

Request for Quotation (RFQ) for Goods/Services

Provision of Cleaning Services for UNOPS Office in Sana'a- Yemen

RFQ Ref No: 17-MR-RFQ-85

Version: v2017.1

Invitation letter

Dear Sir/Madam,

Subject: Request for Quotations for the Provision of Cleaning Services for UNOPS Office in Sana'a – Yemen RFQ Case No.: [17-MR-RFQ-85]

The United Nations Office for Project Services (hereinafter referred to as UNOPS) is pleased to invite prospective bidders to submit a quotation for the provision of goods/services in accordance with the UNOPS General Conditions of Contract and the Schedule of Requirements as set out in this Request for Quotation (RFQ).

The RFQ consists of the following:

- This RFQ Invitation Letter
- Section I: RFQ Particulars
- Section II: Instructions to Bidders
- Section III: Schedule of Requirements
- Section IV: Returnable Bidding Forms
 - Form A: Quotation Submission Form
 - Form B: Price Schedule Form
 - Form C: Technical Quotation Form
 - Form D: Previous Experience Form

If you are interested in submitting a quotation in response to this RFQ, please prepare your quotation in accordance with the requirements and process as set out in this RFQ and submit it to UNOPS by the deadline for quotation submission set out in the Section I: RFQ Particulars.

We look forward to receiving your quotation.

Approved by:



Name: Farouk Hirzalla

Title: Head of Support Services – UNOPS Operational Hub in Amman

Date: 4 December 2017

Section I: RFQ Particulars

Scope of Quotation	This RFQ refers to the provision of Cleaning Services for UNOPS Office in Sana'a - Yemen as further described in Section III: Schedule of Requirements.
Contact person for correspondence, notifications and requests for clarifications	<p>All correspondence, notifications and requests for clarifications in relation to this RFQ shall be sent to:</p> <p style="text-align: center;">Hajer Alnahari United Nations Office for Project Services UNOPS Operation in Sanaa hajera@unops.org</p>
Clarifications	<p>Requests for clarification from bidders will not be accepted by any later than 17 December 2017.</p> <p>Responses to requests for clarification will be communicated: to all Bidders directly.</p>
Quotation validity period	Quotations shall remain valid for acceptance by UNOPS for 30 days from the Deadline for Quotation Submission.
Quotation Currenc(ies)	Quotations shall be quoted in [United State Dollar (USD)].
Duties and Taxes	All quotations shall be submitted net of any direct taxes [customs duties and indirect taxes, such as sales taxes, VAT, taxes on commodities such as fuel].
Language of quotations	All quotations, information, documents and correspondence exchanged between UNOPS and the Bidders in relation to this RFQ process shall be in English.
Deadline for Quotation Submission	All quotations must be submitted by 14:00 Sana'a Local Time on 18 December 2017.
Quotation submission	<p>Quotations must be submitted as follows:</p> <p>By e-mail to e-mail address: MR.AMM.Procurement@unops.org</p> <p>by the Deadline for RFQ Submission and shall not exceed 8 Megabytes. In order to facilitate UNOPS evaluation process, documents attached should be named according to the section/form number of this RFQ and –where possible- PDF documents should be provided in a format which allows text searches within the document.</p>

Evaluation method and criteria	<p>Quotations shall be evaluated to determine the lowest price most technically acceptable offer. Evaluation shall be conducted as follows:</p> <ol style="list-style-type: none"> Preliminary Examination. The following eligibility and formal criteria will be reviewed for compliance: <ul style="list-style-type: none"> Bidder is eligible as defined in Instructions to Bidders, Article 3 Completeness of the Quotation. All Returnable Bidding Forms and other documentation requested have been provided and are complete Bidder accepts UNOPS General Conditions of Contract Qualifications of the Bidder will be assessed as per below qualification criteria: <ul style="list-style-type: none"> Bidder should be in continuous business of supplying similar goods and services for the last three (3) years. Bidders must be a service provider registered with the Yemeni Authorities to operate and provide cleaning and maintenance services in Yemen to be eligible to participate in the bid. Bidder should demonstrable experience with at least three (3) cleaning service contracts in Yemen within the past three (3) years. Technical compliance of the offered goods/services. The following technical criteria will be reviewed for compliance compared to UNOPS requirements: <ul style="list-style-type: none"> Services offered in the quotation are compliant compared to the requirements in Section III: Schedule of Requirements. Financial evaluation. Quotations that are found to be technically acceptable shall be evaluated based on price and UNOPS will award the contract as per the lowest priced, most technically acceptable offer evaluation methodology. <p>At any time during the evaluation process UNOPS may request clarification or further information in writing from Bidders. The Bidder's responses shall not contain any changes regarding the substance, including the technical and financial part of their quotation. UNOPS may use such information in interpreting and evaluating the relevant quotation.</p>
Partial quotations	Partial quotations shall not be allowed. Bidders must quote prices for the total goods and/or services for the total requirement requested under Section III: Schedule of Requirements. Evaluation will be done for the total requirement.
Alternative quotations	Alternative quotations are not accepted.
Documents comprising the Quotation	<p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> Form A: Quotation Submission Form Form B: Price Schedule Form Form C: Technical Quotation Form Form D: Previous Experience Form
Type of Contract to be awarded	UNOPS will sign the following contract with the awarded Bidder(s): Small Services Contract.
General Conditions of Contract	<p>In the event of an order, the following conditions of contract will apply: UNOPS General Conditions of Contract for the provision of Goods and Services</p> <p>The General Conditions of Contract are available at: http://www.unops.org/english/Opportunities/suppliers/how-we-procure/Pages/default.aspx</p>
Signing of Contract	UNOPS plans to award the Contract by 30 December 2017
UNGM registration	Any Contract resulting from this RFQ exercise will be subject to the supplier registration on United Nations Global Marketplace (UNGM) website. Vendors can register their company by accessing the website at www.ungm.org . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award, the Bidder must register on the UNGM prior to Contract signature.

Section II: Instructions to Bidders

1. SCOPE OF QUOTATION

Bidders are invited to submit a quotation for the goods and/or services specified in Section III: Schedule of Requirements, in accordance with this RFQ.

2. INTERPRETATION OF THE RFQ

This RFQ is an invitation to treat and shall not be construed as an offer capable of being accepted or as creating any contractual, other legal or restitutionary rights.

This RFQ is conducted in accordance with the applicable provisions of UNOPS Procurement Manual (latest version of which can be accessed at: <https://www.unops.org/english/Opportunities/suppliers/how-we-procure/Pages/default.aspx>) and other relevant Organisational Directives and Administrative Instructions that are referred to in the Procurement Manual. In case of contradictions between this RFQ and the UNOPS Procurement Manual, the UNOPS Procurement Manual shall prevail.

3. BIDDER ELIGIBILITY

Bidders may be a private, public or government-owned legal entity or any association with legal capacity to enter into a binding Contract with UNOPS.

A Bidder, and all parties constituting the bidder, may have the nationality of any country with the exception of the nationalities, if any, listed in **Section I: RFQ Particulars**. A Bidder shall be deemed to have the nationality of a country if the Bidder is a citizen or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country.

A Bidder shall not have a conflict of interest. A bidder shall be considered to have a conflict of interest if:

- A Bidder has a close business or family relationship with a UNOPS personnel who: (i) are directly or indirectly involved in the preparation of the bidding documents or specifications of the contract, and/or the bid evaluation process of such contract; or (ii) would be involved in the implementation or supervision of such contract;
- A Bidder is associated, or has been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by UNOPS to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods, services or works required in the present procurement process;
- A Bidder has an interest in other bidders, including when they have common ownership and/or management. Bidders shall not submit more than one bid, except for alternative offers, if permitted. This will result in the disqualification of all bids in which the Bidder is involved. This includes situations where a firm is the Bidder in one bid and a sub-contractor on another; however, this does not limit the inclusion of a firm as a sub-contractor in more than one bid.

Bidders must disclose any actual or potential conflict of interest in the Quotation Submission Form and they shall be deemed ineligible for this procurement process unless such conflict of interest is resolved in a manner acceptable to UNOPS. Failure to disclose any actual or potential conflict of interest may lead to the Bidder being sanctioned further to UNOPS policy on vendor sanctions.

A Bidder shall not be eligible to submit a quotation if and when at the time of quotation submission, the Bidder:

- is included in the Ineligibility List, hosted by UNGM, that aggregates information disclosed by UNOPS (UNOPS Ineligibility List) and other Agencies, Funds or Programs of the UN System;
- is included in the Consolidated United Nations Security Council Sanctions List, including the UN Security Council Resolution 1267/1989 list;
- is included in the World Bank Corporate Procurement Listing of Non-Responsible Vendors and World Bank Listing of Ineligible Firms and Individuals;
- is included in any other Ineligibility List from a UNOPS partner and if so listed in **Section I: RFQ Particulars**.
- is currently suspended from doing business with UNOPS and removed from its vendor database(s), for reasons other than engaging in proscribed practices as defined in the UNOPS Procurement Manual.

All Bidders are expected to embrace the principles of the United Nations Supplier Code of Conduct, given that it originates from the core values of the Charter of the United Nations. UNOPS also expects all its suppliers to adhere to the principles of the United Nations Global Compact.

4. CLARIFICATION OF THE RFQ

Bidders may request clarification in relation to the RFQ by submitting a written request to the contact stated in the **Section I: RFQ Particulars**, until the time stated in **Section I: RFQ Particulars**. Explanations or interpretations provided by personnel other than the named contact person will not be considered binding or official.

5. REMUNERATION FOR AND COSTS OF QUOTATIONS

Bidders shall not be entitled to any remuneration or compensation for the preparation and submission of their quotation.

6. QUOTATION CURRENCY(IES)

The quotation shall be made in the currency(ies) stated in **Section I: RFQ Particulars**. If applicable, for comparison and evaluation purposes, UNOPS will convert the quotations into USD at the official United Nations rate of exchange in force at the time of the deadline for quotation Submission.

UNOPS reserves the right not to reject any quotation submitted in a currency other than the mandatory bidding currency(ies). UNOPS may accept quotations submitted in another currency than stated above if the Bidder confirms during clarification of quotations in writing that it will accept a Contract issued in the mandatory quotation currency and that for conversion the official United Nations operational rate of exchange of the day of RFQ deadline as stated in **Section I: RFQ Particulars** shall apply. Regardless of the currency of quotations received, the Contract will always be issued and subsequent payments will be made in the mandatory bidding currency above.

Rates in quotations shall be fixed. Quotations with adjustable rates shall be disqualified.

7. DUTIES AND TAXES

Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNOPS as a subsidiary organ, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in **Section I: RFQ Particulars**.

8. PAYMENT TERMS

UNOPS will ordinarily effect payment within 30 days after receipt of the goods/services and on submission of payment documentation. Time in connection with discounts offered for accelerated payment will be computed from the date of receipt of payment documents by UNOPS. Payment discounts will not be considered in the financial evaluation.

9. PUBLICATION OF CONTRACT AWARD

UNOPS shall publish in its website (<https://data.unops.org>) information regarding the purchase order(s) awarded as a result of this RFQ.

10. ETHICS AND PROSCRIBED PRACTICES

UNOPS requires that all Bidders observe the highest standard of ethics during the entire RFQ process, as well as the duration of any Contract that may be signed as a result of this process. Therefore, all Bidders shall represent and warrant that they:

- (i) have not unduly obtained, or attempted to unduly obtain, any confidential information in connection with the RFQ process and any Contract that may be signed as a result of this RFQ process;
- (ii) have no conflict of interest that would prevent them from entering into a Contract with UNOPS, and shall have no interest in other parties involved in this RFQ process or in the project underlying this RFQ process;
- (iii) have not engaged, or attempted to engage, in any Proscribed Practices in connection with this RFQ process or the Contract that may be awarded as a result of this RFQ process. For the

purposes of this provision, Proscribed Practices are defined in the UNOPS Vendor Sanctions Procedures, and include: corrupt practice, fraudulent practice, coercive practice, collusive practice, unethical practice and obstruction.

11. AUDIT

UNOPS may conduct investigations relating to any aspect of the Contract award at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract. The Contractor shall provide its full and timely cooperation with any such inspections, post-payment audits or investigations. Such cooperation shall include, but shall not be limited to, the Contractor's obligation to make available its personnel and any relevant documentation for such purposes at reasonable times and on reasonable conditions and to grant to UNOPS access to the Contractor's premises at reasonable times and on reasonable conditions in connection with such access to the Contractor's personnel and relevant documentation. The Contractor shall require its agents, including, but not limited to, the Contractor's attorneys, accountants or other advisers, to reasonably cooperate with any inspections, post-payment audits or investigations carried out by UNOPS hereunder

12. BID PROTEST

Any Bidder that believes to have been unjustly treated in connection with this RFQ process or any Contract that may be awarded as a result of such RFQ process may submit a complaint to UNOPS' General Counsel. More information about bid protests can be found on UNOPS' website at www.unops.org.

Section III: Schedule of Requirements

A. Background

Introduction:

UNOPS mission is to expand the capacity of the UN system and its partners to implement peace building, humanitarian and development operations that matter for people in need. Working in some of the world's most challenging environments, our vision is to always satisfy partners with management services that meet world-class standards of quality, speed and cost effectiveness. UNOPS provides services in sustainable infrastructure, sustainable procurement and sustainable project management, with projects ranging from building schools, roads, bridges and hospitals to procuring goods and services and training local personnel.

Scope of work

This scope of work is to provide cleaning services of high industry standards, for the UNOPS building premises area of approximately 1,800 m², and an external area of garden and parking lots area of 6,000 m². The layout is basement and 2 floors comprising of office space, conference facilities and common areas. The services relate to daily cleaning of the UNOPS Sana'a office premises located at Hada Street Alrwaishan roundabout next to the French Embassy former European Union facility.

The overall objective for the provision of cleaning services is to keep the UNOPS Sana'a Office premises neat and clean at all times as per the below objectives:

- Cleaning of office space, meeting rooms, stairways and common areas
- Cleaning of all bathrooms and their fixtures;
- Cleaning of windows – internal and external
- Waste management;

The cleaning service provider (referred to hereunder as the "service provider") is expected to provide cleaning services of the office premises of UNOPS Sana'a building, through provision of personnel, tools and equipment. UNOPS will provide all the required cleaning materials and supplies, while the service provider is required to provide personnel, all tools and equipment (Annex I) on a monthly basis or as and when required to undertake the cleaning services. The service provider must pay the personnel a fixed salary as specified in the below schedules, and charge UNOPS any additional overheads. The fixed salary excludes social security, medical insurance, and overtime. The service provider shall quote only their overhead fees after provide the required salary and benefits to its personnel.

Definitions:

- UNOPS Focal Point – Designated staff responsible for the management of the Cleaning Services Contract
- Cleaning Supervisor – Appointed personnel by the service provider responsible for cleaning designated areas and provides on-site supervision of cleaning services
- Contract Manager – Designated personnel appointed by the service provider, in charge of operations and financial aspects of the contract.

B. Scope of Work

1. Cleaning Schedule

1.1. Offices / Reception

- Daily – Desks and desk equipment cleaning dusting
- Daily – paper/waste bins emptied. **Refer to point 1.8. Waste management and recycling**, for further instructions.
- Three times a week - floors/carpets vacuumed.
- Three times a week – cleaning/dusting/vacuuming of fixtures such as cupboards, shelves, picture frames, couches, chairs, excluding desks and desk equipment
- Three times week - cleaning/dusting/vacuuming of window-sides/heaters, doors, glass doors and glass partitions
- Once a month – wet cleaning of the carpet

1.2. Desks and desk equipment

- Daily - Cleaning of the desks and equipment of the desks. The cleaning of the following types of items: desk tops, computer, computer screens, keyboard, mouse, calculator, telephone, desk lamp, etc.

1.3 Meeting / conference rooms

- Daily – paper/waste bins emptied; table tops cleaned; tables and chairs re-arranged
- Daily – floors cleaned; fixtures cleaned;
- Three times a week - cleaning/dusting/vacuuming of window-sides/heaters, doors, glass doors and glass partitions.

1.4. Bathrooms

- Two Times per Day – floors washed; fixtures cleaned and disinfected;
- Daily - Insure, including toilet paper, paper towels, liquid soap, toilet disinfectant, etc., replenished as required.

1.5. Canteen

- Daily – Floors; table tops; sinks cleaned. Waste bins emptied. **Refer to point 1.8. Waste management and recycling**, for further instructions.
- Daily - Soap, washing-up liquid refilled; kitchen paper towels replenished
- Daily – chairs wiped, armchairs in lounge area vacuumed

1.6. Balconies

- Once a month – litter cleared from the balconies.

1.7 Windows cleaning

- Three times yearly – inside and outside

1.8 Waste management and recycling

- The following types of recycling will be used – waste, plastic, glass, cans, paper and cardboard. The service provider must ensure correct disposal of the individual types into respective containers located in the basement.
- The service provider will provide containers on each floor for collecting plastic bottles, which will be stationed in the kitchenettes.
- Waste bins will be emptied according to the terms already outlined.

2. Premises

- All invited parties will be welcome to make a visit to assess the premises prior to submitting an offer. Floor plans could be obtained, if required, upon visit of the premises.

3. Work schedule

- The cleaning work will be carried out outside office working hours within the following timeframe – from 7:00 AM to 4:00 PM
- The service provider will be provided with the UN official holidays, which may not be coinciding with the Yemeni national holidays.

4. Duration of contract

- The contract will be initially for one year with the possibility of extension, subject to satisfactory performance of the service provider.

5. Qualifications of Service Provider

- Proven track record in rendering satisfactory services to high-end premises.
- At least 3 years' progressive experience in providing Cleaning Services inside Yemen, that is, in Sana'a.
- The provider must be financially sound and stable, where financial audit reports for past two years must be submitted to assess the provider's financial position and prove their ability to fulfil financial commitments under the Agreement.
- The provider must have a valid Business Registration for Yemen.
- The service personnel must have training and experience in similar environments; and must not have criminal records or pending court cases against them.
- The provider must submit at least three recommendation letters and references from UN/international organizations within past three years.

6. Responsibilities of UNOPS

- UNOPS will provide one minimum storage/changing space sufficient only to support day to day working, available for use by the service provider. Additional space may be made available, in consultation with UNOPS Contract Manager, but only in exceptional circumstances.
- Ground Entry Permits will be issued by UN Security in accordance with UNOPS Regulations. UNOPS reserves the right to deny access to any of the service provider's employees if the Administration deems it necessary.
UNOPS will provide all the required cleaning materials and supplies, on a monthly basis or as and when required to undertake the cleaning services.

7. Quality Assurance

- The UNOPS Focal Point or his / her designee will monitor the service provider's performance and take appropriate actions to ensure deficiencies are properly handled.
- The on-site contract supervisor shall be required to meet at least weekly with the UNOPS Contract Manager or his/her representative during the first month of the contract. Meetings will be held as often as necessary thereafter, as determined by the UNOPS Contract Manager, but no less than once every month. The written minutes of these meetings, prepared by the UNOPS Contract Manager, shall be signed by the UNOPS Contract Manager and the UNOPS Focal Point. Should the service provider not concur with the minutes the service provider shall state any areas of non-occurrence in writing to the UNOPS Contract Manager within three work days of receipt of the signed minutes.

8. Safety and Security

- Upon the contract start date, the service provider shall initiate a Safety Program, including a Safety Training Plan for employees performing work under this contract. The plan shall include a safety orientation for all employees immediately following their employment and at least quarterly thereafter.
- The service provider shall be responsible for safeguarding any UN property provided for service provider use.
- The service provider shall, at the close of each workday, secure facilities, equipment, and supplies. UNOPS will accept no liability or claim for loss or damage to the service provider's equipment or supplies, or personal property of the service provider's employees.
- The service provider shall establish and implement a method of accounting for all keys and/or security codes which may be issued by UNOPS and shall report any loss of keys or breach of security codes to the UNOPS focal point not later than two hours after discovery of such loss.

- The service provider shall strictly prohibit the use of keys and security codes issued by, or on behalf of, UNOPS by any persons other than the service provider's employees. It is also the responsibility of the service provider to prohibit the opening of locked and/or restricted areas by the service provider's employees to permit entrance of persons other than service providers employees engaged in the performance of assigned work in those areas.
- The service provider shall be responsible for all costs for replacement of keys in cases of negligence of service provider personnel. The service provider shall submit his key control plan to the UNOPS Contract Manager not later than fifteen days after contract award.
- The service provider shall be responsible for his employees, any injury, insurance and any claim by the service provider's employees. These employees are not considered at any given time UNOPS employees. The service provider shall be responsible for providing medical cover to employees in compliance with Yemeni Laws.

9. Key Performance Indicators

Performance Indicators	Excellent	Satisfactory	Unsatisfactory	Minimum Acceptable Standard
Vendors Performance	Vendor is readily available for discussions at all times and is able to fulfil the conditions of the Contract	Vendor is normally available for discussions and most the times unable to fulfil the conditions of the Contract	Vendor is normally unavailable for discussions and most the times unable to fulfil the conditions of the Contract	Satisfactory
Cleaning Standards	Professional cleaning standard observed at all times consistently, no issues or feedback needed to rectify during the month. Zero complaints.	Cleaning standard observed most of the times were good, few issues or feedback needed to rectify during the month Not more than 3 complains	Cleanliness observed most of the times were not up to the standard, many issues or feedback needed, the issues were not timely implemented. More than 3 complaints	Satisfactory
Availability of Cleaning Crews	Cleaning Supervisor and Cleaners always available on time and in appropriate number , no complaints about lack of staff during the month or delay in attending	Cleaning Supervisor and Cleaners always available most of time and in appropriate number except for few instances presence improved immediately upon feedback	There is an erratic presence of either cleaners or cleaning supervisor many delays in improving the staff presence feedback during the month	Satisfactory
Skills of Cleaning Crews	Professional cleaning skills applied at all times including use of right cleaning tools and cleaning techniques by any clients during the month	Professional cleaning skills applied most of the times, with an exception to one or two instances but training was immediately to the cleaners needing refresher course during the month	Professional cleaning skills applied only sometimes many complaints from the Clients on either use of wrong cleaning technique or poor quality services during the month	Satisfactory

Competencies of Cleaning Crews	Entire cleaning crew is polite approachable and responds quickly to the feedback provided at all times without any complaints during the month	Cleaning crew is polite approachable and responds quickly to the most of the times , only few complaints during the month	Most of the times cleaning crew is impolite difficult to approach and late in responding to the requests made during the month	Satisfactory
Cleaning Uniform and Impression / Presentation	During working hours dressed in neat and tidy cleaning uniform, equipped with cleaning tools in a presentable manner , no staff indicates of out-dress or unavailability of tools reported during the month, and the personal cleanliness of the workers is in excellent condition	Only few indicates of few staff not wearing the neat and tidy cleaning uniform or not equipped with cleaning tools in a presentable manner but was corrected immediately during the month. few comments regarding the personal cleanliness	Only few indicates of few staff wearing the neat and tidy cleaning uniform or equipped with cleaning tools in a presentable manner ,not corrected timely even upon feedback during the month. Many complaints about the personal cleanliness were highlighted during the month.	Satisfactory
Replenishment of toiletries and cleaning materials	No Incidents of lack of paper-towel, Liquid hand-wash and toilet paper in the washrooms/toilets no complaints by crews of lack of other cleaning material or their quality	Only a couple of Incidents of lack of paper-towel, Liquid hand-wash and toilet paper in the washrooms/toilets but immediately replenished upon feedback during the month	A number of complaints received from users of lack of paper-towel, Liquid hand-wash and toilet paper in the washrooms/toilets, with delay in replenishment of supplies despite feedback during the month	Satisfactory
Provision of tools and equipment	Reliable tools and equipment provided and not more no frequent break - downs. No reports of work not done due to equipment breakdown	Not more than one case of delayed cleaning services due to breakdown of equipment	Inability to perform cleaning services tasks due to breakdown of equipment	Satisfactory
Back up staff	100% and timely back up of regular personnel during their absence	One case of delayed back up of personnel during their absence	More than one case of staff not covered during their absence	Satisfactory

10. Work Logs

- The service provider shall maintain a written record of works performed, and shall also as an integral part of this contract report to the UNOPS Contract Manager any defects or deficiencies of UNOPS premises or equipment and the need for repair and/or maintenance thereof. Negligent use of any UNOPS furnished property which may occasionally be provided to the service provider that results in damage or destruction, is cause for repair or replacement at the service provider's expense.

11. Building Locations

Building Name: UNOPS office		
Location	Rooms Per Floor	Area (by sqm.)
Basement Area	12 rooms, corridors big kitchen, & 3 WC	600
Ground Floor	15 rooms, corridors, small kitchen & 2 WC	600
First Floor	15 rooms, corridors, small kitchen & 4 WC	600
Total Area:		1,800

Note: The above area excludes the external area of 6000 sqm garden and parking lots.

12. Cleaning Tools and Equipment

- UNOPS requires good quality cleaning tools and equipment that include but not limited to the below items in Annex I.

13. Sustainability

- 21.1 UNOPS is committed to progressively streamline sustainability in all its operations, with due considerations for local market conditions and local capacity development. UNOPS expects its suppliers to adhere to the principles of the United Nations Global Compact, and to continuously strive to improve their social and environmental performance. All abovementioned tools and equipment must be of high quality and environmentally friendly. The service provider must specify the brands/models/options provided in their bid with specific prices for any options/varieties.

14. Payment Terms

- 23.1 The Service Provider shall submit the Cleaning Services invoice(s) to UNOPS Sana'a within 48 days by the 1st of the following month;
- 23.2 The focal point shall review and clear the invoice with the supporting documents within one week from invoice(s) submission date to UNOPS Sana'a office;
- 23.3 The Service Provider shall settle all invoices with its suppliers or any other party entitled to be paid, in a timely manner;
- 23.4 UNOPS Sana'a office shall process Cleaning Services invoice(s) within maximum 30 days from the date of receipt of invoice(s).

Qualification Criteria for Bidders Table:

Item No	UNOPS minimum qualification criteria	Are you qualified? Bidder to complete	Details of your qualifications. Bidder to complete
1	The service provider must be registered with the Yemen Authorities to operate and provide cleaning and maintenance services in Yemen to be eligible to participate in the bid.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details of your qualification, including all official documentation if applicable
2	The service provider must submit all valid documentation that personnel are legally authorized and permitted to work in Yemen.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details of your qualification, including all official documentation if applicable
3	The service provider shall provide their cleaners with a fixed salary as per the UNOPS requirements. The fixed salary shall not include the social security payments, insurance, or their overhead fees.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details of your qualification, including all official documentation if applicable
4	The service provider shall provide at least a 2nd grade health insurance coverage to all its personnel. The service provider shall cover all social security payments and pay overtime to the cleaners.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details of your qualification, including all official documentation if applicable
5	The service provider shall provide a breakdown of each cleaning position salary, benefits, overtime, and overhead fees with their quote.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details of your qualification, including all official documentation if applicable
6	The service provider shall demonstrate experience with at least three (3) service contracts in Yemen within the three years.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details of your qualification, including all official documentation if applicable

Technical specifications for Goods and Comparative Data Table:

Item No	UNOPS minimum technical requirements	Is quotation compliant? Bidder to complete	Details of goods offered. Bidder to complete
1	The service provider is required to provide cleaning services for the entire office premises of UNOPS Sana'a office building, which consists of four (2) floors, a basement level and out buildings, external garden area and parking lots. The cleaning services is expected to be carried out in all areas of UNOPS Sana'a Office building, including offices, staircases exterior areas and outbuildings of the premises.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details of goods offered, including specifications and brand/model offered if applicable
2	The service provider shall furnish all personnel, supervision, transport, cleaning tools and equipment and other items necessary to perform the work as required by UNOPS as defined in the TOR.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details of goods offered, including specifications and brand/model offered if applicable
3	The service provider shall provide all uniforms with Company Logo and whenever required, the service provider shall supply all protective clothing/coverings including, but not limited to, gloves, safety glasses, face masks, footwear	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details of goods offered, including specifications and brand/model offered if applicable

	and headgear to comply with UN and international requirements for health and safety at work. Service providers are to list all heavy duty equipment to be employed and replaced (as per Annex I) on a monthly basis or as and when required.		
4	The service provider is required to name clearly and submit brief CVs for the contract manager, cleaning supervisor, and cleaners who will work with UNOPS. No change in the proposed personnel will be accepted unless approved by UNOPS.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details of goods offered, including specifications and brand/model offered if applicable

Delivery requirements and Comparative Data Table:

UNOPS Requirements		Is quotation compliant? Bidder to complete	Details Bidder to complete
Delivery time	Bidder shall deliver the goods immediately after Contract signature.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details
Delivery place and Incoterms rules	The services to be delivered to UNOPS Office in Hada Street Alrwaishan roundabout next to the French Embassy former European Union facility Sana'a, Yemen based on DAP (delivered at place) INCOTERMS.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details
Consignee details	UNOPS Operational Office in Sana'a- Hada Street Alrwaishan roundabout next to the French Embassy former European Union facility - Sana'a, Yemen	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details

Section IV: Returnable Bidding Forms

Note to Bidders: Instructions to complete each Form are highlighted in blue in each Form. Please complete the Returnable Bidding Forms as instructed and return them as part of your quotation.

The following returnable forms are part of this RFQ and must be completed and returned by bidders as part of their Quotation.

Form A: Quotation submission form

Bidders are requested to complete this form, sign it and return it as part of their bid submission. The bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Date: [Insert submission date]

Subject: Quotation for the supply of [Insert a brief description of goods/services] in [Name of country/city], RFQ Case No. [Insert RFQ ref. number], dated [insert date]

We, the undersigned, declare that:

- a. We offer to supply in conformity with the bidding documents, including the UNOPS General Conditions of Contract;
- b. Our quotation shall be valid for the period of time of [insert number of days which shall not be less than the specified in Section I: RFQ Particulars, Period of Validity of Quotations] from the date fixed for the submission deadline as set out in the RFQ, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- c. We have no conflict of interest in any activity that would put it, if selected for this assignment, in a conflict of interest with UNOPS. [If you have any actual or potential conflict of interest as defined in Article 3 of Section II: Instructions to Bidders, please disclose it here];
- d. Our firm confirms that the offeror and sub-contractors have not been associated, or had been involved in any way, directly or indirectly, with the preparation of the design, terms of references and/or other documents used as a part of this solicitation;
- e. Our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the Contract—has not been declared ineligible by UNOPS, nor is included in the suspended/ineligibility list of the UN/PD, other UN Agencies, the UN Security Council, and the World Bank, in accordance with Instructions to Bidders Article 3, Eligibility;
- f. We embrace the UN Supplier Code of Conduct and adhere to the principles of the UN Global Compact;
- g. We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- h. We have not offered and will not offer fees, gifts and/or favours of kind in exchange for this RFQ and will not engage in any such activity during the performance of any Contract awarded.

I, the undersigned, certify that I am duly authorized by [insert full name of bidder] to sign this quotation and bind [insert full name of bidder] should UNOPS accept this quotation:

Name: [complete]

Title: [complete]

Date: [complete]

Signature: _____

Provide the name and contact information for the primary contact from your company for this quotation:

Name: [complete]

Title: [complete]

Email address: [complete]

Telephone: [complete]

Form B: Price Schedule Form

Bidders shall fill in this Price Schedule Form in accordance with the instructions indicated.

RFQ reference no: [insert RFQ reference No.]

Currency	US Dollars (USD)
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Item/lot	Description of the services	Service Pricing Consideration	Minimum Quantity (a)	Overhead Unit cost (b)	Total price per service (a)x(b)
1	Monthly Cleaning Supervisor Overhead Rates *	Monthly salary of 650 USD (excluding overtime, medical insurance, social security, any other benefits)	1		
2	Monthly Cleaner Overhead Rates *	Monthly salary of 625 USD (excluding overtime, medical insurance, social security, any other benefits)	5		
3	Monthly Assistant Cleaner Overhead Rates *	Monthly salary of 625 USD (excluding overtime, medical insurance, social security, any other benefits)	1		
<p>*Note: The monthly wages of the cleaning staff is fixed as per pricing above and are does not include overtime, second grade medical insurance, and social security payments. Proposer should quote their monthly overhead fees only, where they are to pay their cleaning personnel the specified salaries and benefits, and charge UNOPS an overhead fees. The service provider must provide a breakdown of each position's cost breakdown and detail their additional overhead fees.</p>					
Item/lot	Description of the services	Service Pricing Consideration	Minimum Quantity (a)	Unit Price (b)	Total price per service (a)x(b)
3	Hourly Overtime Rates	First 0.5 Hours will not be charged, with maximum of 10 hours overtime per week.	1		
<p>Note: The hourly rates of ad hoc cleaner services must be quoted without consideration of the wages and benefits of fixed monthly drivers. The daily rates should be inclusive of a maximum of 2 hours of overtime per day.</p>					
Total Price for all Cleaning Related Services					

* Note: All cleaning service prices must be quoted with consideration of any costs for the assignment of a contract manager and replacement of any cleaning tools and equipment (as detailed in Annex I).

Payment terms 30 days accepted: ☒ Yes

Bidder's discount for accelerated payment: % of total firm price for each calendar day less than thirty (30) days

List of subcontractors or suppliers

Bidder must identify the names of all subcontractors/suppliers who will be providing good/services under this Contract and the type of work being subcontracted, if applicable.

- (A) [Full legal name and address of subcontractors]
- (B) _____
- (C) _____

I, the undersigned, certify that I am duly authorized by **[insert full name of Bidder]** to sign this quotation and bind **[insert full name of Bidder]** should UNOPS accept this quotation:

Name : _____

Title : _____

Date : _____

Signature : _____

Form C: Technical Quotation Form

RFQ reference no: [insert RFQ reference No.]

Name of Bidder: [insert name of Bidder]

Bidders are required to complete the **Comparative Data Tables** included in Section III: Schedule of Requirements to demonstrate compliance with UNOPS requirements and insert them below. Bidders are NOT allowed to make any change in the "UNOPS requirements" columns of the Comparative Data Tables. Such changes might disqualify your quotation.

Technical specifications for goods – Comparative Data Table

[insert table here]

Delivery requirements — Comparative Data Table

[insert table here]

The offered goods and related services (if applicable) are in accordance with the required specifications and requirements specified in **Section III: Schedule of Requirements**.

☐ Yes ☐ No

ANY DEVIATION MUST BE LISTED BELOW:

Name :

Title :

Date :

Signature :

Form D: Previous experience form

RFQ reference no: [insert RFQ reference No.]

Name of Bidder: [insert name of Bidder]

Description of services/goods	Country	Total amount of Contract	Contract Identification and Title and Contact details of Client (Name, Address, telephone, email, fax)	Year project was undertaken

Name : _____

Title : _____

Date : _____

Signature : _____

Annex I

Required Cleaning Tools and Equipment

Item No.	Items	Quantity/Month	Replacement
1	(مكنسة كهربائية) Vacuum cleaner	4	As needed
2	(مكنسة يدوية) Mop/floor cloth	7	Each three months
3	(دلو/سطل ماء) Bucket water	6	Twice a year/ when required
4	(فرشاة المراحيض) Toilet brush	19	Every two months
5	(كفوف مطاطية للتنظيف) Rubber gloves cleaning	Box	Monthly
6	(قشافة يدوية) Floor Wiper	7	Every three months
7	(مكنسة بخار لتنظيف السجاد والموكيت) Steam & Shampoo Carpet Cleaners	2	As needed