Date: January 17, 2022

REQUEST FOR QUOTATION

RFQ Nº UNFPA/MNG/RFQ/22/001

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

**“Facility maintenance and Cleaning services**

**for the UN Premises in Mongolia”.**

UNFPA requires the provision of high-quality facility maintenance and cleaning services for the UN Premises located in Sukhbaatar District, UN Street 14, Ulaanbaatar 14201, Mongolia under a Professional Service Contract for the initial duration of one (1) year and intended to be extended for two (2) more years.

This Request for Quotation 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.

1. **About UNFPA**

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person’s potential is fulfilled.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](http://www.unfpa.org/about-us)

**Service Requirements/Terms of Reference (ToR)**

Please refer to the attached Terms of Reference (ToR) and refer to the detailed requirements.

1. **Questions**

Questions or requests for further clarifications should be submitted in writing to the contact person below:

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | Tsetsenbaatar.B, Procurement Officer |
| Tel Nº: | 976-11-353503 (ext 3355); 88005043 |
| Email address of contact person: | [batsuuri@unfpa.org](mailto:batsuuri@unfpa.org) |

*\* A Pre bid meeting is scheduled on Monday, January 24th, 2022 at 11:00 AM online.*

The deadline for submission of questions is January 26th, 2022 at 5:00 PM (Ulaanbaatar time). Questions will be answered in writing and shared with all parties as soon as possible after this deadline.

1. **Content of quotations**

Quotations should be submitted in a single email whenever possible, depending on file size. Quotations must contain:

1. Technical proposal, in response to the requirements outlined in the service requirements/TORs. The technical proposal should include followings at least but not limited to.
   * State registration certificate of the company
   * Specialized licenses required for providing the cleaning and facility maintenance services if there is any required;
   * Information of at least 3 contracts with value higher than USD 50,000 of annual amount implemented in last 3 years for providing cleaning and maintenance package services to the vendors. The information should include vendors’ name, contract amount, duration and the contact detail of the vendor in case additional reference is required.
   * Financial statements for the last two (2) years of operation;
   * Tax report certified by the state tax office for 2019 and 2020;
   * References letter from at least 3 vendors who has more than 30 employees and has received the cleaning and facility maintenance services of the company within last 3 years. References should have information on service provider’s responsiveness to cleaning, facility maintenance service matters and problems, the quality of the services performed and the dependability of meeting needs;
   * Proof that the company have an internal Quality assurance, service quality control system;
   * Proof that the company has enrolled their personnel into a full set of trainings including onboarding, OSHA, cleaning standards, methods, customer service, communications skills trainings;
   * Proof that the company have an approved response plan towards the cleaning, disinfection works as well as preventative measures during the Covid-19 and emergency situations;
   * Proof that the service provider has a safe and healthy workplace, and ensured that all facility service personnel are properly trained with appropriate equipment, tools and materials;
   * A list of the necessary equipment and stock of supplies to provide efficient and quality cleaning and maintenance services.
   * A list of the staffs to be appointed for thefacility maintenance and cleaning services. The list should include the staffs’ full name, year of relevant work experience, type of service to be assigned.
   * Resume/CV supported by university diplomas and all relevant training certificates for the personnel who would manage and supervise the cleaning and maintenance staffs;
   * Proposed methodology, approach and quality assurance mechanism
2. Price quotation, to be submitted strictly in accordance with the price quotation form.
   * Cost break down table should be provided to support the cost estimation on the price quotation form.

Both parts of the quotation must be signed by the bidding company’s relevant authority and submitted in PDF format.

1. **Instructions for submission**

Proposals should be prepared based on the guidelines set forth in Section III above, along with a properly filled out and signed price quotation form, and are to be sent by email to the contact person indicated below no later than: **Monday, January 31st, 2022 at 11:00 AM** *(Ulaanbaatar time*[[1]](#footnote-1)*)*.

|  |  |
| --- | --- |
| Name of contact person at UNFPA: | Tsetsenbaatar.B, Procurement Officer |
| Email address of contact person: | [**procurement@unfpa.org.mn**](mailto:procurement@unfpa.org.mn) |

Please note the following guidelines for electronic submissions:

* The following reference must be included in the email subject line: RFQ Nº UNFPA/MNG/RFQ/21/001 – UN house cleaning and facility maintenance services. Proposals, including both technical and financial proposals, that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
* The total email size may not exceed **20 MB (including email body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.
* Any quotation submitted will be regarded as an offer by the bidder and does not  
  constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.

1. **Overview of Evaluation Process**

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated and scored first, prior to the evaluation and scoring of price quotations

**Technical Evaluation**

Technical proposals will be evaluated based on their responsiveness to the service requirements /TORs listed in Section II and in accordance with the evaluation criteria below.

| **Criteria** | [A] Maximum Points | [B]  Points attained by Bidder | [C]  Weight (%) | [B] x [C] = [D]  Total Points |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| **1.Expertise of Firm / Organization** | 350 |  | 35% |  |
| 1.1. Experience and Reputation of Organization  - Good track record  - Satisfactory references | 100 |  |  |  |
| 1.3. Organization’s financial and HR capacity | 100 |  |  |  |
| 1.4. Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills) | 50 |  |  |  |
| 1.5. Internal quality assurance procedures and capacity building mechanism. | 100 |  |  |  |
| 2. Proposed Methodology, Approach and Implementation Plan | 300 |  | 30% |  |
| 2.1. Offeror’s understanding of the ToR.  - Provided adequate response to the TOR by listing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed methodology meets or exceeds the requirement. | 80 |  |  |  |
| 2.2. Responsiveness and coverage of the the work plan in comparison to the ToR.  - The schedule of work addressed the needs stated in the TOR, logical, realistic and promise efficient implementation | 80 |  |  |  |
| 2.3. Comprehensiveness of the work plan in terms of its logical interrelation with each component.  - The number of personnel proposed, time allocation and clearly defined roles and responsibilities are well justified providing full area coverage and optimum quality of service  - Well established supply management of good quality cleaning materials and supplies  - The proposed equipment and tools meet the needs of the requirement  Uniforms/masks are provided to service staff | 80 |  |  |  |
| 2.4. Risk mitigation measures reflected in the work plan in response to any kind of risk that may affect to the implementation of the contract. | 60 |  |  |  |

| **3. Management Structure and Key Personnel** | 350 |  | 35% |  | |
| --- | --- | --- | --- | --- | --- |
| 3.1. Supervisor’s qualification and experience compatibility for required service | 140 |  |  |  | |
| 3.2. Service staff qualification and experience compatibility for required service | 110 |  |  |  | |
| 3.3. Clear description of Organizational/team structure and reporting lines | 100 |  |  |  | |
| *Grand Total All Criteria* | 1,000 |  | 100% |  |

The following scoring scale will be used to ensure objective evaluation:

|  |  |
| --- | --- |
| **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 |

**Financial Evaluation**

Price quotes will be evaluated only for bidders whose technical proposals achieve a minimum score of 70 points in the technical evaluation.

Price quotes will be evaluated based on their responsiveness to the price quote form. The maximum number of points for the price quote is 100, which will be allocated to the lowest total price provided in the quotation. All other price quotes will receive points in inverse proportion according to the following formula:

|  |  |  |
| --- | --- | --- |
| Financial score = | Lowest quote ($) | X 100 (Maximum score) |
| Quote being scored ($) |

## Total score

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

|  |
| --- |
| Total score = 70% Technical score + 30% Financial score |

1. **Award Criteria**

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Professional Service Contract with initial duration of one (1) year and possibility to extend two (2) more years to the Bidder(s) that obtain the highest total score.

1. **Right to Vary Requirements at Time of Award**

UNFPA reserves the right at the time of award of contract to increase or decrease by up to 20% the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

1. **Payment Terms**

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

1. [**Fraud and Corruption**](http://www.unfpa.org/about-procurement#FraudCorruption)

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA’s policy regarding fraud and corruption is available here: [Fraud Policy](http://www.unfpa.org/resources/fraud-policy-2009#overlay-context=node/10356/draft). Submission of a proposal implies that the Bidder is aware of this policy.

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, representative’s 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.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](http://web2.unfpa.org/help/hotline.cfm).

1. **Zero Tolerance**

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](http://www.unfpa.org/about-procurement#ZeroTolerance).

1. **RFQ Protest**

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit Lorna Rolls, Head of the Office at [rolls@unfpa.org](mailto:rolls@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, Procurement Services Branch at [procurement@unfpa.org](mailto:procurement@unfpa.org).

1. **Disclaimer**

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).

PRICE Quotation Form

|  |  |
| --- | --- |
| **Name of Bidder:** |  |
| **Date of the quotation:** | Click here to enter a date. |
| **Request for quotation Nº:** | UNFPA/MNG/RFQ/21/001 |
| **Currency of quotation :** | MNT |
| **Validity of quotation:**  *(The quotation must be valid for a period of at least 3 months after the submission deadline* |  |

* Quoted rates must be **exclusive of Value Added Tax (VAT)**.
* The quote must be all-inclusive and fixed price and will be adhered to 3 years including initial duration of 1 year as well as during the anticipated contract extension of 2 more years.

Example Price Schedule below: *[Delete after properly completing the Price Schedule, also develop excel version]*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Item | Description | Number & Description of Staff by Level | Hourly Rate | Hours to be Committed | Total |
| 1. Professional Fees | | | | | |
|  | Cleaning and maintenance service fee for 1 year |  |  |  |  |
|  | Façade cleaning service fee for 3 times |  |  |  |  |
|  | On call service assistant support on a need basis *(only hourly rate should be provided)* |  |  |  |  |
|  | … |  |  |  |  |
| *Total Professional Fees* | | | | | ₮ |
| 1. Out-of-Pocket expenses | | | | | |
|  | Cleaning material and supply for cleaning and maintenance service for 1 year  *(list should be provided in a separate table)* |  |  |  |  |
|  | Cleaning material and supply for façade cleaning service for 3 times  *(list should be provided in a separate table)* |  |  |  |  |
|  | Tools and equipment cost for cleaning and maintenance service for 1 year  *(list should be provided in a separate table)* |  |  |  |  |
|  | Tools and equipment cost for façade cleaning service for 3 times  *(list should be provided in a separate table)* |  |  |  |  |
|  |  |  |  |  |  |
| *Total Out of Pocket Expenses* | | | | | ₮₮ |
| ***Total Contract Price***  *(Professional Fees + Out of Pocket Expenses)* | | | | | ₮₮ |

*\* Cost break down (including list of equipment & supply materials, quantity with its cost and quantity estimation) should be provided by the bidder to support the above price quotation!*

*Vendor’s Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/MNG/RFQ/21/001 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

|  |  |  |
| --- | --- | --- |
|  | Click here to enter a date. |  |
| Name and title | Date and place | |

**ANNEX I:**

**General Conditions of Contracts:**

**De Minimis Contracts**

This Request for Quotation is subject to UNFPA’s General Conditions of Contract: De Minimis Contracts, which are available in: [English,](http://www.unfpa.org/resources/unfpa-general-conditions-de-minimis-contracts) [Spanish](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20SP_0.pdf) and [French](http://www.unfpa.org/sites/default/files/resource-pdf/UNFPA%20General%20Conditions%20-%20De%20Minimis%20Contracts%20FR_0.pdf)

1. <http://www.timeanddate.com/worldclock/city.html?n=69> [↑](#footnote-ref-1)