



United Nations Population Fund
Country office in Mongolia
UN House, UN Street-14, Ulaanbaatar 14201,
Mongolia
Tel: +(976)-11-353503 Ext-3355
Website: <http://www.unfpa.org>

5 March 2025

REQUEST FOR PROPOSAL (RFP)

RFP Number UNFPA/MNG/RFP/25/001

For the establishment of a:

LONG TERM AGREEMENT

In regard to:

PROVISION OF FACILITY CLEANING AND MAINTENANCE SERVICE FOR UN HOUSE IN ULAANBAATAR, MONGOLIA

LETTER OF INVITATION

Dear Sir/Madam,

1. The United Nations Population Fund (UNFPA), an international development agency, is seeking qualified Bids for the **provision of facility cleaning and maintenance services for UN compounds in Ulaanbaatar, Mongolia**. Your company is hereby invited to submit your best Technical and Financial Bids for the requested **services**. Your Bid could form the basis for a Long-Term Agreement (LTA) between your company and UNFPA.
2. To enable your company to submit a Bid, please read the following attached documents carefully:

Section I:	Instructions to Bidders
Section II:	Terms of Reference
Section III:	UNFPA General Conditions of Contract
Section IV:	UNFPA Special Conditions of Contract
Section V:	Supplier Qualification Requirements
Section VI:	Bid and Returnable Forms
Section VII:	Contractual Forms

3. The Bid process will be conducted through a TWO-envelope system. Interested Bidders are requested to submit their Technical Bid *separately* from their Financial Bid containing price information. Specific instructions for the submission can be found Section I – Instructions to Bidders, clause 20 Submission, Sealing and Marking of Bids.
4. Bidders are requested to carefully read Section I – Instructions to Bidders, clause 20 Submission, Sealing and Marking of Bids, where detailed instructions of the submission process are provided. It is the Bidder's responsibility to assure compliance with the submission process. If the envelopes or emails are not marked / submitted per the instructions, UNFPA will neither assume



responsibility for the bid's misplacement or premature opening nor guarantee the confidentiality of the Bid process. Incorrect submissions might result in your Bid being declared invalid.

All Bids comprising of Technical and Financial parts should reach the below and corresponding addresses no later than 26 March 2025, at 15:00 Ulaanbaatar time¹:

- a. If you choose to submit your Bid in hard copy, your Technical Bid and Financial Bid should be submitted in separate, sealed envelopes in accordance to clause 20.3 Submission of hard copy Bids, and should reach the following address:

United Nations Population Fund (UNFPA)

UNFPA Mongolia Country office
UN House, United Nations Street-14,
Ulaanbaatar-14201, Mongolia

- b. If you choose to submit your Bid electronically, your Technical Bid and Financial Bid should be submitted in separate emails in accordance to clause 20.4 Submission of electronic Bids, should reach the email inbox of procurement@unfpa.org.mn.

Please do not submit Bid documents to any other email address. Sending the Bid to any other email address, including as a carbon copy (cc), will violate confidentiality and in the Bid being invalidated.

5. Bids received after the stipulated date and time will be rejected.
6. Bidders are asked to acknowledge receipt of this RFP using the Bid Confirmation Form SECTION VI – ANNEX A: BID CONFIRMATION FORM. A completed Form should be e-mailed to: Tsetsenbaatar Batsuuri, at batsuuri@unfpa.org no later than 20 March 2025 and indicate whether or not a Bid shall be submitted. Bidders that will not submit a Bid are kindly asked to indicate the reason(s) for not bidding on the Bid Confirmation Form to help UNFPA improve its future Bid exercises.
7. Any questions relating to the Bid process and/or to the attached documents shall be sent to: Tsetsenbaatar Batsuuri at email: batsuuri@unfpa.org.

Responses to all questions received will be handled in accordance with the instructions included in Section I - Instructions to Bidders, clause 8 Clarifications of solicitation documents. Do not submit a Bid to this contact, or your Bid will be declared invalid, as UNFPA will not be able to guarantee the confidentiality of the Bid process.

8. UNFPA posts all Bids notices, clarifications and results in the United Nations Global Marketplace; hence, we strongly encourage Bidders to register on [UNGM](https://ungm.org). The UNGM is the procurement portal of the United Nations system. By registering on UNGM, suppliers become part of the database that UN buyers use when searching for suppliers. The link describes the registration process: <https://www.ungm.org/Public/Pages/RegistrationProcess>

Suppliers can also access all UN Bids online and, by subscribing to the Tender Alert Service, suppliers can be automatically notified via email of all UN business opportunities that match the

¹ <http://www.timeanddate.com/worldclock/city.html?n=69>



products and services for which they have registered. Instructions on how to subscribe to the Tender Alert Service can be found in the UNGM Interactive Guide for suppliers.

9. UNFPA looks forward to receiving your Bid and thanks you in advance for your interest in UNFPA procurement opportunities.
10. This letter is not to be construed in any way as an offer to contract with your company/institution.
11. Estimated Bid Timeline:

Date	Time Zone Link (GMT 8)²	Solicitation stage
05/03/2025	15:00	Bid Release Date
17/03/2025	15:00	Deadline for submission of Questions and Queries
12/03/2025	15:00	Bidder's conference / Site Inspection
20/03/2025	15:00	Submission of completed Bid Confirmation Form
26/03/2025	15:00	Deadline for Bid Submission
27/03/2025	10:00	Bid Opening
28/03/2025	18:00	Preliminary Examination
31/03/2025	18:00	Commercial Evaluation
04/04/2025	18:00	Technical Evaluation
07/04/2025	18:00	Financial Evaluation
08/04/2025	18:00	Post-Qualification of Bidder
15/04/2025	18:00	UNFPA Internal Review and Approval
17/04/2025	18:00	Contract/LTA Award
17/04/2025	18:00	Contract/LTA Award

Yours sincerely,

DocuSigned by:

Tsetsekhatar Batsuuri

Procurement associate

UNFPA Mongolia Country Office

04-Mar-2025

Process reviewed and approved by:

DocuSigned by:

Khalid Sharifi

Head of Office

UNFPA Mongolia Country office

04-Mar-2025

² <https://www.timeanddate.com/worldclock/mongolia/ulaanbaatar>



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SECTION I: INSTRUCTIONS TO BIDDERS

A. INTRODUCTION

1. General

- 1.1. UNFPA Mongolia wishes to enter into non-exclusive Long-Term Agreements (LTAs) with qualified suppliers for facility cleaning and maintenance *services for UN house and UN compound located in Ulaanbaatar, Mongolia.*
- 1.2. As a result of this competitive Bid process, UNFPA plans to sign non-exclusive Long-Term Agreements (LTAs)³ with a single and back-up supplier(s) for two (2) years. In addition to the initial term, the LTA(s) will have the option of a one-year extension, subject to satisfactory performance and price competitiveness.
- 1.3. In the event of UNFPA signing an LTA the following shall apply:
 - 1.3.1. The successful Bidder(s) shall accord the same terms and conditions to any other organization with the United Nations Systems, located in Mongolia, that wishes to avail itself of such terms, after written consent from UNFPA Mongolia CO;
 - 1.3.2. The LTA template specified in SECTION VII – ANNEX A: LONG TERM AGREEMENT TEMPLATE, shall be used.
 - 1.3.3. UNFPA will not be committed to purchase any minimum quantity of the goods/services, and purchases will be made only if and when there is an actual requirement. UNFPA shall not be liable for any costs in the event that no purchase is made under any resulting LTA. All reductions in market prices provided by the supplier will be passed on in full to UNFPA.

2. Eligible Bidders

- 2.1. This Bidding process is open to all legally constituted companies that can provide the requested *services* and have legal capacity to perform in the country, or through an authorized representative.
- 2.2. Bidders and all parties constituting the Bidder may hold any nationality.
- 2.3. Bidders must not have a conflict of interest in order to be considered eligible. Bidders found to have a conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:
 - 2.3.1. Are, or have been associated in the past, with a company or any of its affiliates that have been engaged by UNFPA to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods and/or services to be purchased under this Bid.
 - 2.3.2. Submit more than one Bid in this Bidding process, except for alternative Bids accepted under instructions to Bidders clause 19 is not permitted. However, this does not limit the participation of subcontractors in more than one Bid.
 - 2.3.3. Any Bidder that is uncertain as to whether the situation it is in constitutes a conflict of interest must disclose the situation to UNFPA and seek UNFPA's guidance.

³ also called Blanket Purchase Agreements, abbreviated as BPAs



2.3.4. The following information must be disclosed in the Bid:

- 2.3.4.1. Bidding entities whose owners, part-owners, officers, directors, controlling shareholders, or key personnel are immediate family of UNFPA staff involved in procurement functions and/or of any government official of the beneficiary country and/or of any Implementing Partner (IP) receiving the goods and/or services under this RFP; and
 - 2.3.4.2. Any other situation that could potentially lead to actual or perceived conflict of interest, collusion, or unfair competition practices.
 - 2.3.4.3. Failure to disclose the information above may result in rejection or disqualification of the Bid or of the award resulting of the Bid process.
- 2.4. Bidders under declaration of ineligibility by UNFPA in accordance with clause 2 at the time of contract award will be disqualified. Bidders are not eligible to submit a Bid if at the time of Bid submission, they are:
- 2.4.1. Listed as suspended or removed by the United Nations Procurement Division (UNPD);
 - 2.4.2. Declared ineligible by other organizations of the United Nations through the disclosure of the ineligibility or listing as suspended on [United Nations Global Marketplace \(UNGM\)](#) as a result of having committed fraudulent activities;
 - 2.4.3. Included on the [UN 1267 list](#) issued by the Security Council resolution 1267 that establishes a sanctions regime to cover individuals and entities associated with Al-Qaida and/or the Taliban;
 - 2.4.4. Debarred by the World Bank Group in accordance with the [WB Listing of Ineligible Firms & Individuals](#) and the [WB Corporate Procurement Listing of Non-Responsible Vendors](#).
- 2.5. All Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on [UN Supplier Code of Conduct](#).
- 2.6. Accordingly, any company that is found to have undertaken unethical, unprofessional, or fraudulent activities, as defined in clause 4, will be temporarily suspended or permanently debarred from business relations with UNFPA.
- 2.7. Bids may be submitted by a Joint Venture (JV). In the case of a JV:
- 2.7.1. The completed Joint Venture Partner Information Form, SECTION VI – ANNEX G: JOINT VENTURE PARTNER INFORMATION FORM, must be included with the Bid; and
 - 2.7.2. All parties to the JV shall be jointly and severally liable; and
 - 2.7.3. The JV must nominate a Representative, who will have the authority to conduct all businesses for and on behalf of all parties of the JV during the Bidding process, and, if the JV is awarded an LTA, during the validity of the LTA.

3. Cost of Bid

- 3.1. Bidder will bear all costs associated with the preparation and submission of the Bid(s), and the procuring UN entity will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bid.

4. Fraud and Corruption

- 4.1. UNFPA's Policy regarding fraud and corruption is available by clicking on [Fraud Policy](#) and applies fully to this Bid. Submission of any Bid implies that the Bidder is aware of this Policy.



- 4.2. UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. To this effect, UNFPA has developed an Anti-Fraud Policy with the aim to raise awareness of fraud risks, implement controls to prevent fraud, and establish a procedure to detect fraud and to enforce the Policy.
- 4.3. UNFPA requires that Bidders, suppliers, and contractors and their subcontractors observe the highest standards of ethics during the procurement and execution of UNFPA contracts.
- 4.4. Pursuant to this Policy, UNFPA defines the terms set forth as follows:
 - 4.4.1. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - 4.4.2. "Fraudulent practice" means any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit, or to avoid an obligation;
 - 4.4.3. "Collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;
 - 4.4.4. "Coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - 4.4.5. "Obstructive practice" means acts intended to materially impede the exercise of UNFPA's contractual rights of audit, investigation and access to information, including destruction, falsification, alteration or concealment of evidence material to a UNFPA investigation into allegations of fraud and corruption.
 - 4.4.6. "Unethical practice" means conduct or behavior that is contrary to Staff or Supplier codes of conduct, such as those relating to conflict of interest, gifts, hospitality, post-employment provisions, abuse of authority and harassment
- 4.5. UNFPA will reject to award a contract if it determines that a Bidder recommended for award has engaged in corrupt, fraudulent, collusive, coercive, obstructive or unethical practices while competing for the contract in question;
- 4.6. UNFPA will declare a supplier ineligible, either indefinitely or for a stated period of time, to be awarded a UNFPA contract/agreement if at any time it determines that the supplier has engaged in any corrupt, fraudulent, collusive, coercive, obstructive or unethical practices while competing for, or in executing, a UNFPA contract/agreement.
- 4.7. Any supplier participating in UNFPA's procurement activities must provide all required documents, records, and other elements to UNFPA personnel upon first request to facilitate any investigation of allegations of misconduct by either suppliers or any other party to the procurement activities. The absence of such cooperation may be sufficient grounds for the debarment of the supplier from the UNFPA supplier roster and may lead to suspension following review by UNFPA.
- 4.8. Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and



terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

- 4.9. A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).

5. Zero Tolerance

- 5.1. UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Bidders are therefore requested not to send gifts or offer hospitality to UNFPA personnel. If interested on reading further on this policy, please select [Zero Tolerance Policy](#).

6. Disclaimer

- 6.1. Should any of the links malfunction or are inaccessible for any reason in this Request for Proposal or any of its Annexes, suppliers can contact the Procurement Official referenced below in clause 8 and request for them to share a PDF version of such document(s).

B. SOLICITATION DOCUMENTS

7. UNFPA Bidding document

- 7.1. This RFP document is posted on the [United Nations Global Marketplace \(UNGM\)](#).

- 7.2. Bidding documents consists of the following:

Section I:	Instructions to Bidders
Section II:	Terms of Reference
Annex A:	Instructions for Preparing Technical Bid
Section III:	UNFPA General Conditions of Contract
Section IV:	UNFPA Special Conditions of Contract
Section V:	Supplier Qualification Requirements
Section VI:	Bid and Returnable Forms
Annex A:	Bid Confirmation Form
Annex B:	Bid Submission Form
Annex C:	Bidder Identification Form
Annex D:	Bidder Declaration Form
Annex E:	Bidder's Previous Experience
Annex F:	Price Schedule Form
Annex G:	Joint Venture Partner Information Form
Annex H:	Checklist of Bid Forms
Section VII:	Contractual Forms
Annex A:	Template of Proposed Long-Term Agreement

- 7.3. Bidders are expected to examine all instructions, forms, Terms of Reference, terms and conditions contained within this Bid document. Failure to comply with these documents shall be at the Bidder's risk and may affect the evaluation of the Bid or result in the rejection of the Bid.

- 7.4. Bidders are cautioned to read Section II – Terms of Reference, as there may be special requirements. The requirements presented herein are not to be construed as defining a particular service provider's service. Bidders are encouraged to advise UNFPA if they disagree.



- 7.5. The requirements included in this document are the minimum requirements of the services solicited. Services offered in the Bid must meet or exceed all requirements herein.

8. Clarifications of Bidding documents

- 8.1. Bidders requiring clarification to the Bid process and/or to the Bid documents may be addressed in writing to:

Tsetsenbaatar Batsuuri at batsuuri@unfpa.org

Bidders should **NOT** submit any Bid to this contact or your Bid will be declared invalid, as UNFPA will not be able to guarantee the confidentiality of the Bidding process.

Bidders may request clarifications no later than **17 March 2025, at 15:00 Ulaanbaatar time**⁴.

- 8.2. UNFPA will respond in writing to any requests for clarification received prior to the deadline and will circulate the answers (including an explanation of the requests without identifying the sources) to all prospective Bidders that have received the Bid documents. A copy of the questions and UNFPA's answers will also be posted on UNGM, (www.ungm.org).
- 8.3. UNFPA will respond to requests for clarifications as soon as possible. However, delays in UNFPA's response will not oblige UNFPA to extend the Bid submission deadline. UNFPA may extend the deadline in specific cases UNFPA deems justified and necessary.

9. Amendments to Bidding documents

- 9.1. At any time prior to the Bid submission deadline, UNFPA may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding documents by issuing an amendment.
- 9.2. UNFPA shall post all amendments under the original notice on UNGM. All prospective Bidders that have received the Bidding documents shall periodically check if amendments have been posted to the bidding documents on UNGM.
- 9.3. To give prospective Bidders reasonable time to take the amendments into account, UNFPA may, at its discretion, extend the Bid submission deadline.

C. PREPARATION OF BIDS

10. Language of the Bid

- 10.1. Bid documents and all related correspondence will be written in English.
- 10.2. Any printed literature furnished by a prospective Bidder written in a language other than the language indicated must be accompanied by a translation in the preferred language indicated above. For the purpose of interpretation of the Bid, and in the event of discrepancy or inconsistency in meaning, the version translated into the preferred language indicated above shall govern. The sole responsibility for translation and the accuracy thereof shall rest with the Bidder.

⁴ <http://www.timeanddate.com/worldclock/city.html?n=69>



11. Bid currency and prices

- 11.1. All prices shall be in US dollars (USD) or any other convertible currency.
- 11.2. The Bidder shall indicate on the Price Schedule Form in accordance to SECTION VI – ANNEX F: PRICE SCHEDULE FORM the unit of measure, the unit price and total Bid price of the goods and/or services (where applicable) it proposes to supply under the LTA.

12. Conversion to single currency

- 12.1. To facilitate evaluation and comparison, the procurement official will convert all Bid prices expressed in the amounts in various currencies in which the Bid prices are payable to USD at the [UN Operational Rate of Exchange \(UNORE\)](#) on the last day for submission of Bids.

13. Most favored pricing

- 13.1. By submitting a Bid, the Bidder certifies that the same services have not been offered to other customers under similar circumstances at a lower cost. Should a Bidder be found to have done so, it must offer the lower cost to UNFPA.

14. Validity of Bids

- 14.1. Bids must remain valid for 90 calendar days after the Bid submission deadline. UNFPA will consider Bids with shorter validity as not substantially responsive and reject them. Under special circumstances, UNFPA may request Bidders to extend the validity of their Bids. Requests for validity extension will be made in writing.

15. Bidders' conference

- 15.1. A Bidders' conference (Site inspection) will be conducted **on 12 March 2025 at 15:00 in UN house, 3rd floor conference room⁵**. All Bidders will be encouraged to attend. Non-attendance, however, will not result in disqualification of an interested Bidder. Minutes of the Bidders' conference will be either posted on UNGM or e-mailed to the Bidders that have confirmed participation or expressed interest in the Bid. Verbal statements made during the Bidders' conference will not modify the terms and conditions of the RFP, unless such statements are specifically written in the minutes of the Bidder conference or issued as an amendment to the Bid documents and posted on UNGM.

D. SUBMISSION OF BIDS

16. Documents establishing eligibility and conformity to Bid documents

- 16.1. Evidence of conformity of the goods/services to the Bidding documents may include the following documentation as described in clauses 17 Technical Bid and 18 Financial Bid, to be completed and returned in hard copies or in electronic format depending on the submission approach selected.
- 16.2. Submission of a Bid that does not substantially respond to the UNFPA Bid document in every respect shall be at the Bidder's risk and may result in a rejection of the Bid.

All required documents returned with the Technical Bid should be submitted in PDF version. The Financial Bid should be submitted both in PDF version and Excel version.

⁵ as per <https://www.timeanddate.com/worldclock/mongolia/ulaanbaatar>



17. Technical Bid

17.1. Documents establishing the eligibility of the Technical Bid:

- 17.1.1. Completed and signed Bid Submission Form; SECTION VI – ANNEX B: BID SUBMISSION FORM, in PDF format. Note: if the bid submission form is not submitted or not signed, and provided the bidder has not indicated they do not accept any of the conditions required in this form, UNFPA shall consider that the bidder has accepted all such conditions. For the sake of good order, at the time of bid evaluation UNFPA will request the bidder to provide the signed Bid Submission Form.
- 17.1.2. Completed Bidder Identification Form; SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM in PDF format.
- 17.1.3. Completed Bidder Declaration Form; SECTION VI – ANNEX D: BIDDER DECLARATION FORM
- 17.1.4. Completed Bidder's Previous Experience; SECTION VI – ANNEX E: BIDDER'S PREVIOUS EXPERIENCE in PDF format.
- 17.1.5. Technical Bid, including documentation to demonstrate that the Bidder meets all requirements. The Technical Bid should be presented concisely and structured to include but not necessarily be limited to the information listed in SECTION II – ANNEX B: INSTRUCTIONS FOR PREPARING TECHNICAL BID in PDF format
- 17.1.6. Supporting documents/information per the Supplier Qualification Requirements; SECTION V: SUPPLIER QUALIFICATION REQUIREMENT
- 17.1.7. Completed Joint Venture Partner Information Form; SECTION VI – ANNEX G: JOINT VENTURE PARTNER INFORMATION FORM in PDF format.
- 17.1.8. Copy of last three (3) years of audited financial statements.

18. Financial Bid

- 18.1. Bidders must complete the Price Schedule Form in accordance with SECTION VI – ANNEX F: PRICE SCHEDULE FORM – both in PDF format (signed version) and excel format. The separate Financial Bid must contain a quotation in a single currency, itemizing all services to be provided.
- 18.2. Please consider the following information when completing the Price Schedule Form:
 - 18.2.1. The Price Schedule Form must provide a detailed cost breakdown, as shown in SECTION VI – ANNEX F: PRICE SCHEDULE FORM. Bidders are required to provide separate figures for each of the steps for each item.
 - 18.2.2. Estimates for out-of-pocket expenses should be listed separately. Where installation, commissioning, training or other similar services are required to be performed by the Bidder, the Bidder shall include the prices for these services broken down into itemized prices.
 - 18.2.3. All prices/rates Bid must be exclusive of all taxes, since UNFPA is exempt from taxes. The applicable unit of measure should be clearly indicated.
 - 18.2.4. Submit this Financial Bid in a separate envelope/email from the rest of the Technical Bid.

19. Partial & Alternative Bids

- 19.1. Partial Bids are not allowed under this RFP. UNFPA reserves the right to select and accept a part or parts of any Bid.



19.2. Alternative bids are not accepted. In the event of a supplier submitting more than one bid, the following shall apply:

19.2.1. All bids marked alternative bids will be rejected and only the base bid will be evaluated.

19.2.2. All bids will be rejected if no indication is provided as to which bids are alternative bids.

20. Submission, sealing, and marking of Bids

The Bid process shall be conducted through a TWO-envelope system. Interested Bidders are requested to submit their Technical Bid separately from their Financial Bid containing price information.

20.1. Submission of electronic Bids

20.1.1. Bidders must enter the following text in the subject line: UNFPA/MNG/RFP/25/001, Company Name, and specify “Technical Bid” or “Financial Bid”. Example below:

20.1.1.1. UNFPA/MNG/RFP/25/001 [Company name], Technical Bid email X

20.1.1.2. UNFPA/MNG/RFP/25/001 [Company name], Financial Bid

20.1.1.3. Submissions without this text in the subject line may be rejected.

20.1.2. Electronic submissions must be sent only to procurement@unfpa.org.mn. Bids received at procurement@unfpa.org.mn mailbox shall not be opened before the scheduled opening date. Sending the Bid to any other email address, including as a carbon copy (cc), will violate confidentiality and result in the invalidation of the Bid.

20.1.3. The total size of the email submission must **not exceed 20 MB**, including e-mail body, attachments, and headers.

20.1.4. It is recommended that the entire Bid be consolidated into as few attachments as possible, in commonly used file formats in accordance to what has been stated in clauses 17 & 18. If the Bid consists of large files, it is recommended that these files be sent in separate emails prior to the submission deadline. Multiple emails must be clearly identified by indicating in the subject line “email X” sequentially, and the final “email Y – final”.

20.1.5. It is the Bidder’s responsibility to ensure that Bids sent by email are received by the submission deadline. Bidders will receive an auto-reply acknowledging the receipt of each email when it is received by UNFPA’s email system. If you do not receive an auto-reply, please inform Tsetsenbaatar Batsuuri at batsuuri@unfpa.org.

21. Deadline for submission of Bid and late Bids

21.1. Bids must be delivered to the place, date and time specified in this RFP. If any doubt exists as to the time zone in which the Bid should be submitted, refer to <http://www.timeanddate.com/worldclock/>, or contact the Bid focal point.

21.2. Bids received after the submission deadline shall be declared late, rejected and the supplier informed by UNFPA accordingly. UNFPA will not be responsible for Bids that arrive late due to the courier company and any other technical issues which are not within the control of UNFPA.



22. Modification and withdrawal of Bids

- 22.1. Bidders are expected to have sole responsibility to examine the conformity of their Bids to the requirements of the RFP, keeping in mind that material deficiency in providing information requested by UNFPA, or lack of clarity in the description of goods or services to be provided may result negatively in the evaluation process of the Bids.
- 22.2. Bidders may modify, substitute or withdraw their Bid after submission, provided that written notice is received by UNFPA prior to the submission deadline.
- 22.3. Any proposed modification, substitution or withdrawal must be submitted in accordance with clause 20 - Submission, sealing and marking of Bids based on the approach utilized. The respective envelope or email shall be clearly marked "MODIFICATION", "SUBSTITUTION" or "WITHDRAWAL". Any revision to the Bid must be received by the deadline.
- 22.4. No Bid may be modified, substituted or withdrawn in the interval between the submission deadline and the expiration of the period of the Bid validity. No Bid may be modified, substituted or withdrawn after the submission deadline.

23. Storage of Bids

- 23.1. Bids received prior to the deadline of submission and the time of opening shall remain secure and unopened until the Bid opening date stated in UNFPA's RFP.

E. BID OPENING AND EVALUATION

24. Bid opening

- 24.1. UNFPA will conduct an internal Bid opening on **27 March 2025, at 15:00 Ulaanbaatar time**⁶ at the office of UNFPA Mongolia's office in UN House in Ulaanbaatar, Mongolia.
- 24.2. Bids will be opened by an ad-hoc panel consisting of at least two staff members (of which one may be from a different United Nations agency/fund/program) and where at least one individual has no involvement in the subsequent stages of the procurement process. There will be separate Bid openings for Technical and Financial Bids. The Bidders' names and submitted documents shall be announced and recorded on the Technical Bid opening report.
- 24.3. A Bid opening report will be available for viewing only to Bidders who have submitted a bid or their authorized representatives for a period of thirty days from the date of the opening. Information not included in the Bid opening report will not be provided to Bidders.
- 24.4. Once the Technical evaluation has been completed, the Financial Bids will be opened. During the Financial Bid opening, the Bidders' names and the prices stated in the Financial Bid shall be announced and recorded on the Financial Bid opening report.
- 24.5. No Bid shall be rejected during Bid opening, except for late Bids. Rejected Bids will be shredded except for any bank securities, which will be returned to the Bidder.

25. Clarification of Bids

- 25.1. To assist in the examination, evaluation and comparison of Bids, UNFPA may ask Bidders for clarification of their Bids. The request for clarification and the response shall be in writing by UNFPA, and no change in price or substance of the Bid shall be sought, offered or permitted.

⁶ <http://www.timeanddate.com/worldclock/city.html?n=69>



Clarification of Bids may be provided only in response to UNFPA request for clarification or request for additional information.

26. Preliminary examination of Bids

- 26.1. Prior to the detailed evaluation, UNFPA shall examine the Bids to determine whether they are complete with respect to minimum documentation requirements, whether the documents are properly signed, whether any computational errors have been made and whether the Bids are generally in order.
- 26.2. The procurement official will determine the substantial responsiveness of each Bid to the RFP during the preliminary examination.
- 26.3. A substantially responsive Bid conforms to all the terms, conditions, and specifications of the Bidding documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:
 - 26.3.1. Affects in any substantial way the scope, quality, or services specified; or
 - 26.3.2. Limits in any substantial way, inconsistent with the Bidding documents, UNFPA's rights or the Bidder's obligations under the LTA; or
 - 26.3.3. If rectified would unfairly affect the competitive position of other Bidders presenting substantially responsive Bids.
- 26.4. UNFPA considers material deviations to include, but not be limited to the following:
 - 26.4.1. During preliminary examination of Bids
 - 26.4.1.1. Absence of Bid form(s), change in the wording or lack of signature on key portions of the Bid form when this is clearly required. Any change in wording that is consistent with the standard format of the Bid form(s) is not a material deviation;
 - 26.4.1.2. The Bidder indicates in the Bid that they do not accept important LTA conditions, i.e. related to Force Majeure, Applicable Law, Delivery Schedule, Payment Terms, General Conditions of Contract and Limitation of Liability;
 - 26.4.1.3. Non submission of non-historical documents (documents that should be specifically prepared by the Bidder in response to this RFP) by the bid submission deadline.
 - 26.4.1.4. Non-eligibility of the Bidder;
 - 26.4.1.5. Financial information is included in the Technical Bid.
 - 26.4.2. During technical evaluation of Bids and qualification of Bidders:
 - 26.4.2.1. Bids do not reach the minimum threshold on technical score.
 - 26.4.2.2. The Bidder does not meet the minimum conditions for qualification.
 - 26.4.3. During Financial evaluation of Bids:
 - 26.4.3.1. The Bidder does not accept the required price correction in accordance to Section I: Instructions to Bidders, clause 27.1.3
 - 26.4.3.2. Required price components are missing;
 - 26.4.3.3. The Bidder offers less quantity than what is required
- 26.5. If a Bid is not substantially responsive to the Bidding documents, it shall be rejected by UNFPA and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.



27. Non-conformities, errors, and omissions

27.1. Provided that a Bid is substantially responsive:

27.1.1. UNFPA may waive any non-conformities or omissions in the Bid that do not constitute a material deviation.

27.1.2. UNFPA may request the Bidder to submit the necessary information or documentation within a reasonable period of time to rectify non-material non-conformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.

27.1.3. UNFPA shall correct arithmetical errors on the following basis:

27.1.3.1. If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail, and the line item total shall be corrected, unless in the opinion of UNFPA there is an obvious misplacement of the decimal point in the unit price. In that case the line item total as quoted shall govern, and the unit price shall be corrected;

27.1.3.2. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.

28. Evaluation of Bids

28.1. The evaluation of the Bids will be carried out in a two-step process by an evaluation panel, with evaluation of the Technical Bid being completed prior to any Financial Bid being opened and compared.

28.2. The Financial Bid will be opened only for those Bidders whose Technical Bids achieve a minimum score of 70% and who have met the supplier qualifications. The total number of points a Bidder may obtain for Technical and Financial Bids is 100 points.

28.3. Information relating to the examination, evaluation, comparison, and post-qualification of bids and recommendation of LTA award shall not be disclosed to Bidders or any other person not officially concerned with such process until the LTA award is published.

28.4. Any effort by a Bidder to influence UNFPA in the examination, evaluation, comparison, and post-qualification of the Bids or LTA award decisions may result in the rejection of its Bid.

28.5. Notwithstanding from the time of Bid opening to the time of LTA award, if any Bidder wishes to contact UNFPA on any matter related to the Bidding process, it should do so in writing.

29. Technical evaluation

29.1. The Technical Bid is evaluated on the basis of its responsiveness to the Terms of Reference shown in Section II, the Technical Bids submitted by the Bidders and the evaluation criteria published below.

29.2. Scoring Scale System

29.2.1. The following scoring scale system will be used by the technical evaluation panel to conduct the Technical Bid evaluation objectively.

Technical evaluation



The Technical Bid is evaluated on the basis of its responsiveness to the Terms of Reference shown in Section II, the Technical Bids submitted by the Bidders and the evaluation criteria published below.

Criteria	[A] Maximum Points	[B] Points attained by the Bidder	[C] Weighting %	[B] x [C] = [D] Total Points
1. Proposed methodology, approach and quality assurance mechanism	100		40%	
2. Management structure and key personnel	100		30%	
3. Specific experience and expertise relevant to the assignment	100		30%	
GRAND TOTAL ALL CRITERIA	300		100%	

Scoring Scale System

The following scoring scale system will be used by the technical evaluation panel to conduct the Technical Bid evaluation objectively.

Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted	Points out of 100
Significantly exceeds the requirements	90 – 100
Exceeds the requirements	80 – 89
Meets the requirements	70 – 79
Partially meets the requirements	1 – 69
Does not meet the requirements or no information provided to assess compliance with the requirements	0

30. Supplier qualification requirements

30.1. The responses from the Bidders compared to SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM and SECTION VI – ANNEX E: BIDDER'S PREVIOUS EXPERIENCE of this document will be evaluated based on the criteria provided below to assess the degree of Bidder qualification for the proposed LTA.

Number	Supplier Qualification Parameter	Bid is acceptable? (YES/NO)	Justification
1	Legal and regulatory requirements	UNFPA shall examine the Bid to confirm that it does not contain any material deviations, reservation, or omission related to the General Conditions of Contracts (Section III)	
2	Bidder is established as a company and legally incorporated in the country		
3	Bidder is not a banned or suspended supplier		



30.2. Notwithstanding anything stated above, UNFPA reserves the right to assess the Bidder's capabilities and capacity to execute the LTA satisfactorily before deciding on award.

30.3. Even though the Bidders may meet the above qualifying criteria, they can be subject to disqualification if they have made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements, and/or have a record of poor performance such as: not properly completing contracts, inordinate delays in completion, litigation history, financial failures, etc.

31. Financial evaluation

31.1. The Financial Bid will only be evaluated if the Technical Bid achieves the minimum score as indicated in clause 28.2 and is considered qualified through the supplier qualification process described in clause 30. Proposals failing to obtain this minimum technical threshold or those which will not be considered qualified through the supplier qualification process will not be eligible for further consideration.

31.2. The Financial Bid is evaluated on the basis of its responsiveness to the Price Schedule Form SECTION VI – ANNEX F: PRICE SCHEDULE FORM. The maximum number of points for the Financial Bid is 100. This maximum number of points will be allocated to the lowest price. All other Financial Bids will receive points in inverse proportion according to the following formula:

$\text{Financial Score} = \frac{\text{Lowest Bid (\$)}}{\text{Bid being Scored (\$)}} \times 100 \text{ (Maximum Score)}$

32. Total score

32.1. The total score for each Bidder will be the weighted sum of the technical score and financial score. The maximum total score is 100 points.

$$\text{Total Score} = 70\% \text{ Technical Score} + 30\% \text{ Financial Score}$$

F. AWARD OF LONG-TERM AGREEMENT AND FINAL CONSIDERATIONS

33. Award of Long-Term Agreement (LTA)

33.1. UNFPA intends to award a single LTA and a backup LTA to the Bidder(s) that obtains the highest combined score of the Technical and Financial evaluation.

33.2. UNFPA reserves the right to make multiple arrangements for any item(s) where, in the opinion of UNFPA, the Bid winner cannot fully meet the delivery requirements, or it is deemed to be in UNFPA's best interest to do so. Any arrangement under this condition shall be made on the basis of the highest combined scoring Bid, the second highest, etc.

34. Rejection of Bids and annulments

34.1. UNFPA reserves the right to reject any Bid if the Bidder has previously failed to perform properly or on time in accordance with previous contracts/Purchase Orders or if the Bidder



from UNFPA's perspective is not in a position to deliver Purchase Orders that will be issued pursuant to the LTA(s).

34.2. UNFPA reserves the right to annul the RFP and reject all Bids at any time prior to award of the LTA without thereby incurring any liability to the affected Bidder(s) or any obligation to provide information.

34.3. Bidders waive all rights to appeal against the decision made by UNFPA.

35. Right to vary requirements and to negotiate at time of award

35.1. At the time of award of the LTA and any Purchase Order(s) pursuant to the LTA UNFPA reserves the right to vary the quantity of goods and/or services specified in the RFP without any change in the hourly/daily or any other rates or prices proposed by the Bidders or other terms and conditions.

35.2. UNFPA reserves the right to negotiate the price with the Bid winner before awarding the LTA to ensure that the Financial Bid is competitive on all aspects of the price.

35.2.1. The purpose of negotiations of offers selected based on the 'cumulative analysis methodology' is to ensure that the technical proposal is in line with requirements and that the financial proposal is competitive on all aspects of the price.

35.2.2. In the negotiations, any deficiency in the offer will be pointed out to the supplier. The supplier will be allowed to make adjustments in the proposal in order to improve and more clearly specify the contents of the offer. However, under no circumstances shall the requirements (Terms of Reference/specifications) be changed.

36. Signing of the Long-Term Agreement (LTA)

36.1. The procurement official will send the successful Bidder(s) the LTA valid for two (2) years, which constitutes notification of award. Successful Bidder(s) shall sign and date the LTA, and return it to UNFPA within 10 calendar days of receipt of the LTA. To facilitate the process of signing the LTA, Bidders are expected to have reviewed the LTA template found in SECTION VII – ANNEX A: LONG TERM AGREEMENT TEMPLATE of the Bidding documents prior to submitting a Bid. After receipt of any Purchase Order(s) issued pursuant to the signed LTA, the successful Bidder shall deliver the goods and/or services in accordance with the delivery schedule outlined in the Purchase Orders.

36.2. The LTA will be established between the successful Bidder(s) and UNFPA to allow UNFPA to contract the provision of the specified goods/services. The resultant Agreement represents an offer on the part of the successful Bidder(s) to provide UNFPA with goods/services, at the prices agreed and under the Conditions of Contract detailed for the duration of the Agreement. These Agreements will not be considered as contracts, nor oblige UNFPA to any financial commitment whatsoever. Only Purchase Orders made pursuant to such Agreements will constitute a commitment on UNFPA's part.

36.3. UNFPA reserves the right to discontinue the agreements if the supplier's performance is not satisfactory to UNFPA.

36.4. The LTA holders shall hold the prices fixed and not subject to change throughout the validity of the Agreements. LTA holders shall be responsible to apply any special offer or discounts (if applicable) which may become effective at the time of fulfilling the order to any Purchase



Order(s) issued under the Agreements. Such discounts shall be reflected in the corresponding supplier invoices.

37. Publication of Contract Award

37.1. UNFPA will publish the contract award on [United Nations Global Marketplace](#) with the following information: Supplier Name and Country, Description of the Goods or Services and the date of the contract.

37.2. Additionally, for every Purchase Order UNFPA will publish on [United Nations Global Marketplace](#), unless it is deemed to be in the interest of UNFPA no to do so: Purchase Order reference Number, Description of the Goods or Services procured, Beneficiary Country, Supplier Name and Country, Purchase order amount and the issue date of the purchase order.

38. Payment Provisions

38.1. UNFPA's policy is to pay for the performance of contractual services rendered or to effect payment upon the achievement of specific milestones described in the contract.

39. Bid protest

39.1. Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a LTA may complain to the UNFPA Head of the Business Unit Khalid Sharifi, Head of Office at ksharifi@unfpa.org. Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief of the Supply Chain Management Unit (SCMU) at procurement@unfpa.org.

40. Documents establishing sustainability efforts of the Bidder

40.1. Currently UNFPA is requesting information on environmental and social policies and related documentation with Bids submitted by prospective suppliers. UNFPA is incorporating environmental and social criteria considerations into the evaluation process, such as adherence to Global Compact requirements (more information can be accessed here, <http://www.unglobalcompact.org/>, or by contacting Supply Chain Management Unit at procurement@unfpa.org). UNFPA encourages suppliers to consider joining the UN Global Compact and to look into other ways to help reduce their environmental impact now.



SECTION II: TERMS OF REFERENCE (TOR)

TERMS OF REFERENCE FOR THE CLEANING AND FACILITY MAINTENANCE SERVICES OF THE UN PREMISES IN MONGOLIA

The UNFPA Mongolia CO on behalf of the United Nations in Mongolia is going to hire a professional service provider for the Provision of high-quality facility maintenance and cleaning services for the UN Premises located in Sukhbaatar District, UN Street 14, Ulaanbaatar 14201, Mongolia.

One. Background

Under the overall supervision of the UN Common Premises Coordinator and in close cooperation with the UN Operations Management Team (OMT), the service provider shall perform the below-mentioned tasks.

- A. Cleaning: to provide high quality cleaning service for the office rooms and other indoor common spaces and outside of the UN House located in Sukhbaatar District, UN Street 14, Ulaanbaatar 14201, Mongolia. UN premises to be cleaned are as follows.

Floor	Description	Overall space (m ²)	Office space (m ²)
B1	Basement garage /Technical & maintenance rooms/	612.45	
1	Space (common areas including entrance, lobby, receptionist desk, hallway and guard hut)	350.50	
2	Office and common space	475.50	259.90
3	Office space and UN auditorium	659.37	129.28
4	Office and common space	419.44	272.24
5	Office and common space	645.09	494.74
6	Office and common space	635.01	493.15
7	Office and common space	649.99	499.33
Total indoor space		4447.35	2148.64

Additionally

- Two (2) emergency staircases from basement floor to 7th floor
- Three elevators' cabins & doors

B. Maintenance: To provide indoor and outdoor maintenance services and outdoor cleaning in UN compound (refer to map in Annex 1)

C. Façade cleaning: To provide high quality façade cleaning service for the UN House building

D. On-call service assistant: to provide on-call assistant support service for logistical support and coordination at events taking place at the common meeting rooms including arranging the event settings and hospitality related works;

Two. Scope of work

1. UN HOUSE CLEANING SERVICE

UN house cleaning service is expected to be provided by the service provider through skilled cleaners (workers) on a daily basis. Specific requirements are outlined below.

- A) Cleaning of workstation and office areas



Daily works

- To wipe and disinfect accessible furniture, surfaces with a moist cloth (office tables, desks, shelves, chairs)
- To remove fingerprints on vertical surface (door frames, handles, glass);
- To empty waste bins and replace bags in the waste bins;
- To mop solid floors;
- To vacuum-clean carpet;

Weekly works

- To clean furniture, picture frames, accessories by appropriate polish;
- To clean the plastic parts of chairs and Hoover upholsteries;
- To clean upside of tables, wardrobes and other wood furniture;
- To dust additional interior components (radiators, hangers, picture frames)
- To mop solid floors in less accessible areas;
- To vacuum clean and dust office chairs;
- To wash office windows from inside.

B) Cleaning of common areas (Lobby, hallways, staircases, elevators, guard hut, basement area, garage, technical floor, ventilation system area & other common area)

Daily works

- To wipe accessible surfaces with a moist cloth (tables, desks, shelves, chairs) of the Reception area;
- To wipe the surface and objects with disinfectant;
- To mop solid floors of Reception area and lobby;
- To vacuum clean textile surfaces subjected to walking up and down the room, as well as doorsills;
- To remove fingerprints on all surfaces (glass walls, glassed-in door of the lift, doors around door handle, picture frames etc.);
- To empty waste bins and replace bags in waste bins of the Reception area
- To clean and disinfect elevator cabs thoroughly, to remove fingerprints from elevator facing made of rust-resistant material on each floor.
- To wipe and disinfect accessible surfaces with a moist cloth (office tables, desks, shelves, chairs) of the Guard Hut;
- To wipe and disinfect glass panels, wooden and metal doors, waiting chairs, handles;
- To vacuum clean the waiting area;
- To mop solid floors with disinfectant;
- To empty baskets and waste bins, empty and replace bags in basket or waste bins of the Guard Hut;

Weekly works

- To clean emergency stairways of UN building;
- To clean and disinfect passage doors and doorsills carefully;
- To clean the basement technical rooms;
- To sweep and clean the basement garage floor, clean the garage walls, glass doors;
- To clean the technical area on the building roof;
- To mop all solid floors in the above-mentioned areas.

C) Canteens, kitchenettes

Daily works



- To wipe and disinfect accessible furniture, surfaces with a moist cloth (canteen cabinets, tables, shelves, chairs, canteen pedestal, sink)
- To remove fingerprints on surfaces (canteen shelves, pantry, doors around handles, storage of hygienic stuff, refrigerator etc.);
- To empty recycling waste bins;
- To change bags in baskets, if necessary;
- To mop solid floors, socles included;
- To vacuum clean textile surfaces and door mats;
- an out area made of rust-resistant materials and in-build equipment's;

Weekly works

- To wash and clean the canteen cabinets, internal surfaces,
- To clean and disinfect ceramic tiles, sinks,
- To wipe and disinfect canteen furniture, accessories,
- To clean heating radiators; windows, windows frames,
- To clean the ventilation tubes, covers;
- To clean the curtains;
- To thoroughly clean and disinfect the floor, walls.

D) Sanitary rooms

Daily works

- To clean and disinfect wash basins, mirror, soap dispenser;
- To clean and disinfect WC, flush mechanisms, pissoirs, showers, storage spaces;
- To clean the partition walls;
- To replace/fill in the toilet seat papers;
- To replace/full in the toilet papers;
- To empty baskets and waste bins;
- To change bags in baskets;
- To mop solid floors, socles included;
- To fill in the check list after each cleaning
- To let the CPC know if any parts in the WC are not functioning including tap/fauset

Weekly works

- To wash the whole surface of doors and doorframes;
- To clean out ceramic tiles and surfaces, to remove water and urinary stone in sanitary facilities;
- To clean heating radiators;
- To clean the ventilation tubes, covers;
- To clean and disinfect the partition walls;
- To clean the windows, windows frames.

E) On call cleaning service

The service provider is expected to provide on-call cleaning service, besides daily cleaning services, for below tasks through skilled workers with required background. Service fee will be calculated on a daily basis or hourly basis per person.

- Major cleaning service during and after renovation, building repair & construction related works in the office spaces and common spaces of the UN House upon UN's request when needed;
- Occasional cleaning service for outdoor areas especially for removing heavy snowfalls as an extra support to handyman's daily outdoor cleaning work upon UN's request when needed



2. FACILITY MAINTENANCE SERVICES

The maintaining service for the UN facility is expected to be provided by the service provider through skilled personnel daily. The service should include below:

- To clean the UN compound surrounding areas including the area in UN street nearby main entrance to the compound, emergency gates, basement garage entrances, the UN House surrounding roads, parking lots, garden area from leaves, snow, and garbage;
- To assist with gardening works including cleaning the green areas in the compound, cleaning and watering the trees, bushes, and trimming of the compound grass;
- To conduct a routine checkup at the technical rooms at the UN House roof and provide updates on conditions and notify if any malfunctions are observed;
- To support with registration of the electricity, heating and water measurement control units and accompany/escort the Service Bureau workers;
- Supports with the preparation of event logistical works including installing the banner, and arranging the overall settings of the auditorium (setting up desks, moving chairs),
- Conducts light electric work including support with the installation/replacement of the office, common area, compound lights fixture, bulbs, light switches, sensors etc.
- Conducts a daily check of all plumbing related matters including WC pipes, sewage line and provides a light plumbing support;
- Repairs and ensures maintenance of UN House agencies' furniture and inventory, doors, door handlers, windows etc;
- Fixing the paintings, white boards, maps, calendars, banners at the walls, and moving furniture, equipment and supplies;
- Other maintenance works to be conducted on a need basis.

3. UN HOUSE FACADE CLEANING SERVICE

- The service provider is expected to provide high quality cleaning services of the UN House external facade, ensuring safety and security rules in April, August and October
- Conduct high ceiling cleaning services in the lobby, auditorium, common meeting rooms and offices on a quarterly basis;
- Provide on call service when necessary.

4. ON CALL SERVICE ASSISTANT SUPPORT

The service provider is expected to provide on-call assistant support service for below tasks through skilled workers with required background. Service fee will be calculated on a daily or hourly basis per person.

- Provides logistical support and coordination at events taking place in the common meeting rooms including arranging the event settings and hospitality related works;
- Prepares in advance tea and coffee for the meetings, and upkeep the meeting rooms for the next meeting;
- Serves tea/coffee to visitors and provides support at the official meetings.

THREE. Personnel (workers) of the service provider



- The company shall commit enough resources to perform the work within the mutually agreed time schedule. Current resources comprise full time 6 staff (4 indoor-cleaning staff, 1 cleaning staff for all toilet rooms and 1 handyman).
- The workforce shall consist of full time professional and back up personnel, and fully insured workers, who are experienced and skilled to perform the job;
- The company shall provide an experienced site supervisor to work closely and collaboratively with the Common Premises Coordinator and required to be present at the site once a week, guiding and supervising the work;
- The facility service personnel must undergo a medical checkup and be certified as physically fit to work to perform the duties;
- The facility service personnel must always wear uniforms with Company logo/insignia and should be equipped with necessary equipment to undertake cleaning;
- The company shall take full responsibility to ensure safety and health of all its workers in compliance with respective laws and legislations concerning OSH (Occupational safety and health);
- The company must ensure that all employees have an employment contract in accordance with the Labor Law of Mongolia and other relevant legislation. This includes, but is not limited to, matters such as compensation and benefits (including social insurance coverage), working hours, annual leave and paid holidays, and sick leave entitlements.
- The facility maintenance personnel need to be adequately trained so they understand and respect the procedures that will ensure effectiveness of the cleaning and disinfecting, use the proper personal protective equipment, prevent contamination of other areas and minimize occupational health and safety risks to personnel;
- In case of change of personnel, the service provider shall inform the UN Common Premises Coordinator and obtains a prior approval on eligibility and suitability of the personnel.

FOUR. Cleaning materials and supplies, tools and equipment to be used

The service provider shall be responsible for all labor, environmentally friendly supplies, materials, products and adequate equipment/tools to clean the UN compound as well as conduct the maintenance works. In providing the services, the facility service personnel assigned by the service provider should have the highest standards of integrity and treat the UN property with care. The service provider shall be liable for any damages caused by the facility service personnel due to negligence and erroneous actions.

- General cleaning supplies, washing detergents, soaps, carpet cleaning liquids, disinfectionants, glass cleaning liquids, etc.;
- Garbage plastic bags;
- Mops, vacuum cleaners, carpet washing equipment, washcloths, buckets, gloves, etc.;
- Paper hand towels, liquid soap;
- Toilet papers, toilet seat covers;
- Equipment, tools and materials for the facility maintenance, gardening service Support;
- General cleaning and washing equipment, protective robes, equipment, supplies for the facade cleaning work;

FIVE. Expected output

No	Deliverables	Arrangement
1	UN House cleaning service*	Every official work days of UN Mongolia
2	Facility maintenance service*	Every official work days of UN Mongolia



3	Façade cleaning	3 times a year in April, August and October
4	On-call service assistant support	On a need basis
5	Additional on-call cleaning service	On a need basis

- * - The work is scheduled during Monday-Friday between the hours of 7:30AM-16:30PM,
 - Lunch time to be held during 11:00AM-12:00PM,
 - No changes in the agreed days or time are permitted without the consent of the UN.

Six. Institutional arrangement

The service provider shall work under overall supervision of the Common Premises Coordinator and in close cooperation with Operations Management Team (OMT).

Seven. Duration of the work:

Two years, with possibility of extension of one more year based on a satisfactory performance.

Eight. Duty station

UN house, UN street-14, Sukhbaatar district, -Ulaanbaatar, Mongolia

1. Security Regulations:
 - The UN working hours are from 08:30 to 18:00 hours from Mondays to Thursdays, 08:30 to 14:30 hours on Fridays;
 - The UN Premises are subject to security regulations managed by the UN Department of Safety and Security and guarded by the UN selected security company. The security rules are always to be observed and the diplomatic status of the UN staff is to be respected by the company and its personnel. Briefing on the security regulations of UN Premises shall be provided by UNDSS at the beginning of the contract.
 - When working in UN Premises, an access ID card to be worn by cleaning personnel always.
 - Smoking and use of alcohol in UN Premises are strictly prohibited. Violation of this requirement will result in cancellation of the contract with the company.
2. Minimum requirements and qualifications for the company:
 - Officially registered entity with all required specialized licenses to provide the mentioned services;
 - Minimum three (3) years of relevant experiences in providing package services including outdoor/indoor cleaning, building maintenance, gardening, façade cleaning, service support;
 - Financially sound and stable, as can be evidenced by authentic financial statements for the last two (2) years of operation;
 - References from at least 3 companies located in Ulaanbaatar and employing at least 30 employees; References will focus on the facility service provider's responsiveness to cleaning, facility maintenance service matters and problems, the quality of the services performed and the dependability of meeting needs;
 - The company should have an internal Quality assurance, service quality control system;
 - The company should enroll their personnel into a full set of trainings including onboarding, OSHA, cleaning standards, methods, customer service, and communications skills trainings;



- Providing a safe and healthy workplace, and ensure that all facility service personnel are properly trained with appropriate equipment, tools and materials;
- The company personnel shall be competent and fully trained to perform their assigned work;
- Ownership of the necessary equipment and stock of supplies to provide efficient and quality cleaning services – a list to be provided.

NINE. Requirement and qualifications for facility service personnel

- Minimum two (2) years' experience in facility maintenance and cleaning service;
- Good understanding of cleaning and facility maintenance work steps from work set-up through planning, actual implementation and completion;
- Excellent work ethics such as reliability, dedication, productivity, trustworthiness, ability to work independently and proactively;
- Demonstrated knowledge of cleaning, maintenance and gardening supplies and operation of relevant equipment and tools, safe use of relevant materials;
- Familiarity with safety and security rules, as well as OSHA (Occupational safety and health administration) standards;
- Full enrollment into a full set of trainings including onboarding, OSHA, cleaning standards, methods, customer service, communications skills trainings;
- Well aware of the any emergency response (such as Covid) plans in relation to cleaning, disinfection works;
- Experience of working with other international organizations is an asset.

Ten. Evaluation criteria

For the bidders whose bid passed the minimum qualification requirement will go through the technical evaluation as follows.

For the technical evaluation, the combined Scoring method will be used in the selection of the service provider, where the technical proposal will be weighted a max. of 70%, and combined with the price offer which will be weighted a max of 30%.

- Technical evaluation – To assess technical capacity the institution score will be given by a team of individual evaluators. The minimum technical score of the institution to obtain during the technical evaluation should be 70 out of 100 score for the financial evaluation. The overall technical score will be allocated as follows.
 - o Expertise of organization – 30 score
 - ✓ Reputation of organization – 5
 - ✓ General organizational capability which is likely to affect implementation of the contract – 15 score
 - Financial stability - 5
 - Years of operation in relevant field - 5
 - Relevant national and international certifications and licenses - 5
 - ✓ Quality assurance procedure in place – 5
 - ✓ Experience of performing similar contracts – 5
 - o Management structure and key personnel – 30 score
 - ✓ Manager (operations) - 10
 - Experience - 4
 - Certification of international and national good practices - 3
 - Language / English / - 3



- ✓ Supervisor (team lead) - 10
 - Experience - 4
 - Certification of international and national good practices - 3
 - Language / English / - 3
 - ✓ Service personnel - 10
 - Experience – 7
 - Certification by trainings - 3
- o Proposed methodology, approach and quality assurance mechanism – 40 score
 - ✓ To what degree the proposer understand the task? - 5
 - ✓ Is the proposed number of Service Personnel and working hours adequate for each of the both premises? – 15
 - ✓ Have the important aspects of the task been addressed in sufficient detail? - 10
- Has a mechanism for monitoring and reporting been proposed? – 10 Financial evaluation – Technical offers which obtained a 70 score will be considered as technically compliant for the financial evaluation.
- The lowest financial offer among the technical compliant offers will obtain the highest score which is 100. Others will be compared with that offer and will obtain scores lower than 100.
- In overall, the bidder who obtained the highest cumulative scores will be selected.
- Reference check – UNFPA shall do reference check in order to verify applicants' background, experience and capacity



SECTION II – ANNEX A: INSTRUCTIONS FOR PREPARING TECHNICAL BID

The Technical Bid should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

1. Brief description of the firm and the firm's qualifications: providing information that will facilitate our evaluation of your firm/institution's substantive reliability, such as catalogues of the firm, and financial and managerial capacity to provide the services.
2. Your firms' understanding of the requirements for services and the objective of this project, including assumptions: Include any assumptions as well as comments on the data, support services and facilities to be provided as indicated in the TOR or as you may otherwise believe to be necessary.
3. Proposed Approach, Methodology, Timing and Outputs: any comments or suggestions on the TOR, as well as your detailed description of the manner in which your firm/institution would respond to the TOR. You should include the number of person hours/days in each specialization that you consider necessary to carry out all work required.
4. Proposed Team Structure: The composition of the team that you would propose to provide to the assignment, and the work tasks (including supervisory) which would be assigned to each. An organogram/organization chart illustrating the reporting lines, together with a description of such organization of the team structure should support your Bid.
5. Proposed Project Team Members: attach the curriculum vitae of the senior professional member of the team and members of the proposed team.
6. Detailed description of your proposed deliverables.
7. Detailed project plan (Gantt chart) showing the required resources and support from your firm as well as from UNFPA.
8. Detailed description of the technical specifications of your Bid.
9. A list of tasks which are out-of-scope versus in-scope.
10. Why would you be qualified for this project (Similar reference deliverables, ideally with live examples).
11. UNFPA requests Bidders to submit information on environmental and social policies and any related documentation in their Bid.
12. Copies of current certificates such as GMP/quality, FSC/CPP, manufacturer's ISO certificate for any product, manufacturer's CE certificate, USA 510k, Japan QS standard, etc. as and if applicable
13. All standard forms as explained under clause Section I: Instructions to Bidders, clause 17.1

Bidder(s) should not include any information or indications related to their Financial Bid in their Technical Bid. Such action will definitely lead to disqualification of entire Bid.



SECTION III: GENERAL CONDITIONS OF CONTRACT

UNFPA’s General Conditions of Contract are available through the links below as well as attached as a separate PDF document in this RFP.

Provision of Services	For contract/PO values equivalent or over USD 100,000 covering services	English	French	Spanish
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SECTION IV: UNFPA SPECIAL CONDITIONS OF CONTRACT

LTA RATES	The rates charged for the services performed shall not be adjustable.
GOODS AND SERVICES DEFINED	<p>Goods are hereinafter deemed to include, without limitation, equipment, spare parts, commodities, raw materials, components, customized and standard software as required, intermediate products and products the successful Bidder is required to supply under the contract.</p> <p>Services are to include design, installation and commissioning, training services, technical assistance and warranty services as required to supply in the contract.</p>
PROCUREMENT LIABILITY	UNFPA is acting as a procurement agency on behalf of an external client. Any financial liability as a result of the order expressed or implied therefore lies with the corresponding client.
KEY PERFORMANCE INDICATORS	<p>Successful Bidder's performance will be monitored and evaluated by UNFPA on a yearly basis to enable the assessment on the effectiveness, efficiency and/or consistency of goods/services provided. The results of the evaluation will be communicated to the supplier to enable improvements. An extension of the contract will take into consideration results of performance evaluation(s). The evaluation will be based on, but not limited to, the following key performance indicators:</p> <p>Services:</p> <ul style="list-style-type: none"> • Expected output achieved • Satisfactory level of quality and technical competence • Effective and timely communication and professionalism <p>Key performance indicators may be modified and/or added during the validity of this contract.</p>
PAYMENT TERMS	<p>UNFPA's policy is to pay for the performance of contractual services rendered and/or to effect payment upon the achievement of specific milestones described in the contract.</p> <p>UNFPA's policy is not to grant advance payments except in unusual situations where the potential supplier, whether a private firm, non-governmental organization or a government or other entity, specifies in the Bid that there are special circumstances warranting an advance payment. UNFPA will normally require a bank guarantee or other suitable security arrangement in such cases.</p> <p>Any request for an advance payment is to be justified and documented and must be submitted with the Financial Bid. The justification shall explain the need for the advance payment, itemize the amount</p>



	requested and provide a time schedule for utilization of said amount. Information about your financial status must be submitted, such as audited financial statements at 31 December of the previous year and include this documentation with your financial bid. Further information may be requested by UNFPA at the time of finalizing contract negotiations with the awarded Bidder.
REPORTING	In addition of any already described condition, for contracts with an annual value greater than USD 200,000, suppliers must provide annual internal control attestation reports prepared by independent auditors based on recognized standards, such as the International Standard on Assurance Engagements (ISAE) 3402, Assurance Reports on Controls at a Service Organization, or the Statement on Standards for Attestation Engagements (SSAE) 16, Reporting on Controls at a Service Organization, to give UNFPA reasonable assurance on the adequacy of the design and operating effectiveness of the controls in place over the services provided to UNFPA. If the services provided to UNFPA are in turn subcontracted by the service provider, attestation reports should also be obtained for the concerned subcontractors.
LIQUATED DAMAGES	In the event of a LTA being issued and in case the Vendor fails to perform the services in accordance to the milestones stipulated in the LTA and/or Purchase Order, UNFPA reserves the rights to claim liquidated damages from the Vendor and deduct 1% of the value of the services pursuant to the Purchase Order per additional week of delay, up to a maximum of 10% of the value of the Purchase Order. The payment or deduction of such liquidated damages shall not relieve the Vendor from any of its other obligations or liabilities pursuant to any current Contract or Purchase Order.



SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS

1. Legal and regulatory requirements

- 1.1. This will be judged based on the bid confirmation form submitted by the Bidders. Special consideration will be given to the Bids not suggesting any alternative or suggesting alternatives that are fully acceptable to UNFPA. Bids should clearly indicate where the Bidder does not accept, the reason(s) for the non-acceptance, and the alternative provision, for each of the terms of the RFP as well as the UNFPA General Conditions of Contracts: Provision of Services. (For this, use SECTION VI – ANNEX B: BID SUBMISSION FORM)

2. Legal status of the Bidder

- 1.1. Technical Proposals from the Bidders should provide evidence that the Bidder is established as a company and legally incorporated in the country; e.g. through provision of certification of incorporation or other evidence (this is not required for companies already registered in national, regional or international Stock Exchanges. However, evidence on such registrations should be provided)
- 1.2. In the case of a Bidder not doing business within the country of destination, the Bidder is or will be represented by an agent in the country that is equipped and able to carry out the supplier's maintenance, training, repair and spare parts-stocking obligations prescribed in the SECTION I: INSTRUCTIONS TO BIDDERS and SECTION II: TERMS OF REFERENCE (TOR)

3. Bidder's eligibility

- 2.1. Technical Proposals from the Bidders should provide written confirmation that they are not listed in any of the banned/suspended supplier lists. (SECTION VI – ANNEX A: BID SUBMISSION FORM)
- Listed as suspended or removed by the United Nations Procurement Division (UNPD);
 - Declared ineligible by other organizations of the United Nations through the disclosure of the ineligibility or listing as suspended on United Nations Global Marketplace Vendor ineligibility list posted on the United Nations Global Market Place (UNGM);
 - Included on the [UN 1267 list](#) issued by the Security Council resolution 1267 that establishes a sanctions regime to cover individuals and entities associated with Al-Qaida and/or the Taliban;
 - Debarred by the World Bank Group in accordance with the [WB Listing of Ineligible Firms & Individuals and the WB Corporate Procurement Listing of Non-Responsible Vendors](#).

4. Financial stability

- 3.1. Financial stability of the Bidders will be judged based on the ratios such as current ratio, quick ratio and debt ratio. Bidders are requested to provide key financial ratios using the table below with their audited financial statements to support the statements. The financial ratios should cover key financial stability ratios over a five-year period, including those mentioned in the table below.

Financial Ratio	2021	2022	2023
Current ratio			
Quick ratio			

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Debt ratio			

- 3.2. Evidence that the Bidder has successfully completed at least one similar contract/LTA within the last five years for supply of goods or services as offered.
- 3.3. Provide contact details of commercial banks and names of contact persons from whom UNFPA could seek feedback regarding financial stability.

5. Experience and Technical Capacity

- Company's managerial capabilities
- Evidence for quality assurance systems in place
- Bidder must have delivered similar services satisfactorily to UN or similar organizations during the last three years, and the services should have been delivered with no negative performance reports
- References in support of the satisfactory delivery of services specified above
- Data to support that the Bidder has capacity to perform the LTA/Purchase Orders that will be issued pursuant to the LTA and complete the deliverables within the stipulated delivery period



SECTION VI: BID AND RETURNABLE FORMS

Below find an overview of the attached Bidding and returnable forms required for the RFP.

Description		Status	Preferred file for submission
Annex A:	Bid Confirmation Form	Mandatory	PDF
Annex B:	Bid Submission Form	Mandatory	PDF
Annex C:	Bidder Identification Form	Mandatory	PDF
Annex D:	Bidder Declaration Form	Mandatory	PDF
Annex E:	Bidder's Previous Experience	Mandatory	PDF
Annex F:	Price Schedule Form	Mandatory	PDF & Excel
Annex G:	Joint Venture Partner Information Form	Choose an item.	PDF
Annex H:	Checklist of Bid Forms	Not Applicable	Not Applicable



SECTION VI – ANNEX A: BID CONFIRMATION FORM

[Complete this page and return it prior to bid opening]

To:	UNFPA Mongolia CO	Date:	
	Tsetsenbaatar Batsuuri	Email:	batsuuri@unfpa.org
From:	[Insert Company Name]		
	[Insert Contact person from Company]		
	[Insert Telephone number]		
	Insert E-mail address of contact person]		
	[Insert Postal address of Company]		
Subject:	UNFPA/MNG/RFP/25/001		

<input type="checkbox"/>	YES, we intend to submit a bid in response to the above mentioned RFP.
<input type="checkbox"/>	NO, we are unable to submit a bid in response to the above mentioned RFP due to the following reason(s):

- () The requested products and/or services are not within our range of supply.
- () The requested products are not available at the moment.
- () We are unable to submit a competitive bid for the requested products/services at the moment.
- () We cannot meet the requested specifications.
- () The information provided for bidding purposes is insufficient and unclear
- () Your RFP document is too complicated
- () Insufficient time is allocated to prepare an adequate Bid.
- () We cannot meet the delivery requirements.
- () We cannot adhere to your terms and conditions (please specify: payment terms, request for performance security, etc.):
- () Our current capacity is overbooked
- () We are closed during the holiday season
- () We had to give priority to other clients' requests
- () We do not sell directly, but through distributors
- () We have no after-sales service available in the recipient country
- () The person handling bid is away from the office
- () Other (please specify)

<input type="checkbox"/>	YES, even though on this occasion we have not submitted a Bid we are definitely interested in future possible RFP's.
<input type="checkbox"/>	No, we are not interested in participating in future possible RFP's, please remove us from your vendor database.

If UNFPA should have any questions in regards to this Bid Confirmation Form and would require further clarification on our No Bid decision, UNFPA should contact the following focal person who will be able to assist:

Name:		E-mail:	
Post Title:		Telephone	



SECTION VI – ANNEX B: BID SUBMISSION FORM

Date: [Insert Month, Day, Year]

To: UNFPA
Mongolia Country office

Dear Sir/Madam,

The undersigned, having read the original RFP documents of UNFPA/MNG/RFP/25/001 including all Annexes, any subsequent revisions and all answers to the questions received from prospective Bidders posted on United Nations Global Marketplace in full before submitting, hereby offers to provide the facility cleaning and maintenance services, in accordance with any specifications stated and subject to the terms and conditions set out or specified in the RFP documents.

Special Note: If Bidder proposes any deviations from the terms and conditions stipulated in the RFP document, such deviations must be included on this form in accordance with the below format. Such deviations should not be indicated within the main body or any other part of the Bid. If the proposed modifications are not acceptable to UNFPA, UNFPA reserves the right to reject the Bid. Strongly discouraging deviations for semantic changes.

Original term/condition per RFP UNFPA/MNG/RFP/25/001 and the subsequent revisions	Proposed deviation (alternate clause), by the undersigned	Reason for proposing alternate clause

We agree to abide by this Bid for a period of 90 days from the date fixed for Bid opening in the Request for Proposal, and the Bid shall remain binding upon us and may be accepted at any time before the expiration of that period.

If our Bid is accepted, we undertake to commence and complete delivery of all items in the LTA within the time frame that will be stipulated in the Purchase Orders.

We understand that UNFPA is not bound to accept any Bid it may have received and that a binding contract would result only after final negotiations and award of LTA are concluded and a purchase order(s) are made pursuant to such LTA(s).

We confirm that our firm has no conflict of interest in accordance with Section I: Instructions to Bidders clause 2.3, as well as that our firm, its affiliates or subsidiaries, including any subcontractors or suppliers for any part of the LTA, have not been declared ineligible by UNFPA, in accordance with Section I: Instructions to Bidders clause 2.4.

	On behalf of Business Authority	On behalf of Legal Authority
Signature:		
Name:		
Title:		
Name of Company:		
Telephone:		
Email:		



SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM

UNFPA/MNG/RFP/25/001

1. Organizational Information	
Company/Institution Name	
Address, City, Country	
Telephone/FAX	
Website	
Date of establishment	
Legal Representative: Name/Surname/Position	
Legal structure: natural person/Co. Ltd, NGO/institution/other (specify)	
Organizational Type: Manufacturer, Wholesaler, Trader, Service provider, etc.	
Areas of expertise of the organization	
Current Licenses, if any, and permits (with dates, numbers and expiration dates)	
Years supplying to UN organizations	
Years supplying to UNFPA	
Production Capacity	
Subsidiaries (indicate names of subsidiaries and addresses, if relevant to the Bid)	
Commercial Representatives in the country: Name/Address/Phone (for international companies only)	

2. Quality Assurance Certification	
International Quality Management System (QMS)	
List of other ISO certificates or equivalent certificates	
Presence and characteristics of in-house quality control laboratory (if relevant to Bid)	

3. Expertise of Staff	
Total number of staff	
Number of staff involved in similar supply LTAs	

4. Contact details of persons that UNFPA may contact for requests for clarification during Bid evaluation	
Name/Surname	
Telephone Number (direct)	
Email address (direct)	
Be advised that this person must be available during the two weeks following the Bid opening date.	



Signature and stamp of the Bidder:	
Name:	
Title:	
Name of Company:	
Telephone:	
Email:	



SECTION VI – ANNEX D: BIDDER DECLARATION FORM

UNFPA/MNG/RFP/25/001

The undersigned, being a duly authorized representative of the Company represents and declares that:

1.	The Company and its Management ⁷ have not been found guilty pursuant to a final judgement or a final administrative decision of any of the following:	YES	NO
	a. Fraud;	<input type="checkbox"/>	<input type="checkbox"/>
	b. Corruption;	<input type="checkbox"/>	<input type="checkbox"/>
	c. conduct related to a criminal organization;	<input type="checkbox"/>	<input type="checkbox"/>
	d. money laundering or terrorist financing;	<input type="checkbox"/>	<input type="checkbox"/>
	e. terrorist offences or offences linked to terrorist activities;	<input type="checkbox"/>	<input type="checkbox"/>
	f. sexual exploitation and abuse;	<input type="checkbox"/>	<input type="checkbox"/>
	g. child labour, forced labour, human trafficking; or	<input type="checkbox"/>	<input type="checkbox"/>
	h. irregularity (non-compliance with any legal or regulatory requirement applicable to the Organization or its Management).	<input type="checkbox"/>	<input type="checkbox"/>
2.	The Company and its Management have not been found guilty pursuant to a final judgment or a final administrative decision of grave professional misconduct.	<input type="checkbox"/>	<input type="checkbox"/>
3.	The Company and its Management are not: bankrupt, subject to insolvency or winding-up procedures, subject to the administration of assets by a liquidator or a court, in an arrangement with creditors, subject to a legal suspension of business activities, or in any analogous situation arising from a similar procedure provided for under applicable national law.	<input type="checkbox"/>	<input type="checkbox"/>
4.	The Company and its Management have not been the subject of a final judgment or a final administrative decision finding them in breach of their obligations relating to the payment of taxes or social security contributions.	<input type="checkbox"/>	<input type="checkbox"/>

⁷ “Management” means any person having powers of representation, decision-making or control over the Organization. This may include, for example, executive management and all other persons holding downstream managerial authority, anyone on the board of directors, and controlling shareholders.



5.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found they created an entity in a different jurisdiction with the intent to circumvent fiscal, social or any other legal obligations in the jurisdiction of its registered office, central administration, or principal place of business (<i>creating a shell company</i>).	<input type="checkbox"/>	<input type="checkbox"/>
6.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found the Company was created with the intent referred to in point (5) (<i>being a shell company</i>).	<input type="checkbox"/>	<input type="checkbox"/>

The UNFPA reserves the right to disqualify the Company, suspend or terminate any contract or other arrangement between the UNFPA and the Company, with immediate effect and without liability, in the event of any misrepresentation made by the Company in this Declaration.

It is the responsibility of the Company to immediately inform the UNFPA of any changes in the situations declared above.

This Declaration is in addition to, and does not replace or cancel, or operate as a waiver of, any terms of contractual arrangements between the UNFPA and the Company.

Signature:

Date:

Name and Title:

Name of the Company:

UNGM N°:

Postal Address:

Email:



SECTION VI – ANNEX E: BIDDER'S PREVIOUS EXPERIENCE

UNFPA/MNG/RFP/25/001

Order No. & Date	Description ⁸	Client	Contact person, phone number, email address	Date of service		Contract Amount (Currency)	Satisfactory completion
				From	To		

Indicate the description of products, services or works provided to their clients.

To be attached: Evidence (client's letter or certificate) in support of satisfactory completion of above orders.

Signature and stamp of the Bidder:		Countersigned by and stamp of Chartered Accountant	
Name and title:		Name and title:	
Name of Company:		Name of Company:	
Telephone:		Telephone:	
Email:		Email:	
Date:		Date:	

⁸ Please indicate relevant contracts to the one requested in the RFP.



SECTION VI – ANNEX F: PRICE SCHEDULE FORM

UNFPA/MNG/RFP/25/001

1. Submit this document in a separate email from the Technical Bid as indicated in Section I: Instructions to Bidders clause 20 Submission, sealing, and marking of Bids and in Annex I Instructions to Bidders.
2. All prices/rates Bid must be exclusive of all taxes, since UNFPA is exempt from taxes.
3. The Price Schedule Form must be accompanied by a detailed cost breakdown in a separate excel sheet.
4. UNFPA anticipates awarding the project on a fixed-price basis.

Item	Description	Unit of Measure	Unit rate*	VAT** (if applicable)	Cost breakdown provided (Yes/No)
1	Cleaning service*	per month			
2		per year			
3	Maintenance service*	per month			
4		per year			
5	Façade cleaning service*	Each			
6	On-call service assistant	person/day			
7	On-call cleaning service	person/day			
8	Overtime fee rate (when required)***				
8.1	for General cleaning service staff	person/hour			
8.2	for Facility maintenance service staff	person/hour			
8.3	for On-call service assistant	person/hour			
8.4	for On-call cleaning service staff	person/hour			

*The unit rate should be an all-inclusive final price to be paid by UNFPA to the service provider. To justify the unit price, a cost breakdown should be provided in a separate excel table for UNFPA to check if the financial offer covers all details of the Terms of Reference. The cost details stated in the cost breakdown will be used as a base for any contract amendment in the future when necessary. The cost breakdown should be linked to the technical proposal including all details of below as minimum:

- Labor cost in detail
- Administrative costs
- Material cost in detail
- Equipment cost in detail
- Applicable taxes

**Local bidders are requested to specify the VAT if the company is a VAT payer.

***The overtime work may be requested by the UN Common Premises Coordinator when necessary. In that case, the overtime fee rate accepted by UNFPA will apply for the work of onsite service staff.

Signature and stamp of the Bidder:

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Name:	
Title:	
Name of Company:	
Telephone:	
Email:	



SECTION VI – ANNEX G: JOINT VENTURE PARTNER INFORMATION FORM

[The Bidder shall fill in this Form in accordance with the instructions below.]

Date: *[insert date (as month, day, and year) of Bid Submission]*
UNFPA/MNG/RFP/25/001

Page _____ of _____ pages

1. Bidder's Legal Name: <i>[Insert Bidder's legal name]</i>
2. Joint Venture (JV) Party Legal Name: <i>[Insert JV's Party legal name]</i>
3. JV's party country of registration: <i>[Insert JV's Party country of registration]</i>
4. JV's party year of registration: <i>[Insert JV's Part year of registration]</i>
5. JV's party legal address in country of registration: <i>[Insert JV's Party legal address in country of registration]</i>
6. JV's party authorized representative information Name: <i>[Insert name of JV's Party authorized representative]</i> Address: <i>[Insert address of JV's Party authorized representative]</i> Telephone/Fax numbers: <i>[Insert telephone/fax numbers of JV's Party authorized representative]</i> Email Address: <i>[Insert email address of JV's Party authorized representative]</i>
7. Attached are copies of original documents of: <i>[Check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 2, above, in accordance with Section I: Instructions to Bidders clause 2: Eligible Bidders. <input type="checkbox"/> JV Agreement, or letter of intent to enter into such an agreement, signed by the legally-authorized signatories of all the parties



SECTION VI – ANNEX H: CHECKLIST OF BID FORMS

The following checklist is provided as a courtesy to Bidders. Please use this checklist while preparing the Bid to ensure that your Bid contains all required information. This checklist is for the Bidder's internal reference and does *not* need to be submitted with the Bid.

ACTIVITY	LOCATION	YES/NO/ N/A	REMARKS
Have you read and understood all of the Instructions to Bidders in Section I of the Bidding documents?	SECTION I: INSTRUCTIONS TO BIDDERS		
Have you reviewed and agreed to the UNFPA General Conditions of Contracts?	SECTION III: GENERAL CONDITIONS OF CONTRACT		
Have you reviewed and agreed to the UNFPA Special Conditions for Contracts?	SECTION IV: UNFPA SPECIAL CONDITIONS OF CONTRACT		
Have you completed the Bid Submission Form?	SECTION VI – ANNEX B: BID SUBMISSION FORM		
Have you completed the Bidder's Identification Form?	SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM		
Have you completed the Bidder's Previous Experience Form?	SECTION VI – ANNEX E: BIDDER'S PREVIOUS EXPERIENCE		
Have you completed and signed the Price Schedule Form?	SECTION VI – ANNEX F: PRICE SCHEDULE FORM		
Have you completed the Joint Venture Partner Information Form?	SECTION VI – ANNEX G: JOINT VENTURE PARTNER INFORMATION FORM		
Have you reviewed all of the relevant Contract form(s)?	SECTION VII: CONTRACTUAL FORMS		
Have you prepared a copy of your company's registration in the country of operation?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		
Have you prepared a copy of the previous year's audited Company Balance Sheet and Financial Statements?	Section I: Instructions to Bidders, clause & SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		
Have you provided written confirmation that your company is neither suspended by the United Nations system nor debarred by the World Bank Group?	& Section I: Instructions to Bidders clause 2.4		
Have you provided a copy of any of your company's environmental or social	Section I: Instructions to Bidders, clause 39		



policies, and any related documentation?			
Have you reviewed the UN Global Compact requirements?	Section I: Instructions to Bidders, clause 40		
Have you sealed and marked the Bids according to Instructions to Bidders clause 20.3 (electronic Bids) or clause 20.4 (hard copy Bids) or clause 20 (Submission through an online system)?	Section I: Instructions to Bidders, clause 20.3 & 20.4		
If submitted electronically through email, is the file size of the Bid less than 8MB? (If the file size is above 20 MB, refer to Instructions to Bidders clause 20.3.3)	Section I: Instructions to Bidders, clause 20.3.3		
Have you noted the Bid closing deadline?	Invitation letter Number 4		
Have you provided information on Supplier Qualification Requirements?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS & SECTION VI – ANNEX B: BID SUBMISSION FORM		
Have you provided evidence that the Bidder has successfully completed at least one similar contract within the last five years for supply of goods/services?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		
Have you provided contact details of commercial banks and names of contact persons from whom UNFPA can seek feedback?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		
Have you provided sufficient documentation of your company's ability to undertake the LTA, i.e., <ul style="list-style-type: none"> - List of similar contracts/LTAs executed for other clients including contact details. - Evidence that the Bidder possesses experience in the geographical area. - At least three years of experience in performing similar contracts/Long Terms Agreements 	SECTION VI – ANNEX E: BIDDER'S PREVIOUS EXPERIENCE & SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		



<p>Have you provided sufficient documentation of your company's managerial capability?</p> <ul style="list-style-type: none"> - Details of company's managerial structure. - Quality assurance systems in place. 	SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM		
Have you supplied clients' certificates in support of the satisfactory operation of the goods/services as specified above?	SECTION VI – ANNEX E: BIDDER'S PREVIOUS EXPERIENCE		
Have you checked Section I: Instructions to Bidders, clauses, 17 & 18 and provided all requested documentation in the correct formats?	Section I: Instructions to Bidders, clauses 17 & 18		



SECTION VII: CONTRACTUAL FORMS

Below find an overview of the attached contractual forms for this RFP.

Description		Status	Preferred file for submission
Annex A:	Long Term Agreement Template	Mandatory	PDF



SECTION VII – ANNEX A: LONG TERM AGREEMENT TEMPLATE