

REQUEST FOR QUOTATION NO. RfQ26/03366

Provision of cleaning, janitorial and gardening services in the UN House building located at 131, 31 August 1989 street, Chisinau city under Long Term Agreement Basis

SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP through the **Common Services Account Project** in Republic of Moldova, kindly requests your quotation for the **Request for Quotation no. RfQ26/03366: Provision of cleaning, janitorial and gardening services including supply of goods and equipment for cleaning in the UN House building located at 131, 31 August 1989 street, Chisinau city under Long Term Agreement basis** as detailed in line items section of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This RFQ document generated by the online system

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

Annex 4: Format for CVs for personnel

Pre-bidding meeting information:

Time and time zone: 15:00 AM (Moldova time / GMT+3)

Date: 08 October 2026

Venue: UN House Conference Room, 131, 31 August 1989 street

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted directly in the system responding to the questions and uploading required documents by the date and time indicated in the online portal. It is your responsibility to ensure that your quotation is submitted before the deadline. Quotations received after the submission deadline outside the online portal, for whatever reason, will not be considered for evaluation.

Quotations must be submitted directly in Quantum NextGenERP supplier portal following the link: <http://supplier.quantum.partneragencies.org> using the profile you may have in the portal (please log in using your username and password).

Follow the instructions in the user guide to search for the tender using search filters, namely **Negotiation ID: UNDP-MDA-01096** and subscribe to the tender in order to get notifications in case of amendments of the tender document and requirements.

In case you have never registered before, follow this link to register a profile:

<https://estm.fa.em2.oraclecloud.com/fscmUI/redwood/supplier-registration/register-supplier/register-supplier-verification>

Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration.

Should you require further clarifications on the application through the Quantum online portal, kindly contact the Procurement Unit at sc.md@undp.org. Please pay attention that the bid shall be submitted online through the Quantum system and any bid sent to the above email shall be disqualified.

Should you require further clarifications on the Request for Quotation, Terms of Reference or other requirements, kindly communicate using the messaging functionality in the portal.

Deadline for Submission of Offers (Date and Time), which is visible in the online procurement system will be final. System will not accept submission of any bid after that date and time. It is the responsibility of the bidder to make sure that the bid is submitted prior to this deadline for submission.

Bidders are advised to upload bid documents and to submit their offer a day prior or well before the date and time indicated under the deadline for submission of Offers. Do not wait until last minute. If Bidder faces any issue during submitting offers at the last minutes prior to the deadline for submission, UNDP may not be able to assist on such a short notice and will not be held liable in such instance. UNDP will not accept any offer that is not submitted directly through the System.

Thank you and we look forward to receiving your quotation.

UNDP Moldova



SECTION 2: GENERAL INSTRUCTIONS

Introduction	Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ. UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or cancellation of the tender in the online portal.
Deadline for the Submission of Quotation	Deadline is indicated in the online portal. If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.
Method of Submission	Quotations must be submitted as follows: NextGenERP supplier portal following this link: Supplier Portal, using the profile you may have in the portal. Follow the instructions in the user guide to search for the tender using Negotiation ID. In case you have never registered before, follow this link to register a profile: Supplier Registration. Do not create a new profile if you already have one. Use the forgotten password feature in case you do not remember the password or the username from previous registration. • File Format: All attachments must be in PDF format unless otherwise instructed by UNDP. • File names must be in Latin alphabet/keyboard and clearly indicate the content of the document to facilitate review. • All files must be free of viruses and not corrupted.
Cost of preparation of quotation	UNDP shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.
Supplier Code of Conduct, Fraud, Corruption,	All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct Moreover, UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at https://popp.undp.org/document/anti-fraud-policy
Gifts and Hospitality	Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.

Conflict of Interest	UNDP requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ. The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.
Currency of Quotation	Quotations shall be quoted only in the currency indicated in the system: Moldovan Leu (MDL) for local Bidders and US Dollars (USD) applicable to both international and local Bidders. For the purpose of bid evaluation, all financial offers shall be converted into USD using the United Nations Operational Rate of Exchange (UNORE) applicable on the bid submission deadline, available at: https://treasury.un.org/operationalrates/OperationalRates.php If the contract is awarded to a local Bidder that submitted its financial offer in USD, payments will be made in MDL based on UN Operational Rate of Exchange valid on the date of money transfer, as per the "payment terms and conditions" stipulated in this solicitation document: https://treasury.un.org/operationalrates/OperationalRates.php UNDP shall not be kept liable for any fluctuations of the exchange market during contract implementation, the Contractor being legally responsible to register any loss/gain of currency exchange resulting from payments against the Contract in accordance with the national legislation.
Joint Venture, Consortium or Association	If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association. Refer to Clauses 19 – 24 under Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association.

Only one Bid	The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association. Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following: a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or b) they have the same legal representative for purposes of this RFQ; or c) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process; d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Alternative Quotes	If alternative quote is permitted, it may be submitted only if a conforming quote to the RFQ requirements is submitted. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative quote. If multiple/alternative quotes are being submitted, they must be clearly marked as "Main Quote" and "Alternative Quote" directly in the portal and in any supporting document as relevant.
Contact Person for correspondence, notifications and clarifications	Must be submitted directly in the portal using the messaging functionality. Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Right not to accept any quotation	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement of award	At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
Publication of Contract Award	UNDP will publish the contract awards on the websites of the CO and the corporate UNDP Web site.
Policies and procedures	This RFQ is conducted in accordance with UNDP Programme and Operations Policies and Procedures
UNGM registration	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) 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 3: SPECIAL INSTRUCTIONS

General Conditions of Contract	Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to one of the General Conditions of Contract below as applicable in each case specified in the Requirements section Applicable GTC: ☒ General Terms and Conditions / Special Conditions for Contract. Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy
Special Conditions of Contract	☒ Liquidated damages shall be imposed as follows: Service Credits for SLA breach, as per the Detailed Service Level Agreement (SLA) in Annex 1. In case of SLA breaches in 2 (two) consecutive months, UNDP may terminate the contract.
Duties and taxes	Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, 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 the requirements section. All prices must: ☒ be VAT inclusive
Eligibility	A vendor who will be engaged by UNDP may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP. It is the Bidder's responsibility to ensure that its ultimate beneficial owners, employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP. Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative.
Language of quotation	English, Romanian or Russian Including supporting documentation as applicable.
Quotation validity period	Quotations shall remain valid for 90 (ninety) days from the deadline for the Submission of Quotation.
Partial Quotes	☒ Not Permitted
Alternative Quotes	☒ Not permitted
Payment Terms	☒ Monthly payments in arrears, within 30 days after receipt of the invoice and of the act of receipt of services for the respective month, duly certified by UNDP.
Conditions for Release of Payment	☒ Written Acceptance of Goods, Services and Works, based on full compliance with RFQ and SLA requirements

Clarifications	Bidders must send their inquiries and requests for clarifications using the messaging functionality in the portal. PLEASE PAY ATTENTION: QUOTES SHALL NOT BE SUBMITTED TO ANY EMAIL ADDRESS BUT ONLY THROUGH THE PORTAL. Requests for clarification from bidders will not be accepted any later than 3 (three) days before the submission deadline. Responses to request for clarification will be communicated directly in the portal.
Pre-bid conference	Will be conducted ▪ Time and time zone: 15:00 AM (Moldova time / GMT+3) ▪ Date 08 October 2026 ▪ Venue: UN House Conference Room, 131, 31 August 1989 street The Pre-bid conference is: Not Mandatory but highly recommendable. Minutes of the Pre-bid conference will be disseminated by direct communication to prospective Bidders via Quantum and posting on the website UNDP Moldova tenders, UNDP Procurement Notices and UNGM websites.
Documents to be submitted	☒ Annex 2: Quotation Submission Form duly completed and signed and in accordance with list of requirements in Annex 1 ☒ Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1 detailing the experience of the company, proposed methodology, approach and expertise to complete the assignment ☒ Company Profile, including detailed portfolio/previous experience related to the assignment ☒ Copy of registration documents confirming that the company is legally registered in the Republic of Moldova and officially authorized to provide cleaning services as evidenced by registration with the Public Services Agency and inclusion in the State Register of Legal Entities ☒ List and value of completed and/or ongoing contracts for similar cleaning services provision including the following information: • Name of previous contracts • Client & Reference Contact • Details including e-mail • Contract Value Period of activity • Types of services undertaken <i>Copies of contracts might be requested during evaluation stage.</i> ☒ Statement of satisfactory Performance (Certificates) from the top 2 (two) clients in terms of Contract value in similar field ☒ List of qualified key personnel, together with duly completed and signed CVs (as per Annex 4: Format for CVs for personnel) duly completed and signed by the proposed Key-personnel, such as: • 1 (one) supervisor • 3 (three) cleaners • 1 (one) janitor <i>The CVs of all proposed personnel shall clearly highlight their relevant experience that conforms with personnel requirements listed in Annex 1, p. 7. Qualifications Required.</i> ☒ Quality Certificates (ISO, etc.) for cleaning goods and supplies proposed (where available; not a

	pass/fail criterion) ☒ Written confirmation of acceptance of working schedule (as per Annex 1, Tables 2 and 3) ☒ Evidence/Certification of Environmental Sustainability ("Green" Standards) of the Company or the Products being supplied ☒ Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Reports (for international companies) or registered Financial Report at the Statistical Bureau (for local companies) for the past 2 (two) years
Evaluation method	☒ The Long Term Agreement will be awarded to the lowest price substantially compliant offer UNDP will conclude the Long Term Agreement with one (1) Bidder, whose offer is the lowest priced and substantially compliant with the requirements of this RFQ. The evaluation shall be based on the comparison of total value of proposed LTA price for 3 (three) years, calculated by UNDP as per Annex 1, Section 4.1.
Evaluation criteria	☒ Full compliance with all requirements as specified in Annex 1 ☒ Full acceptance of the General Conditions of Contract ☒ Full acceptance of the SLA requirements (as per Annex 1, Detailed Service Level Agreement) ☒ Be a legally registered entity officially authorized to provide cleaning services, as evidenced by registration with the Public Services Agency and inclusion in the State Register of Legal Entities ☒ Minimum 3 (three) years of relevant experience in the provision of cleaning services ☒ Minimum 2 (two) finalized and/or ongoing contracts for cleaning services of similar complexity, each backed up by Statements of Satisfactory Performance (Certificates). ☒ Sufficient human resources capacity to perform the services in a timely and satisfactory manner, in full compliance with the requirements specified in Annex 1. <i>The CVs of all proposed personnel shall clearly highlight their relevant professional experience corresponding with personnel requirements listed in Annex 1, p. 7. Qualifications Required.</i> ☒ Cleaning products compliant with the Environmental Criteria (Annex 1, Section 3), evidenced by product certificates (Ecolabel, Green Seal, EPA Safer Choice or equivalent).
Type of Contract to be awarded	☒ Purchase Order ☒ Contract Face Sheet (Goods and-or Services on Long Term Agreement Basis) The Long Term Agreement will be awarded to a single supplier for an initial period of 1 (one) year with the possibility of extension for up to 2 (two) additional years, for a maximum duration of 3 (three) years. Extension of the LTA beyond the first year is subject to a satisfactory annual performance evaluation, continued need for services and availability of funds. The Long Term Agreement is non-exclusive and does not oblige UNDP to procure any minimum quantity or value of services. Services will be called off through Purchase Orders issued under the LTA for each year of its duration.

Expected LTA start date	01 January 2027
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ANNEX 1: SCHEDULE OF REQUIREMENTS

Title: Provision of cleaning, janitorial and gardening services in the UN House building located at 131, 31 August 1989 street, Chisinau city under Long Term Agreement (LTA) basis

Duty Station: 131, 31 August 1989 street, Chisinau city, Republic of Moldova – UN House

building Contract Type: Long Term Agreement (LTA)

LTA duration: initial period of 1 (one) year, extendable annually for up to 2 (two) additional years (maximum 3 (three) years), subject to satisfactory performance, continued need for services and the availability of funds.

1. GENERAL INFORMATION

The UN House building in Chişinău, with a total area of 1,466.96 square meters, is located at the following address: 31 August 1989 Street, No. 131, Chişinău, MD 2012, Republic of Moldova. The building consists of two parts: (1) the old part – from 1951 – a two-story section located at the corner of 31 August and Sfatul Țării streets, and (2) the new part – from 1997 – a four-story building along 31 August Street.

The United Nations Development Programme (UNDP) in the Republic of Moldova, on behalf of the UN House participating agencies (UNDP, UNICEF, UNFPA, UNRCO) via Common Services Account Project is seeking to engage a service provider for the establishment of a Long Term Agreement (LTA) for the provision of cleaning and janitorial services for its premises of approximately 1,466.46 m² including such as follows:

- Total office area: 830.16 square meters.
- Total area of common spaces: 616.30 square meters, which are as follows:
 - Network communication room: 12.52 m²
 - Reception: 41.86 m²
 - UN House conference room: 31.15 m²
 - UN cafeteria: 24.15 m²
 - Boiler room: 22.97 m²
 - Electrical panel room: 3.93 m²
 - Radio room: 7.48 m²
 - Drivers' room: 30.13 m²
 - 11 Restrooms: 44.26 m²
 - Storage space: 15.20 m²
 - Security areas (Post 1 and Post 2)
 - Corridors: 20.80 m² + 307.89 m²
 - Staircase: 69.34 m²

The LTA aims to foster a long-term, sustainable relationship with the selected service provider to ensure the delivery of high-quality cleaning, gardening, hygiene services and necessary supplies to all participating UN House agencies.

Under the guidance and supervision of the UN House Administrative Associate, the Service provider shall provide cleaning and janitorial services ensuring high quality and accuracy of work. The Service provider shall demonstrate a client-oriented approach, high sense of responsibility, courtesy, tact, and the ability to work with people of different national and cultural background.

According to the Scope of Services, the Service provider shall provide service personnel, as well as cleaning and janitorial supplies, equipment and consumables. The Service provider shall also equip the restrooms with sanitary

materials and hygiene products such as toilet paper, paper hand towels, antibacterial gel, and liquid soap for the available installed dispensers, and to take all necessary measures, as set forth herein, to ensure the proper performance of its obligations under the Contract.

The LTA service contract will be signed between the selected service provider (hereinafter known as the “Service Provider” or “LTA holder”) and United Nations Development Programme (hereinafter known as the “Lead Agency”).

2. SCOPE OF SERVICES AND EXPECTED OUTPUTS

In order to achieve satisfactory cleaning services in the UN House Moldova as specified in the schedule table below, the Service provider shall provide necessary cleaning and janitorial services with competent and trained workforce to perform the cleaning and janitorial related tasks.

Expected outputs:

1. The cleaning services will be performed from **Monday-Friday**, as per Table 3: **Proposed working schedule for the cleaning and janitorial staff**, as follows:
 - from **07:00 – 21:00** for **cleaning services**;
 - from **06:00 – 15:00** for **janitorial and gardening services**.
2. The Service provider shall provide the following personnel:
 - 1 (one) supervisor;
 - 3 (three) cleaners;
 - 1 (one) janitor.
 - The **Supervisor** will be responsible for monitoring and overseeing the performance of the staff assigned to the premises as well as the qualified cleaning, gardening and janitorial services provided. The **Supervisor** will perform all the tasks specified in the **Table 1a: Supervisory services for cleaning, gardening and janitorial services in the UN House**. The Supervisor is not required to be physically present on-site at all times but must ensure that adequate supervision, reporting, and performance control measures are in place.
 - The **Cleaners** will perform all the tasks specified in the **Table 1b: Cleaning services requirements for the United Nations House Moldova building**.
 - The **Janitor** will perform all the tasks specified in the **Table 1c: Janitorial and gardening services requirements inside and outside the United Nations House Moldova building**.

The Service provider shall take all necessary measures to protect its personnel, including providing appropriate protective equipment, training on occupational health and safety, and complying with applicable national legislation and shall bear responsibility for any accidents of the labor.

Access by the Service Provider’s staff shall be allowed only for the purpose of performing cleaning services and, where necessary, only in the presence of an UNDP representative. However, the Service Provider’s staff shall not access, use, move or otherwise interfere with employees’ computers, telephones, documents or other work equipment. Where necessary, cleaning around such equipment shall be carried out without handling or accessing the equipment itself.

3. The Service provider shall use environmentally friendly and non-toxic cleaning products, in accordance with the organization’s environmental criteria, and ensure their economical use. The list of the cleaning products used in UN House in the last 12 months is described in **Table 4: Average annual consumption of cleaning materials at the UN House premises**.
4. The Service provider shall provide all consumable materials for dispensers in the UN House restrooms – including hand-drying paper, disposable toilet seat covers, toilet paper, liquid/foam soap, and air fresheners. These items shall be replenished and replaced daily, as needed, by the service personnel. The list of the necessary hygienic goods and dispensers is listed in **Table 5: List of dispensers available in the UN House**.

5. The UNDP will provide a dedicated space for storing cleaning and janitorial equipment, chemical solutions, and other necessary tools. This space must be accessible to the Service provider and comply with safety regulations.
6. The Service provider shall provide monthly act of receipt for all services carried out during the reporting period. The act of receipt shall be accompanied by the Monthly SLA Performance Report, as per the Detailed Service Level Agreement (SLA) below.
7. The Service provider shall provide uniforms for its personnel, and staff shall wear uniforms displaying the Service Provider's company logo while performing duties under this contract.
8. All cleaning services shall be carried out in accordance with the applicable national and local standards in the field of cleaning services, gardening and janitorial services. The Service Provider shall, at its own expense, repair any damage caused to the UNDP's and other UN Agencies located in the premises, equipment, or furniture during service delivery, within a maximum of 10 calendar days from receipt of written notification.
9. In exceptional circumstances or upon request from UNDP, the Service provider shall provide personnel services after working hours.
10. The UN House is equipped with a limited number of cleaning, gardening and janitorial equipment. A detailed inventory of these items is listed in the **Table 6: List of cleaning, gardening and janitorial equipment available in the UN House that can be used by the** Service provider. Based on the cleaning, gardening and janitorial tasks described in Table 1b and Table 1c, the Service provider shall identify, specify and submit a comprehensive list of all additional equipment, tools, and machinery that the Service provider will provide to ensure the effective delivery and quality of services, as well as to ensure their regular maintenance and sanitation so that they remain in proper working condition throughout the contract period.

Table 1a: Supervisory services for cleaning, gardening and janitorial services in the UN House

Supervisory tasks	
Duties and responsibilities	Periodicity
To ensure the effective delivery, quality, and continuity of all cleaning, gardening and janitorial services provided in the UN House.	As often as operationally needed
The Supervisor serves as the primary focal point of coordination between the Service Provider and UNDP, ensuring that all contractual obligations, service standards, and health and safety requirements are fully met.	As often as operationally needed
Conduct regular site inspections (physical or scheduled) to verify service quality and identify deficiencies.	As often as operationally needed
Ensure adequate staffing levels, including the timely provision of replacements during absences with prior notification and approval from UNDP.	As often as operationally needed
Respond promptly to UNDP requests, concerns, or instructions and ensure that all required follow-up actions are implemented.	As often as operationally needed
Maintain updated records of staff assigned to the premises, including attendance logs and verification of work performed.	As often as operationally needed

Table 1b: Cleaning services requirements for the United Nations House Moldova building

Cleaning tasks		
Daily tasks		
Spaces	Type of the service	Periodicity
	Wet/dry cleaning (local dirt) of the floor (screed/tiles/linoleum/parquet); Wet/dry cleaning of the floor (dust-absorbing mats).	Twice a day

Common Spaces: Entrance area (hallways), Waiting room and reception, Stairs, Corridors (377.25 sq.m.)	Wet cleaning (local dirt) of walls (up to 2 meters); Wet cleaning (local dirt) of doors; Wet cleaning of handrails; Vacuuming the floor (textile/carpets). Conduct daily cleaning of elevators, including the interior and the buttons, to prevent the build-up of dirt. Dust and clean reception logos, paintings, and other display material with suitable and appropriate cleaning material.	Once a day
Office area (830.16sq.m.)	Waste removal and replacement of trash bags in bins and proper disposal at designated garbage collection points; Wet cleaning (local dirt) of doors; Wet cleaning (local dirt) of walls/partitions (up to 1.5 m); Wet/dry cleaning of window sills (interior); Dry cleaning of monitors (top surfaces); Dry cleaning of computer cases (top surfaces); Dry cleaning of simple telephone devices; Wet/dry cleaning of furniture (tables, shelves) without moving documents; Wet cleaning of furniture (chairs, armchairs); Vacuuming the floor (4 carpets); Wet/dry cleaning of the floor. Cleaning venetian blinds and window panes. Cleaning of frequently touched surfaces such as door handles, light switches, and other common touchpoints to ensure hygienic environment.	Once a day
Sanitary area/WC (44.26 sq.m.) – 11 restrooms	Deep cleaning of toilets; Wet cleaning of urinals; Wet cleaning of sinks; Wet cleaning (local dirt) of mirrors; Wet cleaning of the floor.	Twice a day
	Waste removal and replacement of trash bags in bins; Wet cleaning (local dirt) of walls/partitions (up to 1.5 m); Wet cleaning (local dirt) of doors.	Twice a day
	Refilling of consumables: hygienic paper, liquid soap, air freshener, in dispensers; Wet cleaning of dispensers; Wet cleaning of window sills (interior).	Once a day
Adjacent area – Terrace, Post 2 Security (4.16 sq.m.)	Wet cleaning of the floor; Wet/dry cleaning of furniture; Wet/dry cleaning of equipment.	Once a day – Post 2 Security
	Dry/wet manual cleaning of furniture (tables, chairs, terrace furniture); Dry/wet manual cleaning of metal bars.	Once a day in summer (autumn, spring, and winter) for maintenance From 07:00- 08:00 am
Conference rooms (Floor 1 – capacity 30 people, 31.15		Upon request, between meetings
	Waste removal and replacement of trash bags in bins; Wet cleaning (local dirt) of doors;	

<i>sq.m.; Floor 2 – capacity 25 people, 24.00 sq.m.; Floor 4 – capacity 6–8 people, 12.22 sq.m.) Total: 67.37 sq.m.</i>	Wet/dry cleaning of window sills (interior); Wet/dry cleaning of furniture (tables, shelves); Wet/dry cleaning of the floor. Regularly dust and wash walls, clean and polish doors, windows, glass panes, and frames, and empty dust bins.	Once a day
<i>Kitchens (Floor 1 – 24.15 sq.m., Floor 2 – 10.66 sq.m., Floor 4 – 10.28 sq.m.) Total: 45.09 sq.m.</i>	Washing cups, mugs, and dishes with detergent/cleaning solutions;	During the day, whenever needed
	Wet/dry cleaning of furniture (tables, shelves);	Upon the UNDP's request
	Wet/dry cleaning of the floor. Ensure thorough daily cleaning of kitchens, including drying, cleaning of sinks, and replenishing dishwashing liquids, sponges, and paper towels, as needed. Ensure regular disinfection of kitchenware.	Once a day
Additional cleaning requirements		
Basic cleaning	Daily maintenance cleaning will be carried out, including carpet vacuuming (8 carpets in the building) and floor washing.	Daily
Office and conference room cleaning	Furniture will be cleaned with antistatic solutions, and special attention will be given to maintaining a hygienic environment in areas frequently used by employees. Preparing conference rooms for meetings including opening and closing every day (ensure A/Cs are turned on in time prior to meetings).	Daily
Offices of the Head of UN Agencies residing in UN House	Special attention will be given to the offices of the Heads of UN Agencies residing in the building: every morning between 08:00 – 09:00 (4 offices). This includes checking the offices and providing assistance during meetings, as well as preparing tea and coffee upon request throughout the day.	Daily
UN House Coffee Machines	Cleaning of the coffee machines	Daily, as needed
Assist staff	Assist staff with any special requirements that may come up from time to time and respond to any emergencies that may arise. Regularly evaluate the service quality, ensuring compliance with the agreed standards and identifying areas for improvement. Maintain proper documentation, including cleaning logs and inventory of cleaning supplies.	Daily, as needed
Weekly tasks		
Spaces	Type of the service	Periodicity
<i>Common Spaces: Entrance area (hallways), Waiting room and reception, Stairs, Corridors (377.25 sq.m.)</i>	Wet/dry cleaning of window sills (interior);	Once a week or upon request/need
	Wet cleaning of radiators; Wet/dry cleaning of fire-fighting equipment; Replacement of mats at the building entrance.	Once a week
<i>Network communication room, Electrical</i>	Wet cleaning of doors; Wet cleaning of walls/partitions (up to 1.5 m); Wet/dry cleaning of furniture (without moving documents);	Once a week

<i>panel room, Boiler room, Driver's room, Storage space Archive Nursing room (97.71 sq.m.)</i>	Vacuuming of furniture (tables, shelves, folders); Wet/dry cleaning of the floor.	
<i>Sanitary area/WC (44.26 sq.m.) – 11 restrooms</i>	Deep cleaning of the floor;	Once a week
<i>Conference Rooms</i>	Wet cleaning of walls/partitions (up to 1.5 m); Wet cleaning of radiators.	Once a week
<i>Kitchens – 45.09 sq.m.</i>	Wet cleaning of radiators; Technical/household cleaning of the refrigerator and microwave (Friday, 3:00 PM).	Once a week
<i>UN House flowers</i>	Plants and flowers in common areas, offices, hallways, conference rooms, shall be watered and maintained properly according to flower particularities	Once a week
Monthly tasks		
Spaces	Type of the service	Periodicity
<i>UN House area (1,466.96 sq.m.)</i>	Wet cleaning of dust and dirt from blinds. Perform monthly deep cleaning of all common and office spaces.	Once a month
Yearly tasks		
Spaces	Type of the service	Periodicity
<i>UN House Building 1,466.96 sq.m. space and 970.85 sq.m. windows surfaces.</i>	Washing/wet and dry cleaning of windows (interior and exterior sides); Exterior windows 147.5 sq.m. Interior windows 210.05 sq.m. Interior glass partitions 363.28 sq.m. Glass roof partition exterior 2nd floor terrace 7.71 sq.m. Glass roof partition interior 2nd floor terrace 7.71 sq.m. Staircase windows 26.25 sq.m Exterior windows with grills 36.75 sq.m. Interior glass windows elevator 85.8 sq.m. Exterior glass windows elevator 85.8 sq.m. Windows cleaning for the elevator and 3rd and 4th floors requires services of the aerial platform truck. Carpet cleaning. Cleaning of the windows is scheduled after the maintenance services of the air conditioners is performed in collaboration of UN House Administrative Associate.	Once a year (in spring/summer)

Table 1c. Janitorial and gardening services requirements inside and outside the United Nations House Moldova building

Janitorial tasks		
Duties and Responsibilities	Type of the service in UN House 1,466.96 sq.m.	Periodicity
A. Janitorial services INSIDE the UN House building		
Provide minor repair within the UN House premises	Doors, locks, windows etc.; To daily check a workability of bulbs and lamps placed in the office and replace the obsolete bulbs by new ones. This function should be carried out without repeated reminders; To immediately report to the UN House Administrative Associate and the relevant servicing agencies on any breakage of systems and to negotiate with service providers	Daily

	in case of non-operation or breakage of system; To undertake the minor repair works of electric machines and electrical household equipment; To act as the focal point in coordination of operational issues related to electric, conditioning, ventilation, lifting and pumping system maintenance.	
UN House maintenance (interior)	Provide support in cleaning the interior spaces, archives and storage rooms; Maintains and cleans all cleaning equipment utilized; Cleans the office building and removes garbage and debris; - takes care of everything needed during rain and snowfall – close doors, windows etc.; - Distributes paper, water for coolers, etc. Changes lamps etc.; - Moves, loads and unloads furniture, equipment and supplies. Performs a variety of unskilled tasks as a helper. Performs other duties as required. Acts as a focal point for receiving delivery for goods and supplies from the company.	Daily
Control/monitor sanitary, water engineering and heating systems	Maintains the sanitary/lavatory and water engineering systems of the office premises in a good workable condition by fulfilling the following primary tasks; To repair the sanitary/lavatory and water engineering's, if needed; To immediately report to the supervisor and UN House Administrative Associate on any breakage of systems; To control and maintain an operation of water meter; To monitor a pressure level in the water tubes and if needed, to connect them with additional feeding pumps; To ensure that the heating system of the office premises is operated and maintained in a proper and safe manner as per the standard technical norms by performing the following primary tasks: - To undertake the preventive exercises as required - To repair the heating engineering, if required - To immediately report to the supervisor and to UN House Administrative Associate the relevant servicing agencies on any breakage of systems Record the heating meter's data within the heating season in order to control a proper workability of meter and inform the UN House Administrative Associate; Controls over the pressure in the heating season in order to control a proper workability of meter; Control over the pressure in the heating system for surplus air accumulation and corrosion; Acts as the focal point in coordination of operational issues related to electrical, water and heating service and reports immediately to UN House Administrative Associate and to the supervisor.	Daily
Other	Assist the company for cleaning the heating system in order to keep the building operational.	Yearly, September
B. Janitorial and gardening services OUTSIDE the UN House building (courtyard, grounds, parking and green areas)		
Exterior cleaning and maintenance	Cleans the grounds surrounding the office building and removes garbage and debris; Clean-up/sweeping/washing: - green area, courtyard, grounds surrounding the office, including the fence; - leaves, in the courtyard, outside the office, roof; - parking area, walkways and driveways, guard booth, around the fence; - snow, in the courtyard, outside the office; - tiles on walls in the courtyard; - washing windows (basement outside the office); - washing the fence, gates, bollards; - Changes the flags.	Daily
Gardening and green areas	- planting, mowing the grass lawn, take care of landscaping, floor boxes, waters the vegetation and cuts grass and weeds; - planting flowers and other plants that can keep greening in the UN House	Daily, as per season

Table 2: Cleaning and janitorial staff work schedule

Name of Agency	Workers	Working hours (Start)	Working hours (End)	Working hours/per person/per day	Weekly working hours	Number of personnel required
UNDP, UNICEF, UNFPA, UN RCO	Supervisor	As often as operationally needed				1 supervisor
UNDP, UNICEF, UNFPA, UN RCO	Cleaners	07:00	21:00	8 working hours, plus 1 hour lunch break	40 hrs each	3 cleaners
UNDP, UNICEF, UNFPA, UN RCO	Janitor	06:00	15:00	8 working hours, plus 1 hour lunch break	40 hrs	1 janitor

Table 3. Proposed working schedule for the cleaning and janitorial staff

Working Hours	Cleaner 1	Cleaner 2	Cleaner 3	Janitor
06:00-07:00	-	-	-	V
07:00-08:00	V	-	-	V
08:00-09:00	V	-	-	V
09:00-10:00	V	-	-	V
10:00-11:00	V	-	-	V
11:00-12:00	Break	-	-	Break
12:00-13:00	V	V	V	V
13:00-14:00	V	V	V	V
14:00-15:00	V	V	V	V
15:00-16:00	V	V	V	-
16:00-17:00	-	Break	V	-
17:00-18:00	-	V	Break	-
18:00-19:00	-	V	V	-
19:00-20:00	-	V	V	-
20:00-21:00	-	V	V	-

*** The Service Provider shall provide three (3) cleaning staff members. The Service Provider shall assess the volume of work and the required cleaning tasks and may allocate the three (3) cleaning staff members between the first and/or second half of the working day, as necessary, to ensure that all required cleaning services are performed effectively, efficiently, and without interruption. Each cleaning staff member shall work eight (8) hours per day, excluding the 1 (one) hour lunch break.**

Table 4: Average annual consumption of cleaning materials at the UN House premises. The quantities indicated below are provided for information purposes only and are based on the average consumption recorded in previous years.

Actual quantities may vary depending on the season and the general operational needs of the offices.

Scope of use	Consumables	Qty/per year
Waste Management Consumables	Garbage bags 120L (25 rolls)	110
	Garbage bags 160L (20 rolls)	50
	Garbage bags 60L black (20 rolls)	320
	Garbage bags 35L (50 pcs)	250
	Vacuum cleaner bags	36
Surface and general cleaning consumables	Universal microfiber cloth	60
	Viscose cloth	120
	Set of abrasive sponges	30
	Dishwashing sponges set – 5 pieces	70
Cleaning Chemicals – Floors, Surfaces & General Areas	Dishwashing gel 5L	12
	Floor detergent 5kg	12
	Multi Active disinfectant with fragrance 750 ml	36
	Furniture polish	12
	Sprays for windows 750 ml	36
Cleaning Chemicals – Bathroom & Sanitary Areas	WC gel detergent 700 ml	150
	Detergent for sanitary objects 500 ml	50
	Pipe un-clogger 1000 ml	20
Personal Protective Equipment (PPE)	Rubber gloves (box - 100 pieces)	30
Cleaning Tools & Equipment	Cleaning tools and equipment set (brooms, dustpans, mops, string mops, buckets, etc.). Mops shall be considered consumable items and shall be replaced once a month or whenever they are no longer in good condition.	36 mops and at least 3 set of cleaning kits sets
Hygienic goods for the equipped dispensers in the UN House	Paper Hand towel packs (410 napkins each pack)	1400
	Aerosol air freshener 75 ml pieces	130
	WC seat cover paper box	50
	Liquid soap 1L	150
	Toilet paper 150m	450
	Antibacterial gel	5L

***The contracted LTA holder must supply adequate and environmentally friendly consumable cleaning materials at the beginning of each month.**

Table 5. List of dispensers installed in the UN House

No	Description	Quantity	Location	Desired consumables code*	Materials used
1	Dispenser TORK	11/3	Restrooms/Kitchens	100585	Paper Hand towel Peakserve H5
2	Dispenser TORK	11	Restrooms	236051	Aerosol air freshener 75 ml
3	Dispenser TORK	11	Restrooms	750160	WC seat cover paper
4	Dispenser TORK	11	Restrooms	424911	Liquid soap 1L
5	Dispenser TORK	11	Restrooms	50003077/5058034	Toilet paper 150m
6	Dispenser Svavo	11	Restrooms	Any available	Antibacterial gel

Table 6. List of cleaning, gardening and janitorial equipment available in the UN House that can be used by the Service Provider

No	List of equipment available	Model	Scope of use
1	Vacuum cleaner	Karcher	Vacuum for dry clean for carpet
2	Vacuum Cleaner	Karcher	Vacuum for dry clean for carpet
3	Snow thrower machine	MTD ME 61	Snow thrower machine
4	Electric Leaves blower 3000W	Ergo Jet	Electric Leaves blower
5	Electric lawn mower	N/a	Electric lawn mower

***The Service Provider may propose any additional equipment required to supplement the object that shall be furnished. In the event that any equipment becomes out of service due to improper use, negligence, or misuse by the Service Provider's staff, the Service Provider shall, at no additional cost to UNDP, replace the equipment with a new unit of the same type or with an equivalent unit approved by UNDP. The replacement equipment shall become the property of UNDP. In the event that any equipment becomes out of service due to normal wear and tear or the expiration of its useful service life, the Service Provider shall replace the equipment, at no additional cost to UNDP, with a new unit of the same type or with an equivalent unit approved by UNDP. The replaced equipment shall remain the property of the Service Provider and shall be removed from the UNDP premises. In all cases, the Service Provider shall ensure the uninterrupted provision of the required service and shall bear all costs related to the replacement, transportation, installation, and removal of the equipment, where applicable.**

3. ENVIRONMENTAL CRITERIA

The Service Provider shall demonstrate that they use cleaning products that are environmentally friendly, adhering to recognized environmental standards (e.g. Ecolabel, Green Seal, EPA Safer choice or equivalent). Products must come with clear dosing instructions and ensure efficient use, minimize waste, and reduce environmental impact. The bidder shall demonstrate how the cleaning products can be stored, used, and disposed of safely in order to not harm the environment or pose a risk to human health. Bidders must ensure that all cleaning materials supplied do not contain substances identified as of very high concern (SVHC).

4. ORGANIZATIONAL SETTING

The LTA is expected to run for a maximum period of 3 (three) years. The initial one (1) year is planned for the period **1st of January 2027 until 31st of December 2027, extendable annually for up to two (2) additional years, subject to satisfactory performance, continued need for the requested services under the LTA and availability of funds.**

The Service provider will receive the necessary information and materials for the fulfilment of the assignment.

The Service Provider shall assign a Supervisor who will be responsible for coordinating the work with the UN House Administrative Associate, responding to requests in a timely manner and for continuous monitoring of the quality of services on behalf of the Service provider company. Any report related to the services provided shall be submitted to the UN House Administrative Associate, as per the Detailed Service Level Agreement (SLA).

During the contract period, the Service provider is responsible for hiring and maintaining sufficient cleaning staff to fulfil the tasks outlined in the contract.

The Service Provider must comply with all applicable national legislation regarding remuneration, benefits, and standard working hours per week, rest periods and other employment conditions applicable to its personnel.

The contractual relationship is exclusively between the Service Provider and UNDP. No individual employment relationship shall be established between UNDP and the cleaning staff/ Contractor's personnel. The Service provider shall recruit, train, and remunerate the necessary personnel to perform the cleaning services described in the contract, ensuring that they have the required experience to fulfil their duties according to the national legislation.

UNDP reserves the right to conduct background checks and to approve or reject any cleaning staff member designated by the LTA holder to work within the UN House premises. If any of the Service Provider's staff do not meet the required qualifications, the Service provider must replace them immediately.

The Service Provider shall inform UNDP in writing about the identity of the staff assigned to perform activities on the

UNDP's premises by providing a copy of their identification document in accordance with applicable security and data protection requirements.

The Service provider **shall replace any absent staff member**, regardless of the reason, and ensure uninterrupted provision of cleaning services. The Service provider shall also inform UNDP in writing and in advance about the identity of the replacement personnel.

The Contractor's personnel shall not remove, use or otherwise take any items belonging to the UNDP or other UN House occupants without authorization.

The Contractor shall seek to minimize unnecessary staff turnover during the contractual period e.g. avoid the frequent change of the cleaners or other staff without full consultation with the UNDP. Each staff should be engaged under respective contract for at least 6 months prior to any changes.

During national holidays that are not included in Official UN Holidays, Service Provider's personnel shall also report for work to render regular services.

UNDP, together with other UN House located agencies, according to Memorandum of Understanding, will discuss the performance reviews of the Service provider through the UN House Management Committee meetings to ensure the services are meeting the agreed requirements and standards.

The Service provider will liaise with UNDP as the lead of UNDP agency for UN House Management Committee under Common Services Account Project regarding all the services under this agreement. All communications and documentation related to the assignment will be in Romanian or English.

4.1. SCOPE OF QUOTATION PRICE

The Service Provider's price will be a fixed monthly rate during each year of the LTA. The monthly rate may be reviewed and revised at each annual renewal, subject to negotiation between the UNDP and the Service Provider and the following maximum limits:

- Year 2: an increase based on the Consumer Price Index indicator published by the National Bureau of Statistic of Republic of Moldova for the previous year, limited to up to five (5)% of Year 1 monthly price;
- Year 3: an increase based on the Consumer Price Index indicator published by the National Bureau of Statistic of Republic of Moldova, limited to up to ten (10)% of Year 1 monthly price. The Year 3 increase shall not compounded on the Year 2 price).

For the avoidance of doubt, the applicable CPI rate represents the basis for determining the potential price adjustment, while the percentages specified above represent the maximum allowable increases.

Any price increase shall be requested in writing by the Service Provider before the start of the respective year, supported by the official CPI data published by the National Bureau of Statistics of the Republic of Moldova, and shall apply only after it is agreed by UNDP through a written amendment to the LTA. The agreed increase shall not exceed the maximum percentages above.

For evaluation and approval purposes, the total LTA value for 3 (three) years will be calculated by UNDP by applying the maximum increases (5% in Year 2 and 10% in Year 3) to the Year 1 monthly price quoted in Annex 3, as follows:

Total LTA value = Year 1 monthly price x 12 x (1.00 + 1.05 + 1.10) = Year 1 monthly price x 37.8.

The quoted price should cover the following:

- Professional services fee,
- Salary and social security coverage for personnel,

- All cleaning materials and equipment used by the service provider's team,
- Consumption of materials by the users, as applicable.
- All daily, weekly, monthly and yearly tasks listed in Tables 1a, 1b and 1c, including the yearly window cleaning with aerial platform truck and carpet cleaning, shall be included in the monthly price.

4.2. SCHEDULE OF PAYMENTS

Payment shall be made by UNDP directly to the LTA holder, within 30 days upon receipt of the invoice and of the act of receipt of services certified by UNDP.

5. CONFIDENTIALITY

All materials, information, documents and records provided to the UNDP or accessed by the Contractor and its personnel in connection with the Contract shall be regarded as confidential, both during and after the service delivery. Any breach of confidentiality requirements may result in appropriate contractual measures, including termination of the contract in accordance with its terms.

Cleaning personnel are strictly prohibited from participating in organizational activities or accessing sensitive documents or information. Strict confidentiality measures shall apply. The Service Provider's staff are prohibited from becoming aware of any information, documents, or data to which they may have access during the performance of this contract and activities within the UN House premises.

The Contractor shall ensure that all personnel assigned to the Contract understand and comply with the confidentiality requirements. The confidentiality obligation applies to the Service provider and its employees both during and after the contract period and, where applicable, after the personnel's employment or engagement with the Contractor has ended.

The Service Provider must obtain **signed confidentiality declarations** from all personnel involved in executing this contract and provide copies to the UNDP at the start of the contract and/or staff deployment. The declaration shall confirm the personnel's obligation to respect the confidential nature of any information accessed during their work and not to disclose or make such information public to third parties, nor use it for personal purposes during or after employment.

The Service Provider shall not use the UNDP's premises, equipment, or materials for purposes other than the execution of this contract and exclusively for office-related needs.

6. DETAILED SERVICE LEVEL AGREEMENT (SLA) FOR CLEANING, JANITORIAL AND GARDENING SERVICES

This Detailed Service Level Agreement (SLA) forms an integral part of the LTA. It sets the minimum service levels, the monitoring and reporting arrangements and the service credits applicable in case of non-compliance. The SLA applies equally to all Purchase Orders issued under the LTA.

1. General Conditions

Item	Requirement
Governing framework	UNDP General Terms and Conditions for Services, the LTA and this Annex 1 (Schedule of Requirements)
Applicability	All cleaning, janitorial and gardening services, including the supply of consumables and equipment, provided in the UN House for all participating agencies (UNDP, UNICEF, UNFPA, UN RCO)
Measurement period	Calendar month, unless otherwise specified
Service hours	Monday to Friday: 07:00 to 21:00 for cleaning services; 06:00 to 15:00 for janitorial and gardening services (Tables 2 and 3), plus after-hours services requested in writing by UNDP
UNDP focal point	UN House Administrative Associate: day-to-day monitoring, inspections, recording of SLA breaches and certification of the monthly act of receipt

Service Provider focal point	Supervisor: single point of contact, reachable by phone and e-mail during service hours
Exclusions	Force majeure; closure of, or restricted access to, the premises decided by UNDP; tasks cancelled or postponed by UNDP in writing
Regulatory alignment	Labour Code of the Republic of Moldova, occupational health and safety and sanitary legislation, UN Supplier Code of Conduct

2. Staffing and Attendance

Indicator	Service Level	Measurement / Evidence
Staff on duty as per the approved schedule (Tables 2 and 3)	100% of scheduled shifts covered (3 cleaners, 1 janitor)	Daily attendance log signed at the UN House reception
Replacement of absent staff (any reason)	Replacement on site within 2 hours from the start of the shift; UNDP informed in writing of the identity of the replacement before access	Attendance log; e-mail notification
Punctuality	No late arrival of more than 15 minutes	Attendance log
Supervisor on-site inspections	Minimum 1 (one) documented on-site inspection per week	Weekly inspection report
Supervisor response to UNDP requests	Acknowledgement within 30 minutes during service hours	UNDP request log (e-mail / phone)
Replacement of staff upon UNDP written request (conduct or performance)	Within 3 (three) working days	UNDP notice; staff register
Staff continuity	No change of assigned staff within 6 months without prior consultation with UNDP (except resignation, illness or force majeure)	Staff register

3. Cleaning Quality Standards

Indicator	Service Level	Measurement / Evidence
Completion of daily tasks (Table 1b)	Minimum 98% of daily tasks completed in the month	Daily task checklists; UNDP spot checks
Restrooms (11)	Cleaned at least twice a day; signed checklist posted in each restroom; no complaint left unresolved at the end of the day	Restroom checklists; complaints log
Offices of the Heads of Agencies (4)	Cleaned and ready every working day by 09:00	UNDP spot checks; complaints log
Conference rooms	Cleaned and prepared (including A/C switched on) at least 15 minutes before each scheduled meeting	Meeting calendar; complaints log
Waste removal	All bins emptied daily and waste taken to the designated collection points; no overflowing bins	UNDP spot checks
Weekly and monthly tasks (Table 1b)	100% completed within the scheduled week / month	Periodic tasks log
Yearly tasks (windows, carpets, heating system support)	100% completed within the period agreed in writing with UNDP (windows and carpets in spring/summer; heating system in September)	Completion note signed by UNDP
Monthly joint quality inspection	Minimum score of 90% on the UNDP inspection checklist	Monthly scorecard signed by UNDP and the Supervisor

4. Janitorial and Gardening Standards

Indicator	Service Level	Measurement / Evidence
Replacement of failed bulbs and lamps	Same working day	Janitor log
Minor repairs (doors, locks, windows, furniture)	Within 1 (one) working day from the request, unless spare parts are to be procured by UNDP	UNDP request log
Breakage of sanitary, water, heating or electrical systems	Reported to the UN House Administrative Associate within 30 minutes from detection	Incident log
Snow and ice	Entrances, walkways and parking cleared by 08:30 on working days and within 2 hours of accumulation during working hours; anti-slip treatment applied as needed	UNDP spot checks
Green areas and courtyard	Courtyard free of debris daily; leaves cleared at least weekly in autumn; lawn mower regularly during the growing season (maximum height 10 cm)	UNDP spot checks
Heating meter readings (heating season)	Recorded and reported to UNDP monthly	Meter log

5. Incident Response and Rectification

Priority	Description (examples)	Response time	Rectification time
Critical	Spills or water leaks creating slip or health hazards; blocked or overflowing toilets; biological hazards; ice at the entrances	≤ 15 minutes	≤ 1 hour
High	Restroom not cleaned; empty dispensers; conference room or office of a Head of Agency not ready	≤ 30 minutes	≤ 2 hours
Medium	Missed daily task; complaint from staff	≤ 2 hours	Same working day
Low	Periodic task; minor request	≤ 1 working day	≤ 3 working days

Requests are raised by UNDP to the Supervisor by phone or e-mail. Response and rectification times start from the time of the UNDP notification and are counted within the service hours.

6. Consumables, Materials and Equipment

Indicator	Service Level	Measurement / Evidence
Monthly delivery of consumables (Table 4; Annex 3, Table 1.2)	Delivered by the 3rd working day of each month, in quantities sufficient for the month	Delivery note countersigned by UNDP
Hygiene dispensers (Table 5)	No empty dispenser during service hours; refill within 30 minutes of notification	UNDP spot checks
Buffer stock	Minimum 1 (one) week of hygiene consumables available on site at all times	Stock check
Product compliance	100% of products compliant with the Environmental Criteria; Safety Data Sheets available on site; no substitution without UNDP written approval	Document check

Service Provider equipment	Kept in working condition; faulty equipment repaired or replaced within 2 (two) working days, without interruption of services	Equipment log
Uniforms and identification	100% of staff wearing uniform with company logo and ID badge	UNDP spot checks

7. Health, Safety, Security and Conduct

Indicator	Service Level	Measurement / Evidence
Pre-deployment documents	Copy of ID, signed confidentiality declaration and OHS / hygiene training record submitted before the first working day of each staff member	Document check
Use of PPE and handling of chemicals	100% compliance; chemicals labelled and stored only in the designated space	UNDP spot checks
Accidents, damages and security incidents	Reported to UNDP within 1 hour and in writing within 24 hours	Incident report
Damage to premises, equipment or furniture	Repaired at the Service Provider's cost within 10 calendar days from written notification	UNDP notice
Confidentiality and access rules	Zero breaches	UNDP records

8. Reporting and Monitoring

Report	Frequency	Content
Attendance log	Daily	Staff names, arrival and departure times, replacements
Area and restroom checklists	Daily	Tasks performed, time, signature
Supervisor inspection report	Weekly	Findings and corrective actions
Monthly SLA Performance Report	Monthly, submitted with the invoice and the act of receipt	Results against each service level, incidents and rectification times, absences and replacements, consumables delivered, SLA breaches and service credits applied
Joint quality inspection scorecard	Monthly	Score per area, signed by UNDP and the Supervisor
Performance review	Quarterly (UN House Management Committee)	KPI trends, complaints, corrective actions
Vendor performance evaluation	Yearly, before each extension of the LTA	Overall SLA performance; basis for the extension decision

Reports shall be submitted electronically in English or Romanian. UNDP may verify any reported information through inspections at any time.

9. Determination of SLA Breaches

Item	Rule
Definition of breach	Any service level in Sections 2 to 7 not met, as documented by UNDP (inspections, logs, complaints or reports). Each occurrence counts as one breach.
Notification	UNDP notifies the Supervisor of each breach by e-mail within 2 (two) working days.
Contestation	The Service Provider may submit evidence within 2 (two) working days from the notification. The decision of UNDP is final.
Corrective Action Plan	Submitted by the Service Provider within 5 (five) working days from the first breach in a month, and implemented as agreed with UNDP.

10. Service Credits (Remedies)

(Without prejudice to UNDP's rights under the General Terms and Conditions)

SLA Breach	Service Credit
1 (one) to 2 (two) documented SLA breaches in the month, or joint quality inspection score from 80% to 89%	5% of the monthly invoice
3 (three) or more documented SLA breaches in the month, or joint quality inspection score below 80%, or any Critical incident not rectified within the rectification time	10% of the monthly invoice
Absent staff not replaced (full or partial shift)	In addition to the above, deduction of the daily rate of the absent position (Annex 3, Table 1.4) for each day of absence, as the service was not delivered
Repeated breach (SLA breaches in 2 consecutive months)	Right to LTA review / corrective action / termination of the LTA

Service credits shall be applied automatically to the subsequent invoice and reflected in the Monthly SLA Performance Report. Service credits for a month shall not exceed 10% of the monthly invoice; deductions for services not delivered are applied in addition.

11. SLA Review and Enforcement

Item	Condition
Review frequency	Yearly, or earlier at the request of UNDP
Amendments	By written agreement only (amendment to the LTA)
LTA extension	Satisfactory SLA performance, confirmed by the yearly vendor performance evaluation, is a condition for the extension of the LTA
Persistent non-performance	May lead to termination of the LTA under the General Terms and Conditions

7. QUALIFICATIONS REQUIRED

7.1. Company requirements

Bidders meeting the following requirements may participate in the competition:

- Full compliance with all requirements as specified in Annex 1
- Full acceptance of the General Conditions of Contract
- Full acceptance of the SLA requirements (Annex 1, Detailed Service Level Agreement)
- Be a legally registered entity officially authorized to provide cleaning services, described in Extract from the State Register
- Minimum 3 (three) years of relevant experience in the provision of cleaning services
- Availability of qualified personnel with the following experience as per Annex 1 (The CVs of all proposed personnel shall clearly highlight their relevant experience)
- Minimum 2 (two) finalized and/or ongoing contracts for similar cleaning services and complexity
- Statements of satisfactory performance (certificates) from the top 2 (two) clients in terms of contract value in similar field
- Cleaning products compliant with the Environmental Criteria (Annex 1, Section 3), evidenced by product

certificates (Ecolabel, Green Seal, EPA Safer Choice or equivalent).

7.2. Personnel requirements:

The service provider shall submit CVs and copy of required certificates for the personnel listed below:

No.	Description	Minimum Requirement	No. of Personnel
1	Supervisor	Minimum 2 (two) years of overall work experience, of which: a) At least of one (1) year of relevant supervising experience b) At least one (1) year working in the areas of cleaning, janitorial services. c) Good communication skills.	1
2	Cleaners	a) At least one year relevant work experience in cleaning, preferably in an office or corporate environment. b) Knowledge of cleaning techniques and the safe use of different cleaning chemicals, tools and equipment. c) Ability to complete and maintain cleanliness and hygiene in assigned areas.	3
3	Janitor	a) At least 5 (five) years of relevant work experience in janitorial and gardening services, preferably in an office or corporate environment. b) Knowledge of gardening, janitorial and minor repairs equipment in a building maintenance area. c) Organizational skills.	1

The proposed personnel shall meet the minimum requirements above and shall be available for assignment under the Contract. Replacement personnel shall meet the same qualification and experience requirements as the core team.

The above requirements shall be clearly reflected in the CVs of the proposed personnel, using the format provided in Annex 4. Each CV shall clearly demonstrate the required relevant professional experience and shall be signed by the proposed personnel.

Other personnel requirements:

- The Service Provider personnel must be competent and fully trained to perform their duties.
- The Service Provider is responsible for ensuring that all personnel assigned for this contract meet the following minimum standards:
 - ✓ The cleaning and janitorial personnel, must possess ability to perform a variety of standard tasks related to cleaning and house maintenance services and to handle large volume of work possibly under time constraints;
 - ✓ The cleaning and janitorial personnel, must possess the ability to operate office cleaning equipment;
 - ✓ All provided personnel must be over the age of 18;
 - ✓ Personnel must be able to understand and effectively carry out rules, orders, and instructions;
 - ✓ Personnel must be discreet and respectful in carrying out their duties, ensuring confidentiality where necessary;
 - ✓ Personnel must be physically and mentally fit to efficiently and effectively perform the daily services required;
 - ✓ Personnel must be in good health;
 - ✓ All personnel must receive personnel hygiene training before commencing employment;
 - ✓ Personnel must trustworthiness sufficient to be granted access to offices of senior UN officials and sensitive areas within the UN premises.

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. 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.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	RfQ26/03366: Provision of cleaning, janitorial and gardening services including supply of goods and equipment for cleaning in the UN House building located at 131, 31 August 1989 street, Chisinau city under Long Term Agreement basis	Date: Click or tap to enter a date.

Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	☐ Yes ☐ No If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	☐ Yes ☐ No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	☐ Yes ☐ No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	☐ Yes ☐ No

Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues <i>(If yes, provide a Copy)</i>	☐ Yes ☐ No			
Is your company a member of the UN Global Compact	☐ Yes ☐ No			
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.			
Previous relevant experience: 2 (two) finalized and/or ongoing contracts for similar cleaning services and complexity				
Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value <i>(insert currency)</i>	Period of activity <i>(year, month)</i>	Types of activities undertaken

Bidder's Declaration

Yes	No	
☐	☐	Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
☐	☐	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
☐	☐	Ethics: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.

Yes	No	
☐	☐	I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
☐	☐	Conflict of interest: I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.
☐	☐	Prohibitions, Sanctions: I/We hereby declare that our firm, ultimate beneficial owners, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group.
☐	☐	Bankruptcy: I/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.
☐	☐	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
☐	☐	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.
☐	☐	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

ANNEX 3: TECHNICAL AND FINANCIAL OFFER

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. 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.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	RfQ26/03366: Provision of cleaning, janitorial and gardening services including supply of goods and equipment for cleaning in the UN House building located at 131, 31 August 1989 street, Chisinau city under Long Term Agreement basis	Date: Click or tap to enter a date.

Technical Offer

Provide the following:

- A brief description of your qualification, capacity and expertise that is relevant to the Annex 1.
- A brief methodology, approach and implementation plan.
- Team composition and CVs of key personnel.

Table 1: Financial Offer to Provide Services Compliant with Breakdown of Requirements

Provide a lump sum for the provision of the services stated in the requirements from Annex 1 of your technical offer. The lump sum should include all costs of the Services.

Currency of Quotation: US Dollars (USD) applicable to both international and local Bidders and Moldovan Leu (MDL) for local companies.

No.	Description	Unit	No. of months	Unit price per month [please indicate the currency]	Total price [please indicate the currency]
1.	Provision of cleaning, gardening and janitorial services in interior and exterior of the UN House (as per Annex 1) FIXED PRICE	Lump sum/per month	12		
2.	Value added tax (20%)	Lump sum/per month	12		
Total price for Year 1 (12 months), [please indicate the currency]					

Table 1. 2. Breakdown of consumables / Costs per month (included in the monthly rate)

List of Consumable Item/s	Brand name of the Item/s proposed	Estimated Average Consumption (per month) (annual quantity in Annex 1, Table 4, divided by 12)	Unit of Measure	Unit price <i>[please indicate the currency]</i>	Total price per Item <i>[please indicate the currency]</i>
Garbage bags 120L (25 rolls)					
Garbage bags 160L (20 rolls)					
Garbage bags 60L black (20 rolls)					
Garbage bags 35L (50 pcs)					
Vacuum cleaner bags					
Furniture polish					
Universal microfiber cloth					
Viscose cloth					
Set of abrasive sponges					
Dishwashing sponges set					
Dishwashing gel 5L					
Floor detergent 5kg					
Multi Active disinfectant with fragrance 750 ml					
Sprays for windows 750 ml					
WC gel detergent 700 ml					
Detergent for sanitary objects 500 ml					
Pipe unclogger 1000 ml					
Rubber gloves					
Cleaning tools equipment set (brooms, dustpans, mops, string mops, buckets, etc.)					
Paper Hand towel					
Aerosol air freshener 75 ml					
WC seat cover paper					
Liquid soap 1L					
Toilet paper 150m					
Antibacterial gel					
Total consumables price per month:					

Table 1.3. Breakdown of equipment Costs per month (included in the monthly rate)

List of other proposed Equipment Item/s	Scope of work	Unit price <i>[please indicate the currency]</i>	Total price per Item <i>[please indicate the currency]</i>
Total equipment usage price per month:			

Table 1.4. Breakdown of Fees for the personnel (included in the monthly rate)

Personnel/other elements	UOM	Qty	Unit price <i>[please indicate the currency]</i>	Total price <i>[please indicate the currency]</i>
Supervisor	Month			
Cleaner 1	Day			
Cleaner 2	Day			
Cleaner 3	Day			
Janitor	Day			
Total:				

Compliance with Requirements

Requirements	Your responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Minimum Technical Specifications (as per Annex 1: Schedule of requirements)	☐	☐	Click or tap here to enter text.
SLA requirements accepted by the Bidder (Annex 1, Detailed Service Level Agreement)	☐	☐	Click or tap here to enter text.
Compliance with national legislation in terms of fair remuneration, benefits, and the standard number of working hours per week	☐	☐	Click or tap here to enter text.
Validity of Quotation – 90 days	☐	☐	Click or tap here to enter text.
Payment terms: on a monthly basis	☐	☐	Click or tap here to enter text.
Full acceptance of the General Conditions of the Contract	☐	☐	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.

<i>Exact name and address of company</i> Company Name: Click or tap here to enter text. Address: Click or tap here to enter text. Phone No.: Click or tap here to enter text. Email Address: Click or tap here to enter text.	Authorized Signature: _____ Date: Click or tap here to enter text. Name: Click or tap here to enter text. Functional Title of Authorised Signatory: Click or tap here to enter text. Email Address: Click or tap here to enter text.
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ANNEX 4: FORMAT FOR CV OF PROPOSED KEY PERSONNEL

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	RfQ26/03366: Provision of cleaning, janitorial and gardening services including supply of goods and equipment for cleaning in the UN House building located at 131, 31 August 1989 street, Chisinau city under Long Term Agreement basis.	Date: Click or tap to enter a date.

Position (as per ToR)		
Personnel Information	Name:	
	Nationality:	Date of birth:
	Language Proficiency:	
Present Employment	Name of employer:	Contact: (manager or HR)
	Address of employer:	
	Telephone:	Email:
	Job title:	Years with present employer:
Education / Qualifications	<i>Summarise college/university and other specialised education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.</i>	
Professional Certifications	<i>Provide details of professional certifications relevant to the scope of services including name of institution and date of certification.</i>	
References:	<i>Provide names, addresses, phone and email contact information for two (2) references.</i>	

Summarize professional experience over the last 20 years in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company / Project / Position / Relevant technical and management experience

I, the undersigned, certify that, to the best of my knowledge and belief, this CV is accurate.

Signature: _____

Date: _____