



United Nations Population Fund
 Eastern Europe and Central Asia Regional Office
 Istanbul, Turkey
 Website: eeca.unfpa.org

Date: *December, 29, 2022*

REQUEST FOR QUOTATION RFQ N° UNFPA/EECARO/RFQ/2022/004

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

“Provision of Cleaning Services for UNFPA EECA Regional Office”

UNFPA requires the provision of cleaning services for its office based in Istanbul. Total office space is 1,276 square meters (2 floors in a commercial building).

I. 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](https://www.unfpa.org)

II. Service Requirements/Terms of Reference (ToR) – detailed TOR as ANNEX II

III. Questions

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

Name of contact person at UNFPA:	<i>Filiz Karanfil, Administrative Associate Korhan Saglammer, Administrative Assistant</i>
Email address of contact person:	karanfil@unfpa.org saglammer@unfpa.org

The deadline for submission of questions is **Thursday, January 12th 2023 at 5:00 PM** Istanbul Time. Questions will be answered in writing and shared with all parties as soon as possible after this deadline.

IV. Eligible Bidders

This Request for Quotation is open to all eligible bidders; to be considered an eligible bidder for this solicitation process you must comply with the following:

- A bidder must be a legally-constituted company that can provide the requested services and have legal capacity to enter into a contract with UNFPA to perform in the country, or through an authorized representative.
- A bidder must not have a conflict of interest regarding the solicitation process or with the TORs / Technical Specifications. Bidders found to have a conflict of interest shall be disqualified.
- At the time of Bid submission, the bidder, including any JV/Consortium members, is not under procurement prohibitions derived from the [Compendium of United Nations Security Council](#)



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[Sanctions Lists](#) and has not been suspended, debarred, sanctioned or otherwise identified as ineligible by any [UN Organization](#) or the [World Bank Group](#).

- Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on [UN Supplier Code of Conduct](#).

V. Content of quotations

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

Quotations must contain:

- Technical proposal, in response to the requirements outlined in the service requirements / TORs.
- Price quotation, to be submitted strictly in accordance with the price quotation form.
- Proving Document of Legal Entity / Company establishment
- Proving Document for Min of 3 years of experience working with International Organizations / UN (list of clients with contact numbers and focal person)
- Positive reference letters from clients
- CV for all personnel to be allocated to the office

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

VI. Instructions for submission

Proposals should be prepared based on the guidelines set forth in **Section IV** 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: **Wednesday, January 18th 2023 at 5:00 PM** Istanbul Time.

Name of contact person at UNFPA:	<i>Filiz Karanfil, Administrative Associate Korhan Saglamer, Administrative Assistant Kamila Abdullaeva, Regional International Operations Manager</i>
Email address of contact person:	<i>To: karanfil@unfpa.org cc: saglamer@unfpa.org cc: abdullaeva@unfpa.org</i>

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ № UNFPA/EECARO/RFQ/2022/004 – [Provision of Cleaning Services for UNFPA EECA Regional Office]**. 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.



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VII. Overview of Evaluation Process

Quotations will be evaluated based on the technical proposal and the total cost of the services (price quote).

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated for technical compliance prior to the comparison of price quotes.

Mandatory Criteria		
Mandatory qualifications for Company	Pass	Fail
Legal Entity / Company establishment for at least 5 years with specialization in cleaning/office maintenance services		
Min of 3 years of experience working with International Organizations / UN		
Sound reputation and providing of positive reference letters from clients		
Allocation of regular cleaning personnel (same person every day), CVs shall be submitted as part of the technical proposal (for all personnel to be allocated to the office)		
Mandatory qualification for Regular Service Personnel (based on CVs)	Pass	Fail
Min 5 years of professional experience in cleaning		
Experience working with International Organisation/UN		
Other Desirable Skills: Good communication and personal interaction skills, strong client orientation, sound judgment		

VIII. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Professional Service Contract on a ceiling prices basis with duration of 12 months (extendible, subject to satisfactory performance) to the Bidder(s) that obtain the lowest-price technically acceptable offer.

IX. 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.

X. 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.



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XI. Fraud and Corruption

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](#). 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](#).

XII. 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](#).

XIII. RFQ Protest

Bidder(s) perceiving that they have been unjustly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint directly to the UNFPA Head of the Business Unit Florence Bauer, Regional Director of UNFPA Regional Office for Eastern Europe and Central Asia at fbauer@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, Supply Chain Management Unit at supplychain@unfpa.org.

XIV. 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).



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PRICE QUOTATION FORM

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation №:	UNFPA/EECARO/RFQ/2022/004
Currency of quotation:	TRY
Delivery charges based on the following 2020 Incoterm:	Choose an item.
Validity of quotation: (The quotation shall be valid for a period of at least 3 months after the submission deadline.)	

- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.

Item	Description			
A	Services	Monthly Rate	Daily Rate	Total TRY
1.	Monthly fee for cleaner (regular and replacement personnel) per person that will be on sight every day			
2.	Monthly fee for additional cleaning personnel (per person) that will be in office in addition to the regular personnel upon request			
3.	Daily fee for additional cleaning personnel (per person) that will be in office in addition to the regular personnel upon request			
4.	Carpet cleaning service upon request			
5.	Window cleaning service upon request			
			Total Price	
B	Cleaning Supplies & Material	Unit of Measure	Unit Price	Total TRY
1.	Surface Cleaner (Power max / or equivalent)	liter		
2.	Ultra Bleach (Power max / or equivalent)	liter		
3.	Latex Gloves (Babby / or equivalent)	Package x 100 pcs		
4.	Toilet Paper (Eczacibasi / or equivalent)	Package x 18 pcs		
5.	Paper Towel (Tore/ or equivalent)	Package x 6 pcs		
6.	80 x 110 cm Garbage Bag - Big (Ozalp / or equivalent)	package 200 pcs		
7.	55 x 60cm Garbage Bag - Small (Ozalp / or equivalent)	package 300 pcs		
8.	ActiveX Liquid Soap (Protex / or equivalent)	liter		
9.	Soap Tablet for dishwasher (Fairy / or equivalent)	Package x 110 pcs		
10.	Dishwashing soap (Power max / or equivalent)	liter		
			Total Price	



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Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/EECARO/RFQ/2022/004 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	



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**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](#), [Spanish](#) and [French](#)



ANNEX II

Terms of Reference

SCOPE OF WORK

To provide cleaning services for the UNFPA EECA Regional Office in Istanbul on a daily basis and perform other duties upon request as per TOR. Total office space is 1,276 square meters (2 floors in a commercial building).

GENERAL PROVISIONS

- The Company provides a dedicated cleaner to be present during office hours on a full time basis to perform the daily cleaning of the UNFPA EECA RO.
- Daily cleaning is made from Monday to Friday between 09:00-18:00. The daily cleaner responsibilities include:

2 Kitchens

- Collect used dishes and wash them in the dishwashing machine.
- Clear out the sink with the chemical cleaner and wipe it down with a sponge.
- Spray and wipe off counters to get rid of sticky stains and disinfect.
- Clean the microwave (in and out).
- Get the garbage out and clean the inside of the garbage can.
- Sweep or/and mop the floor. Wipe the tiled walls.
- Have the kitchen furniture wiped. Wipe the switches and phone.
- Wash the towels and cloths on regular basis.
- Check and clean the refrigerator on regular basis.

4 Restrooms

- Clear out the sink with the chemical cleaner and wipe it down with a sponge.
- Clean the mirrors.
- Clean the toilet seat and rim.
- Brush the toilet bowl with special cleaning chemicals to disinfect.
- Clean all the chromed surfaces like taps and fittings.
- Mop the floor with special cleaning chemicals to disinfect.
- Wipe the switch plates.
- Refill soap dispensers
- Stock toilet papers and paper towels

General Areas, Offices & Meeting Rooms

- Dust off all working surfaces bookshelves, picture frames, window sills, door frames etc.
- Wipe the switch plates and doorknobs.
- Vacuum the carpets
- Garbage collection once per day.
- Collection of cups and plates for cleaning on regular basis



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- Serving tea/coffee for visitors and providing other catering services as requested
 - Water the plants at the office.
 - Wipe and clean the spots from glassy surfaces to clean it from fingerprints and spots
- The Company provides all necessary equipment, materials and chemicals to perform the cleaning of the office. The Company also controls the stock of necessary equipment and materials and replenishes it when needed.
 - The Company provides all the necessary consumables for the lavatories such as liquid soap, soap dispensers, garbage bags, paper towels, toilet paper and fresheners.
 - The Company undertakes all legal responsibility for the commissioned personnel i.e. salaries, insurance, taxes and deductions. The responsibility for wages, employee's insurance, taxes, legal deductions, funds and claims shall be undertaken by the Company.
 - The Company guarantees that all the personnel are instructed on the rules of providing services to the UNFPA EECA RO. Any staff who violated the rules shall be immediately replaced upon written notification.
 - The Company conducts the monthly assessments of the services provided. The personnel assessed as being low in performance should be immediately replaced. The Company GSM service line operates on a 24-hour basis for any emergencies that may occur.
 - The Company takes full responsibility for any loss or damages that occur to the equipment, property and premises of UNFPA as a result of improper treatment by the Company staff.
 - The invoice for the services provided is to be issued at the last day of the month and to be paid within 30 work days to the bank account specified by the Company.
 - Additional cleaning staff will be requested when needed (on daily/monthly basis)
 - Deep office cleaning, including carpet and window cleaning, will be requested when needed

Cost

- Cleaning services (including chemicals for dishwashers, garbage bags, paper towels and toilet paper, liquid soap and consumables to be used in lavatories, equipment and special cleaning devices)

- Price to be defined as per below table:



Item	Price in TL (All the prices are to be provided without VAT)
Bimonthly (every two months) cost for cleaning supplies and materials (list all supplies and materials to be provided in the quote) **please see below the suggested list and consumption per 2 months period	
Monthly fee for cleaner (regular and replacement personnel) per person that will be on sight every day, CV shall be submitted as part of the technical proposal (for all personnel to be allocated to the office)	
Monthly fee for additional cleaning personnel (per person) that will be in office in addition to the regular personnel upon request; CV shall be submitted as part of the technical proposal (for all personnel to be allocated to the office)	
Daily fee for additional cleaning personnel (per person) that will be in office in addition to the regular personnel upon request	
Carpet cleaning service upon request	
Window cleaning service upon request	

List of Cleaning Materials with approximate consumption to be used to provide cost estimate:

Item	Unit of Measure	approx. minimum consumption per 2 months
Surface Cleaner (Power max)	Liter	15
Ultra Bleach (Power max)	Liter	20
Latex Gloves (Babby)	Package x 100 pcs	2
Toilet Paper (Eczacıbaşı)	Package x 18 pcs	4
Paper Towel (Tore)	Package x 6 pcs	6
80 x 110cm Garbage Bag big (Özalp)	Package- 20 x 10= 200	1 (per year)
55 x 60cm Garbage Bag small (Özalp)	Package - 30 x 10= 300	1 (per year)
ActiveX Liquid Soap (Protex)	Liter	4
Soap Tablet for dishwasher (Fairy)	Package = (110 pcs)	1
Dishwashing soap (Power max)	Liter	5