than as a result of breach of confidence by the person receiving the RFQS Materials.

7. MULTIPLE BIDS AND BIDS FROM RELATED ORGANIZATIONS

- 7.1 Bidders shall not submit more than one Bid as part of this RFQS process.
- 7.2 If the Bidder is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the Bid then neither the lead entity nor the member entities of the joint venture may submit another Bid, either in its own capacity or as a lead entity or a member entity for another joint venture submitting another Bid.
- 7.3 UNICEF reserves the right to reject separate Bids submitted by two or more Bidders if the Bidders are related organizations and are found to have any of the following:
- (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
 - (c) they have a relationship with each other, that gives one or more Bidders access to confidential information about, or influence over, the other Bid(s); or

- (d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or
- (e) an expert proposed to be in the team of one Bidder participates in more than one Bid received for this solicitation process.

PART III – AWARD/ADJUDICATION OF BIDS

1. AWARD

1.1 Evaluation.

The evaluation is carried out by UNICEF in accordance with UNICEF's regulations, rules and practices and all determinations are made in UNICEF's sole discretion.

After the opening of Bids, UNICEF will carry out the following steps in the following order:

First, UNICEF will evaluate each Bid for compliance with the mandatory requirements of this RFQS. Responses deemed not to meet all of the mandatory requirements will be considered non-compliant and rejected at this stage without further consideration. Failure to comply with any of the terms and conditions contained in this RFQS, including provision of all required information, may result in a response or Bid being disqualified from further consideration.

Second, UNICEF will evaluate Bids for compliance with the technical requirements stated in this RFQS and undertake a commercial evaluation.

UNICEF will then (subject to the various rights of UNICEF detailed in this RFQS) award the LTA-S(s) to the vendor(s) providing the lowest priced technically compliant Bid(s).

Evaluation Process and Method:

A two-stage procedure will be used in evaluating proposals: the technical proposal will be assessed before the financial proposal. After the opening of Bids, UNICEF will carry out the following steps in the following order:

Technical proposal (max. 100 points):

- Understanding of, and responsiveness to, the requirements: **20 points**
- Bidder's experience with similar projects and client references: **40 points**
- Company profile including (i) business legal status, such as update business license and tax certificate (ii) financial data, (iii) key personnel proposed for Project, and (iv) list of key equipment proposed for Project: **40 points**

Each valid proposal will be assessed by an evaluation panel first on its technical merits and subsequently on its price. To be further considered for the financial evaluation, a minimum score of **70 points** from the maximum **100 points** is required.

No financial information should be included in the technical proposal.

(2) Financial Proposal: lump-sum offer (materials and Labor costs) with cost breakdown.

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UNICEF will then (subject to the various rights of UNICEF detailed in this RFQS) award the LTA-S(s) to the vendor(s) providing the lowest priced technically compliant Bid(s).

- 1.2 Multiple Arrangements. UNICEF reserves the right to make multiple arrangements for any service(s) where UNICEF considers it in its best interest to do so.
- 1.3 Award Notification. UNICEF will only notify the Bidder(s) that has/have been awarded the LTA-S(s) resulting from this solicitation process; UNICEF may, but is not required to, notify the other Bidders of the outcome of this solicitation process.

2. GENERAL TERMS AND CONDITIONS OF CONTRACT (SERVICES)

- 2.1 UNICEF's General Terms and Conditions of Contract (Services) will apply to any LTA-S and linked contracts awarded in connection with this RFQS. By signing the Quotation Form, each Bidder is deemed to have confirmed its acceptance of the UNICEF General Terms and Conditions (Services). The Bidder understands that if it proposes any amendments or additional terms to the UNICEF General Terms and Conditions (Services), these must be clearly detailed in the Bid and may negatively affect the evaluation of the Bid.

3. RIGHTS OF UNICEF

- 3.1 UNICEF reserves the following rights:
 - (a) to accept any Bid, in whole or in part; to reject any or all Bids; or to cancel this solicitation process in its entirety;
 - (b) to verify any information contained in Bidder's response (and the Bidder will provide UNICEF with its reasonable cooperation with such verification);
 - (c) to invalidate any Bid received from a Bidder that, in UNICEF's sole opinion has previously failed to perform satisfactorily or complete contracts on time, or UNICEF believes is not in a position to perform the LTA-S;
 - (d) to invalidate any Bid that, in UNICEF's sole opinion, fails to meet the requirements and instructions stated in this RFQS;
 - (e) to withdraw an award to a Bidder at any time up until an LTA-S has been signed with such Bidder. UNICEF is not required to provide any justification, but will give notice prior to any such withdrawal of award.
- 3.2 UNICEF is not liable to any Bidder for any costs, expense or loss incurred or suffered by such Bidder in connection with this RFQS or solicitation process, including, but not limited to, any costs, expense or loss incurred as result of UNICEF exercising any of its rights in paragraph 3.1 above.

PART IV – REQUIREMENTS

1. PRICE AND PAYMENT

- 1.1 Price. The fee for the services and deliverables will be treated as inclusive of all costs, expenses, charges or fees that the Bidder may incur in connection with the performance of the work. The Bidder is invited to offer any unconditional discounts or cumulative volume discounts (i.e. discounts that increase as the cumulative order value increases throughout the validity of the LTA-S). Further, the Bidder may offer early payment discounts, i.e. payment within a specific

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period of time faster than UNICEF's standard payment terms of 30 days.

Notwithstanding any agreed discounts, prices offered by bidders shall constitute maximum ceiling prices and shall remain fixed for the duration of the LTA-S.

- 1.2 Payment Terms.** Invoices may be issued to UNICEF only after the services (or components of the services) have been provided and the deliverables (or installments of the deliverables) have been delivered (a) in accordance with the contract (as issued in accordance with the provisions of the LTA-S) and (b) to UNICEF's satisfaction. The standard terms of payment are net 30 days, after receipt of invoice. Payment will be effected by bank transfer in the currency of the contract.

The Bidder will suggest a payment schedule for the contract (as issued in accordance with the provisions of the LTA-S) that is linked to clear milestones and/or deliverables identified in the Terms of Reference/Statement of Work.

- 1.3 Currency.** (a) The currency of the Bid shall be in **local currency (LAK) or USD currency**. UNICEF will reject any Bids submitted in another currency. Note that if the PO is issued in USD currency; and the payment will be made in local currency (LAK) using the official UN operational rate of exchange (certified by UNICEF) at the month of payment.

(b) If the above paragraph (a) explicitly permits two or more specified currencies for the Bids, then for evaluation purposes only, offers submitted in a currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the submission deadline date.

- 1.4 Taxes.** Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNICEF as a subsidiary organ, 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 prices/rates quoted in the Bid must be net of any direct taxes and any other taxes and duties, unless otherwise specified in the RFQS documents.

2. IMPLEMENTATION

- 2.1 No Reliance.** Except as expressly set out in the RFQS documents, UNICEF will have no obligation to provide any assistance to the contractor and UNICEF makes no representations as to the availability of any facilities, equipment, materials, systems or licenses which may be helpful or useful for the performance of the work. If the Bidder requires any facilities, equipment, materials, systems or licenses in order to do the work, this must be explicitly detailed in its Bid.
- 2.2 Sub-contractors.** Bidders must identify in their Bid, any products which may be offered by themselves, but originate from another supplier and/or country. Further, bidders must identify in their Bid any planned subcontracting of services. All subcontracting arrangements will be reviewed by UNICEF as part of its evaluation of the Bid.
- 2.3 Experts.** If so required in the Terms of Reference/Statement of Work each key expert profile requested in the Terms of Reference/Statement of Work must sign an exclusivity and availability statement. The purpose of Exclusivity and Availability Statement is as follows:

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- (a) The key experts proposed in the Bid must not be part of any other Bidder's Bid being submitted for this RFQS process. They must therefore engage themselves exclusively to the Bidder.
- (b) Each key expert must also undertake to be available, able and willing to work for all the period foreseen for his/her input during the implementation of the LTA-S as indicated in the Terms of Reference/Statement of Work and the Bid.

Having selected a Bid partly on the basis of an evaluation of the key experts presented in the Bid, UNICEF expects the LTA-S to be executed by these specific experts. As the expected date of mobilization is given in the RFQS, UNICEF will only consider substitutions after the deadline for the submission of offers in cases of unexpected delays in the commencement date beyond the control of the Bidder, or exceptionally because of the incapacity of a key expert for health reasons or due to force majeure or other circumstances which may justify a replacement and which would not have any effect on the selection of the Bid. The desire of a Bidder to use an expert on another project or a change of mind on the part of an expert about the LTA-S will not be accepted as a reason for substitution of any of the key experts.

- 2.4 Joint Ventures. The description of the organization of the joint venture/consortium/association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of this RFQS both in the Bid and the Joint Venture Agreement. All entities that comprise the joint venture will be subject to the eligibility and qualification assessment by UNICEF.

Where a joint venture is presenting its track record and experience in a similar undertaking as those required in this RFQS, it should present such information in the following manner:

- a) Those that were undertaken together by the joint venture; and
- b) Those that were undertaken by the individual entities of the joint venture expected to be involved in the performance of the services defined in this RFQS.

Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the joint venture or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

3. LIQUIDATED DAMAGES

- 3.1 Liquidated damages. Any LTA-S awarded in connection with this RFQS will include the following clause on liquidated damages:

In addition to, and without prejudice to any of the other rights and remedies of UNICEF including, but not limited to, those set out in the UNICEF General Terms and Conditions of Contract (Services), if the Contractor fails to provide the Services or the Deliverables in accordance with the time schedule set out in the Contract, or if UNICEF determines that the Services or Deliverables do not conform to the requirements of this LTA-S and the relevant Contract for Services, UNICEF may claim liquidated damages from the Contractor and, at UNICEF's option, the Contractor will pay such liquidated damages to UNICEF or UNICEF will deduct such liquidated damages from the Contractor's invoice(s). Such liquidated damages will be calculated

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as follows: one half of one per cent (0.5%) of the Contract Fee for the delayed Services and Deliverables for each day of delay, or in the case of a Fee calculated on a time-based rate, one half of one per cent (0.5%) of the time-based rate for all the Contractor Personnel required to provide the relevant Services or Deliverables, until performance of conforming Services or delivery of conforming Deliverables, up to a maximum of ten per cent (10%) of the value of the Contract. The payment or deduction of such liquidated damages will not relieve the Contractor from any of its other obligations or liabilities pursuant to this LTA-S and the relevant Contract for Services .

PART V – BIDDER REPRESENTATIONS

1. PRICE – MOST FAVOURED CUSTOMER

- 1.1 The Bidder confirms that the fees, rates and charges and related pricing terms with respect to the services specified in the Bid are the most favourable pricing terms available to any customer of the Bidder (or any of the Bidder's affiliates). If at any time during the term of the LTA-S resulting from the Bid, any other customer of the Bidder (or of any of the Bidder's affiliates) obtains more favourable pricing terms than those provided to UNICEF, the Bidder will retroactively adjust the fee and related pricing terms under the LTA-S to conform to the more favourable terms and the Bidder will promptly pay UNICEF any amounts owing to UNICEF as a result of such retroactive fee adjustment.

2. GENERAL REPRESENTATIONS

By submitting its Bid in response to this RFQS, the Bidder confirms to UNICEF as at the Submission Deadline: **10 January 2025 @10:00Am local time.**

- 2.1 The Bidder has (a) the full authority and power to submit the Bid and to enter into any resulting LTA-S and linked contract(s), and (b) all rights, licenses, authority and resources necessary, as applicable, to develop, source and supply the services and to perform its other obligations under any resulting LTA-S and linked contract(s). The Bidder has not and will not enter into any agreement or arrangement that restrains or restricts any person's rights to use, sell, dispose of or otherwise deal with any service, deliverable or outcome that may be acquired under any resulting contract (as issued in accordance with the provisions of the LTA-S).
- 2.2 All of the information it has provided to UNICEF concerning the services and the Bidder is true, correct, accurate and not misleading.
- 2.3 The Bidder is financially solvent and is able to supply the services to UNICEF in accordance with the requirements described in this RFQS.
- 2.4 The use or supply of the services does not and will not infringe any patent, design, trade-name or trade-mark.
- 2.5 The development and supply of the services has complied, does comply, and will comply with all applicable laws, rules and regulations.
- 2.6 The Bidder will fulfill its commitments with the fullest regard to the interests of UNICEF and will refrain from any action which may adversely affect UNICEF or the United Nations.
- 2.7 It has the personnel, experience, qualifications, facilities, financial resources and all other skills and resources to perform its obligations under any resulting LTA-S and linked contract(s).
- 2.8 The Bidder agrees to be bound by the decisions of UNICEF, including but not limited to,

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decisions as to whether the Bidder's Bid meets the requirements and instructions stated in this RFQS and the results of the evaluation process.

3. ETHICAL STANDARDS

UNICEF requires that all Bidders observe the highest standard of ethics during the entire solicitation process, as well as the duration of any LTA-S that may be awarded as a result of this solicitation process. UNICEF also actively promotes the adoption by its suppliers of robust policies for the protection and safeguarding of children and the prevention and prohibition of sexual exploitation and sexual abuse.

By submitting its Bid in response to this RFQS, the Bidder makes the following representations and warranties to UNICEF as at the Submission Deadline:

- 3.1 In respect of all aspects of the solicitation process the Bidder has disclosed to UNICEF any situation that may constitute an actual or potential conflict of interest or could reasonably be perceived as a conflict of interest. In particular, the Bidder has disclosed to UNICEF if it or any of its affiliates is, or has been in the past, engaged by UNICEF to provide services for the preparation of the design, specifications, cost analysis/estimation, and other documents to be used for the procurement of the services requested under this RFQS; or if it or any of its affiliates has been involved in the preparation and/or design of the programme/project related to the services requested under this RFQS.
- 3.2 The Bidder has not unduly obtained, or attempted to obtain, any confidential information in connection with the solicitation process and any LTA-S and linked contract(s) that may be awarded as a result of this solicitation process.
- 3.3 No official of UNICEF or of any United Nations System organisation has received from or on behalf of the Bidder, or will be offered by or on behalf of the Bidder, any direct or indirect benefit in connection with this RFQS including the award of the LTA-S and linked contract(s) to the Bidder. Such direct or indirect benefit includes, but is not limited to, any gifts, favours or hospitality.
- 3.4 The following requirements with regard to former UNICEF officials have been complied with and will be complied with:
 - (a) During the one (1) year period after an official has separated from UNICEF, the Bidder may not make a direct or indirect offer of employment to that former UNICEF official if that former UNICEF official was, during the three years prior to separating from UNICEF, involved in any aspect of a UNICEF procurement process in which the Bidder has participated.
 - (b) During the two (2) year period after an official has separated from UNICEF, that former official may not, directly or indirectly on behalf of the Bidder, communicate with UNICEF, or present to UNICEF, about any matters that were within such former official's responsibilities while at UNICEF.
- 3.5 Neither the Bidder nor any of its affiliates, or personnel or directors, is subject to any sanction or temporary suspension imposed by any United Nations System organisation or other international

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inter-governmental organisation. The Bidder will immediately disclose to UNICEF if it or any of its affiliates, or personnel or directors, becomes subject to any such sanction or temporary suspension during the term of any resulting LTA-S. If the Bidder or any of its affiliates, or personnel or directors becomes subject to any such sanction or temporary suspension during the term of the LTA-S, UNICEF will be entitled to suspend the LTA-S and linked contract(s) for a period of time up to thirty (30) days or terminate the LTA-S and linked contract(s), at its sole choice, with immediate effect upon delivery of a written notice of suspension or termination, as the case may be, to the Bidder. If UNICEF chooses to suspend the LTA-S and linked contract(s) it will be entitled to terminate the LTA-S and linked contract(s) at the end of the thirty (30) days' suspension at UNICEF's sole choice.

- 3.6 The Bidder will (a) observe the highest standard of ethics; (b) use its best efforts to protect UNICEF against fraud, in the solicitation process and in the performance of any resulting LTA-S and linked contract(s); and (c) comply with the applicable provisions of UNICEF's Policy Prohibiting and Combatting Fraud and Corruption which can be accessed on the UNICEF website at <http://www.unicef.org/supply/resources/procurement-policies>; In particular, the Bidder will not engage, and will ensure that its personnel, agents and sub-contractors do not engage, in any corrupt, fraudulent, coercive, collusive or obstructive conduct as such terms are defined in UNICEF's Policy Prohibiting and Combatting Fraud and Corruption.
- 3.7 The Bidder will comply with all laws, ordinances, rules and regulations bearing upon its participation in this solicitation and the UN Supplier Code of Conduct (available at the United Nations Global Marketplace website - www.ungm.org).
- 3.8 Neither the Bidder nor any of its affiliates, is engaged, directly or indirectly, (a) in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32, or the International Labour Organisation's Convention Concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour, No. 182 (1999); or (b) in the manufacture, sale, distribution, or use of anti-personnel mines or components utilised in the manufacture of anti-personnel mines.
- 3.9 The Bidder has taken and will take all appropriate measures to prevent sexual exploitation or abuse of anyone by its personnel including its employees or any persons engaged by the Bidder to perform any services in the Bidder's participation in this solicitation. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, will constitute the sexual exploitation and abuse of such person. The Bidder has taken and will take all appropriate measures to prohibit its personnel including its employees or other persons engaged by the Bidder, from exchanging any money, goods, services, or other things of value, for sexual favours or activities or from engaging in any sexual activities that are exploitive or degrading to any person.
- 3.10 The Bidder confirms that it has read UNICEF's Policy on Conduct Promoting the Protection and Safeguarding of Children. The Bidder will ensure that its Personnel understand the notification requirements expected of them and will establish and maintain appropriate measures to promote compliance with such requirements. The Bidder will further cooperate with UNICEF's implementation of this Policy.
- 3.11 The Bidder will inform UNICEF as soon as it becomes aware of any incident or report that is inconsistent with the undertakings and confirmations provided in this Article 3.

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- 3.12 Each of the provisions in this Article 3 of Part V constitutes an essential condition of participation in this solicitation process. In the event of a breach of any of these provisions, UNICEF is entitled to disqualify the Bidder from this solicitation process and/or any other solicitation process, and to terminate any LTA-S and linked contract(s) that may have been awarded as a result of this solicitation process, immediately upon notice to the Bidder, without any liability for termination charges or any liability of any kind. In addition, the Bidder may be precluded from doing business with UNICEF and any other entity of the United Nations System in the future.

4. AUDIT

- 4.1 From time to time, UNICEF may conduct audits or investigations relating to any aspect of an LTA-S and/or contract(s) awarded in relation to this RFQS, including but not limited to the award of the LTA-S and/or linked contract(s) and the Bidder's compliance with the provisions of Article 3 above. The Bidder will provide its full and timely cooperation with any such audits or investigations, including (but not limited to) making its personnel and any relevant data and documentation available for the purposes of such audits or investigations, at reasonable times and on reasonable conditions, and granting UNICEF and those undertaking such audits or investigations access to the Bidder's premises at reasonable times and on reasonable conditions in connection with making its personnel and any relevant data and documentation available. The Bidder will require its sub-contractors and its agents to provide reasonable cooperation with any audits or investigations carried out by UNICEF.