



Geneva, Tuesday 6 January 2026

REQUEST FOR QUOTATION

3200037673

NOTICE OF CONFIDENTIALITY

This document contains United Nations proprietary information that is strictly **confidential** and/or **legally privileged**, and is intended strictly for the use by the officials of the United Nations Office for the Coordination of Humanitarian Affairs and/or the invited bidders to the below-mentioned Request for Quotation. ANY UNAUTHORIZED DISCLOSURE, COPYING, DISTRIBUTION OR OTHER USE OF THE INFORMATION HEREIN IS STRICTLY PROHIBITED. If you have erroneously received this document, please notify the United Nations Office for the Coordination of Humanitarian Affairs immediately.

Subject: Provision of Cleaning Services for OCHA Myanmar

1. The United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) hereby requests your price quotation for the item(s) specified in this Request for Quotation (RFQ), which consists of this document and the following annexes:
Annex A : Price Quotation
Annex B : Specifications/Statement of Work
Annex C : Financial Offer
2. Quotations are required to be submitted to UNOCHA in English, no later than **Wednesday 21 January 2026 at 17:00 PM (Geneva Time)** (the Closing Time), via the dedicated e-mail address ochabuyer@un.org.

Quotations received after the Closing Time may be considered or evaluated only in exceptional circumstances.

Clarifications

3. For clarifications regarding this RFQ, please contact the Procurement Officer in writing, via the dedicated e-mail address ochabuyer@un.org no later than **Wednesday 14 January 2026 at 17:00 PM (Geneva Time)**. No communication, written or verbal, is allowed in connection with this RFQ, with any UN staff members other than Procurement Officers. Queries received after the above deadline may not be considered.
4. In order to maintain transparency, all Bidders' requests for clarifications and UNOCHA responses will be recorded and circulated to all Bidders, without indicating the source of the request.

Validity of Quotations

5. Your quotation shall be irrevocable and remain valid for acceptance for at least **90** calendar days, commencing on the Closing Time.
6. If deemed necessary by UNOCHA, Bidders may be requested to extend the validity of their Quotations for one or more additional periods, in order to finalize the solicitation process. If the extension of the validity period is accepted by a Bidder, the Bidder will not be permitted to otherwise modify or consequently withdraw its Quotation.

Evaluation Criteria and Contract Award



7. All Quotations will be evaluated, and the Quotation which is technically compliant and offers the lowest price may be selected.
8. While bidders are expected to comply with all mandatory criteria, UNOCHA reserves the right, in rare and exceptional cases, to accept substantially conforming offers containing minor deviations to such criteria.
9. UNOCHA reserves the right, at its sole discretion, to:
 - 9.1. Award separate or multiple Contracts for same or different elements covered by this RFQ in any combination it may deem appropriate, or only a portion of the requirements. If a Quotation is submitted on an “all or none” basis, it should be clearly stated as such;
 - 9.2. Reject any or all Quotations received in response to this RFQ and negotiate with any of the Bidders in any manner deemed to be in the best interest of UNOCHA;
 - 9.3. Add new considerations, information or requirements at any stage of the process.
10. In exceptional situations, UNOCHA may cancel this RFQ through a written notification to all Bidders.

Notice of Award

11. The selected Bidder(s) will be notified in writing that UNOCHA considers an award of the Contract. No legal obligation exists until the issuance and signature of a Contract or Purchase Order (PO) by UNOCHA.
12. Unsuccessful Bidders will be notified in writing. UNOCHA has the right to retain unsuccessful Quotations. Unsuccessful Bidders having questions about the name of the selected Bidder(s), the Contract/Purchase Order value(s), or the reasons for the non-selection of the Quotation, may contact the Procurement Officer via the dedicated e-mail address ochabuyer@un.org within 10 business days from notification.
13. Any Contract or Purchase Order entered into with the successful Bidder will be subject to the UN General Conditions of Contract (UNGCC). You may find the UNGCC for **the provision of Services** by visiting the webpage:
<https://www.un.org/Depts/ptd/about-us/conditions-contract>
A Draft Form of Contract may also be included in this RFQ. By submitting a Quotation, the Bidder confirms that it has accessed, read, understood, agreed and accepted the UNGCC and the Draft Form of Contract if applicable and if provided herein.

Commercial Instructions

Bidders shall provide all the required information as detailed herein, in accordance with the following terms:

14. **Payment Terms.** The standard UNOCHA terms of payment are net 30 calendar days following satisfactory delivery of goods, performance of services and the submission of an invoice, whichever is later. Payment for any goods or services by UNOCHA shall not be deemed an acceptance of the goods or services. The provisions of Incoterms 2010 shall apply to any delivery terms specified in this RFQ.
15. UNOCHA policy is to preclude advance payments or payment by Letters of Credit. Such provisions in a Quotation



will be prejudicial to its evaluation by UNOCHA.

16. Currency. Prices may be quoted in a currency other than the US Dollar. However, for the purposes of comparison of all Quotations, UNOCHA will convert the currency quoted in the Quotation to US Dollar in accordance with the prevailing UN Operational Rate of Exchange at the Closing Time.
17. The Contract/Purchase Order, Bidder's invoices and UNOCHA payments will be made in the currency as originally quoted by the Bidder in their Quotation.
18. Price. The offered price should be all inclusive. If the price excludes certain fees and/or charges, the Bidder must provide a detailed list of excluded fees, with a complete explanation of the nature of those fees. Unless otherwise provided in this RFQ, the Contract or the Purchase Order shall be concluded on a Firm Fixed Price basis, and shall not be subject to any adjustment, including the actual cost incurred by the Bidder in performing the Contract or any market price changes.
19. GSA Clause (for USA vendors only). UNOCHA is officially eligible, under the United States Foreign Assistance Act of 1961, to receive full benefits under General Services Administration (GSA) Contracts. Accordingly, Quotation must specify whether or not items quoted by the Bidder are currently subject to GSA Federal Supply pricing and indicate the GSA Contract Number and Expiration Date, wherever applicable.

Liquidated Damages

20. N/A

Miscellaneous

21. This RFQ does not commit UNOCHA to award a Contract or to issue a Purchase Order. Any Quotation submitted will be regarded as an offer by the Bidder and not as an acceptance by the Bidder of any offer by UNOCHA.
22. Bidders shall bear any and all costs and expenses related to the preparation and/or submission of a Quotation, regardless of whether the Bidder's Quotation is selected or not.
23. Bidders may find the UN Procurement Manual and the UN Financial Rules and Regulations, which are applied to this RFQ, at:
<https://www.un.org/Depts/ptd/about-us/procurement-manual>
<https://digitallibrary.un.org/record/754957?ln=en>
24. Vendor Registration and update of information. Only vendors registered with the UN Secretariat in the United Nations Global Marketplace (UNGM) can participate in this solicitation. Vendors must be registered at the appropriate level in UNGM in order to be considered for award. In the event that a vendor fails to achieve the required registration level by the time UNOCHA is ready to make an award, UNOCHA reserves the right to award an alternative vendor. Vendors are responsible to ascertain their registration level at **<http://www.ungm.org>** and, if in doubt, contact UNOCHA at **ochabuyer@un.org**. For UNGM account-related issues, please contact **registry@ungm.org**. Vendors are responsible for keeping their information up-to-date in UNGM. More information can be found at **<https://www.un.org/Depts/ptd/vendor-registration>**.
25. Code of Conduct. By submitting a Quotation, the Bidder confirms that he/she has accessed, read, understood and



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agrees to comply with the UN Supplier Code of Conduct, which, amongst others, prohibits collusive bidding, anti-competitive conduct, improper assistance and corrupt practices. Bidders should refer to the UN Supplier Code of Conduct at <http://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct>.

26. The procurement of goods and/or services by UNOCHA shall be in compliance with Security Council resolutions, and the rules, regulations and policies promulgated by the United Nations' principal organs.
27. If so requested, the Contractor shall furnish to UNOCHA, within 5 business days of UNOCHA's request, an electronic copy of the applicable price list(s) including item identification references, which shall serve as a catalogue of goods and/or services that can be ordered by UNOCHA.

Independent Price Determination

28. Consistent with the UN Supplier Code of Conduct, by submitting a Quotation, the Bidder certified that:

- 1) the prices offered in the Quotation have been arrived at independently, without any consultation, communication, or agreement in any manner that would result in restriction of competition with any other Bidder or competitor relating to (a) those prices, (b) the intention to submit a Quotation, and/or (c) the methods or factors used to calculate the prices offered;
- 2) the prices in the Quotation have not been and will not be knowingly disclosed by the Bidder, directly or indirectly, to any other Bidder or competitor before UNOCHA issues an award under this solicitation; and
- 3) no attempt has been made or will be made by the Bidder to induce any other entity to submit or not to submit a Quotation for the purpose of restricting competition.

Failure to comply with the above Independent Price Determination provisions shall result in the rejection of the Quotation(s). In addition, UNOCHA reserves the right to exercise any other rights and remedies available to it.

29. We look forward to your Quotation and thank you in advance for your interest in UNOCHA procurement opportunities.

A handwritten signature in blue ink, reading "Didic Kekic".

Didic-Kekic Jasminka
Team Leader, Procurement Officer

United Nations

OFFICE FOR THE COORDINATION
OF HUMANITARIAN AFFAIRS



Nations Unies

BUREAU DE LA COORDINATION
DES AFFAIRES HUMANITAIRES

Geneva, Tuesday 6 January 2026

Vendor Name and Vendor ID:

Name of the Authorized Officer:

Signature:

Date:

ANNEX B – TERMS OF REFERENCE (ToR)
RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR

1. Background & Objective

United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) in Myanmar is seeking to establish a contract for the provision of cleaning services for UNOCHA Myanmar offices in Myitkyina, Sittwe, Taunggyi and Yangon. The detailed scope of requirements is indicated in Paragraph 4, the scope of requirements. The selected service provider should be able to carry out thorough cleaning, ensure proper sanitization of all designated areas, and perform quality checks to confirm cleanliness standards.

The Bidders are invited to bid for the provision of the Services, as described in this Terms of Reference.

2. Term

A Long-Term Contract for a period of initial two (2) years with possible extension of additional two (2) one year each (2+1+1) will be established.

3. Date and Place of Delivery

All cleaning activities across the designated sites must be started after the contract is signed by both parties. **The expected start date for the Contract is 01 March 2026.**

Services must be performed at UNOCHA office located in Myitkyina, Sittwe, Taunggyi and Yangon.

UNOCHA Myitkyina Address: No. 180, Kyaung Htaing Phone Gye Kyaung Street, Yuzana Ward, Kachin.

UNOCHA Sittwe Address: No. 17/18 Pyi Htuang Su Road, Pyi Taw Thar Ward, Sittwe, Rakhine.

UNOCHA Taunggyi Address: No 158, Shwe Taung Kyar Housing, 7th Street, Kangyi Ward, Taunggyi, Shan State, Myanmar.

UNOCHA Yangon Address: No. 5, Kanbawza Street, Shwe Taung Kyar 2 Ward, Bahan Township, Yangon.

4. Technical Specifications

4.1 General

UNOCHA intends to purchase from suitable Bidder(s) cleaning services, including garbage and refuses collection and disposal works, for the four offices in Myitkyina, Sittwe, Taunggyi and Yangon, which must meet the following minimum technical specifications:

- (a) Cleaning services are required five days per week (Monday to Friday).
- (b) Cleaning must be done in all the office areas including meeting rooms, toilets, dining areas and office compound
- (c) Regular cleaning of office furniture (tables/chairs/cabinets, etc.).
- (d) Service includes regular garbage and refuses collection and disposal.
- (e) The cleaning services must at all times meet the specifications and standards of cleanliness, tidiness and hygiene as detailed in this section 4 – Technical Specifications.
- (f) The staff should have knowledge of housekeeping and cleaning services and be trained by the company
- (g) All cleaning staff should be able to communicate in basic English.

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): Talent Resources Myanmar

Signature & Date: _____

ANNEX B – TERMS OF REFERENCE (ToR)**RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR****General Responsibilities**

- Follow instructions and work independently as needed.
- Maintain a clean and organized workspace.
- Communicate any issues or concerns to the supervisor promptly.

4.2 Specific Job Description**(a) Areas to be cleaned**

The Contractor(s) shall undertake to clean the building and facilities to the highest standards that can be expected for the building of an international organization and in accordance with schedule of cleaning services outlined in section 5.3 below.

(b) Tasks

The frequency with which the tasks are to be carried is specified in the Schedule of Cleaning Services provided in section 5.3 below. Should the Contractor(s) need to make any changes to the Schedule they must notify OCHA at least 3 working days in advance.

The Contractor(s) is responsible for ensuring that all areas are kept clean at all times to the standards outlined below. It is the responsibility of the Contractor(s) to ensure these standards are maintained by adjusting the frequency of cleaning as required during the day to maintain a seamless service.

(c) Floor Cleaning

General cleaning: After performing floor cleaning, floors must be left in condition that is safe to walk on, especially for tiles. Cleaning must be carried out in all areas including corners, behind doors and under furniture and equipment (computer and other IT equipment). Furniture and equipment must be moved during the cleaning process and returned to its original location when cleaning is completed. Chairs must not be placed on tables or desks at any time. All cleaning debris is to be moved to trash receptacles. Warning signs “Wet surface” are to be placed visibly on all floors and/or corridors during the cleaning process and must be removed once the area is dry.

Sweeping: Sweeping is to be performed by using brooms, brushes, treated dust mops or vacuum cleaners. A properly swept floor must be free of debris and visible dirt, dust, grit or food residue.

Vacuuming: Vacuuming should be performed when needed and OCHA will provide a vacuum cleaner as required.

Wet Mopping: Wet mopping should be performed after sweeping on non-carpeted and non-wood floors. The mop should be rinsed often in clean water with detergent or disinfectant to remove dirt.

(d) Trash Removal and Cleaning

All waste bins, including those in the Staff Dining Room and bins for shredded paper, must be emptied and the trash placed in proper bags. Trash containers should be emptied and wiped with a cloth or sponge dipped in detergent, so they are clean and free of dust, dirt, or residue. All collected trash must be placed in the designated garbage collection points.

(e) Dusting

Dusting (other than floors) is to be performed by using treated hand dusters. A properly dusted surface is to be free of dirt, dust, streaks and cobwebs.

(f) Lavatories

The toilets should be maintained clean, hygienic & dry and free from foul smell. Toilet commodes must be chemically treated and handbasins cleaned regularly. Toilet supplies must be refilled.

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Bidder (Company Name): _____

Signature & Date: _____

ANNEX B – TERMS OF REFERENCE (ToR)**RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR**

The cleaning of urinals, toilets, wash basins, sinks, showers, walls, doors, partitions and all other areas of the lavatories is to be done using cloths, sponges, mops, brushes and other cleaning equipment that is used for no other purpose, with a disinfectant detergent. A properly cleaned lavatory includes attention to areas under fixture edges and on all exposed surfaces. All fixtures are to present a clean, streak free, hygienic appearance.

(g) Glass and Window Cleaning

Glass Panels and Mirrors: Glass panels and mirrors are to be cleaned using a cloth and/or sponge which has been dampened with detergent or glass cleaner. This is to be followed by polishing using dry clothes or paper towels. Adjacent rims or frames are also to be wiped down and polished. A properly cleaned glass surface is to be free of dust, dirt, grease, spots, streaks or residue.

Windows (interior and exterior): Windows, both inside and outside, should be cleaned using proper glass cleaner to remove all dirt, film, water spots, and marks from the glass, frames, and sills.

IMPORTANT NOTE: The total planned requirement in this scope of work is fixed during the contract period. However, the scope may be increased or decreased in the future, depending on OCHA's requirements. Such changes will be put in place via an amendment to the contract.

5. Timeframe and Deliverables

The expected Project Timeframe and Deliverables are set out below.

5.1 Timeframe:

All cleaning activities across the designated sites must be started after the contract is signed by both parties. The expected start date for the Contract is 01 March 2026.

5.2 Working Hours:

OCHA's Office hours are 08:30-17:00 Monday to Friday but the Cleaners needs to arrive at the office at 7:30 and finish at 16:30. Alternative Timings to be arranged upon Mutual Agreement.

The successful Contractor(s) shall supply a full cleaning service for five (5) days per week – Monday to Friday, for the entire building and facilities. The Contractor(s) shall carry out general office cleaning before and after normal working hours, as indicated, but may be required to provide cleaning services on specific occasions, such as special workshops or meetings, both during or after normal working hours. Such cleaning will be exceptional and shall first be agreed in writing between the on-site contract manager and OCHA contract manager. No extra payment shall be made by OCHA for this service. The Contractor(s) will be responsible for adjusting normal cleaning schedules to cope with this requirement.

Certain designated spaces deemed as restricted access should be cleaned only when the occupants of the space are present. In such cases cleaning staff should take directions from the senior occupant of the space as to what level of service, within the limits contained herein, is to be provided.

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): _____

Signature & Date: _____

ANNEX B – TERMS OF REFERENCE (ToR)

RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR

5.3 Schedule of Cleaning Services:

Frequency Codes:

D	Daily
W	Weekly
W2	Every two weeks
M	Monthly
AR	As required

Specific Area:

Area	Taks	Frequency
Toilets and Rest Rooms	Sweep floors	D
	Wash and disinfect toilets, showers and sinks	D
	Empty wastepaper baskets	D
	Wash and disinfect wastepaper containers	D
	Clean walls, woodwork, partitions and doors	D
	Dust all furniture, window ledges	D
	Replace paper towels, toilet paper, soap and urinal deodorants	W
Hallways, Staircases, Balconies, Roof and Entrances	Sweep, dust and mop floors	D
	Wet mop floors (hard surfaces other than wood)	D
	Damp mop wood floors	D
	Clean doors, handles and glass panels	D
	Dust pictures, bulletin boards, signs and furniture	D
	Wash and dry windows (interior and exterior)	2W
	Wash walls, doors and woodwork	2W
	Empty ashtrays and wastepaper containers	D
	Remove boxes, wrappings and other office waste	W
Offices, External Drivers office, Gate House and Conference Rooms	Empty and clean wastepaper baskets	D
	Sweep and dust mop floors	D
	Wet mop floors (hard surfaces other than wood)	D
	Dust all furniture, window ledges, office equipment/machines and heaters	W2

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	Dust light fixtures, walls, woodwork, ceilings, pipes and baseboards/doors	W2
	Wash and dry windows (interior and exterior)	W2
Storage Rooms	Ensure all areas are clear of trash	D
	Dust all furniture and shelves	D
General Areas (not otherwise specified)	Dust Venetian blinds and/or vertical blinds Wash	M
	Windows, screens and Venetian Blinds Empty	M
	Wastepaper baskets	D
	Clean the external guards' bathroom	D

5.4 Number of Personnel:

Office location	Cleaner's gender	No. of Cleaners
1. Myitkyina	Female	1
2. Sittwe	Male or Female	4
3. Taunggyi	Male or Female	1
4. Yangon	Female	1

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6. Responsibilities

The General responsibilities include, but are not limited to, the following:

6.1 UNOCHA

- a) OCHA will provide cleaning materials, supplies, cleansing agents and consumables. All toilet-roll containers, hand towel and soap dispensers are to be supplied by OCHA.
- b) OCHA will provide the Contractor(s) with one storage/changing space sufficient only to support day to day working. Additional space may be made available, in consultation with the OCHA Admin Officer, but only in exceptional circumstances.
- c) Building access card will be issued by OCHA. OCHA reserves the right to deny access to any of the Contractor(s)'s employees if the Administration deems this to be necessary.
- d) OCHA staff will carry out performance monitoring and quality assurance.
- e) The OCHA contract manager (or representative) will monitor the Contractor(s)'s performance and take appropriate actions to ensure that deficiencies are managed appropriately.
- f) The on-site contract manager shall be required to meet at least weekly with the OCHA Admin officer or his/her representative during the first month of the contract. Meetings will be held as often as necessary thereafter, as determined by the OCHA Admin officer, but no less than once every month.

UN OCHA shall not be liable for any action, omission, negligence or misconduct of the Contractor's employees, agents, servants, or subcontractor(s) nor for any insurance coverage which may be necessary or desirable for the purpose of this Contract, nor for any costs, expenses or claims associated with any illness, injury, death or disability of the Contractor(s)'s employees, agents, servants, or subcontractor(s) performing work or services in connection with this Contract.

6.2 VENDOR

(i) General

- a) The Contractor(s) shall furnish all personnel, supervision, transport, and other items necessary to perform the work as required by OCHA and defined herein.
- b) The Contractor(s) shall provide all uniforms and/or overalls and, where appropriate, protective clothing/coverings including, but not limited to, gloves, safety glasses, face masks, footwear and headgear to comply with UN and international requirements for health and safety at work.

(ii) Contractor(s)'s Personnel

- (a) The Contractor(s) shall be considered an independent entity and, neither the Contractor(s) nor any of its employees shall be considered as employees of OCHA. As a result, the Contractor(s) shall be responsible for its employees assigned to work on the premises. This includes, but is not limited to, payment of labour fees (equal to or above the minimum wage stipulated for this profession in the Myanmar law and not less than the minimum take home salary of MMK 620,000.00 for Myitkyina and Sittwe and MMK 570,000.00 for Taunggyi and Yangon), health and social security ensuring medical and accident compensation/insurance, and any associated costs, as applicable. Failure to meet this requirement on more than one occasion during the Contract term may be deemed sufficient evidence of non-compliance and may result in the termination of the Contract. In such case, OCHA will issue a thirty (30) day notice as per the Contract Termination clause.
- (b) The vendor is responsible to ensure that all its staff has the valid documents to legally stay and work in Myanmar.
- (c) The Contractor(s) shall be fully responsible for all work and services performed by its staff assigned to OCHA premises, and shall for this purpose employ qualified, competent and well-trained staff to perform the services under the Contract.
- (d) The vendor is also responsible to provide all logistical support and transportation to its staff.

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Signature & Date: _____

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- (e) Upon written approval of the OCHA contract manager, the Contractor(s) may make adjustments in personnel numbers (outlined in section 5.4 above) and tasks (outlined in section 5.3 above) in order to meet the needs of OCHA.
- (f) The Contractor(s) shall also provide a staffing structure sufficient to ensure proper supervision of tasks in line with the Schedule of Cleaning Services (refer to section 5.3 above). This must include designated supervisors, who report to and liaise with the contract manager.
- (g) In the absence of the supervisor, the Contractor(s) shall designate an alternate as the central point of contact who shall be available to meet with the OCHA contract manager (or his/her designated representative) on-site.
- (h) The Contractor(s)'s staff must be adequately skilled, experienced, trained and technically and physically competent, observing the highest work standards.
- (i) The Contractor(s) will select, for the services under the Specifications outlined in this ToR, reliable individuals with no criminal record.
- (j) The Contractor(s)'s manager, supervisors and alternate(s) must be able to read, write and speak Basic English. Furthermore, they must also be able to communicate fluently with any and all of the Contractor(s)'s employees if required.
- (k) The Contractor(s)'s staff must ensure that their uniforms are clean and neat at all times.
- (l) The Contractor(s) shall take all reasonable measures to ensure that the Contractor(s)'s personnel conform to the highest standards of moral and ethical conduct.
- (m) UNOCHA may, at any time, request in writing the withdrawal or replacement of any personnel of the Contractor(s) assigned to perform work or services under this Contract. The Contractor(s) shall, at its own cost and expense, withdraw or replace such personnel forthwith. A request by UNOCHA for withdrawal or replacement of the Contractor(s)'s personnel shall not be deemed a termination of this Contract.

(iii) Safety and Security

- (a) Upon the contract start date, the Contractor(s) shall initiate a Safety Program, including a Safety Training.
- (b) The Contractor(s) shall be responsible for safeguarding any UN property provided for use to the Contractor(s).
- (c) The Contractor(s) shall, at the close of each workday, secure facilities, equipment, and supplies. OCHA will accept no liability or claim for loss or damage to the Contractor(s)'s equipment or supplies, or personal property of the Contractor(s)'s employees.
- (d) The Contractor(s) shall establish and implement a method of accounting for all keys and/or security codes which may be issued by OCHA and shall report any loss of keys or breach of security codes to the OCHA admin officer (or representative) no later than two hours after discovery of such loss.
- (e) The Contractor(s) shall strictly prohibit the use of keys and security codes issued by, or on behalf of, OCHA by any persons other than the Contractor(s)'s employees. It is also the responsibility of the Contractor(s) to prohibit the opening of locked and/or restricted areas by the Contractor(s)'s employees to permit entrance of persons other than Contractor(s) employees engaged in the performance of assigned work in those areas.
- (f) The Contractor(s) shall be responsible for any insurance claims made by the Contractor(s)'s employees as a result of an injury or any other type of claim. The Contractor(s) shall be responsible for providing medical insurance to employees in compliance with local practice.

(iv) Cleaning Schedule

No later than the day before the start of the contract, the Contractor(s) shall submit to the OCHA admin officer, a cleaning schedule for each facility, in line with section 5.3 above. This cleaning schedule shall also reflect the day/time that all tasks required less frequently than daily are to be performed. Cleaning schedules shall be maintained by the Contractor(s) and available to OCHA upon request. The Contractor(s) shall submit changes to the OCHA contract manager as they occur, which shall be made in writing.

(v) Work Logs

The Contractor(s) shall maintain a written record of works performed and shall also, as an integral part of this contract, report to the OCHA contract manager any defects or deficiencies of OCHA premises or equipment and the need for repair and/or

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Signature & Date: _____

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maintenance thereof. Negligent use of any OCHA furnished property, which may occasionally be provided to the Contractor(s), that results in damage or destruction, is cause for repair or replacement at the Contractor(s)'s expense.

(vi) Holidays

There are 10 (ten) official UN holiday days. Unless notified in writing at least ten business days in advance, the Contractor(s) shall provide services on the specified official holidays, or on days observed in lieu thereof, at half the usual daily service level.

7. Inspections and Site Visits

The Site Visits are not mandatory however it is recommended as an optional. The details of the Site Visit are stated below:

1. OCHA Office Myitkyina:

Date: 13/01/2026

Time: Between 10AM-3 PM (Myanmar Time)

Address No. No. 180, Kyaung Htaing Phone Gye Kyaung Street, Yuzana Ward, Kachin.

2. OCHA Office Sittwe :

Date : 13/01/2026

Time: Between 10AM-3 PM (Myanmar Time)

Address: No. 17/18 Pyi Htuang Su Road, Pyi Taw Thar Ward, Sittwe, Rakhine.

3. OCHA Office Taunggyi:

Date: 13/01/2026

Time: Between 10AM-3 PM (Myanmar Time)

Address: No 158, Shwe Taung Kyar Housing, 7th Street, Kangyi Ward, Taunggyi, Shan State, Myanmar.

4. OCHA Office Yangon :

Date : 13/01/2026

Time: Between 10AM-3 PM (Myanmar Time)

Address: No. 5, Kanbawza Street, Shwe Taung Kyar 2 Ward, Bahan Township, Yangon.

IMPORTANT NOTE: Should you wish to attend the Site Visit, you are requested to complete and submit the Annex B 2 (attached below) Visiting the site without prior notification is not permitted.

Please note that all charges associated with the site visit, such as transportation costs, will be the responsibility of the Bidders.

8. Sub-Contractor

Sub-contractors are not allowed.

9. Reporting Requirements

Schedule maintenance report and all communications from vendors to OCHA must be done in English.

10. Guarantee

The Bidder shall guarantee Services rendered during the Contract. Furthermore, the Bidder guarantees that should there be a need to perform a corrective action for any errors, omissions and/or Services not conforming to the specifications, the Bidder will at its own cost provide such corrective actions or arrange a replacement service to ensure the said Services meet the stated specifications. The replacement/corrective Services must be delivered within a period not exceeding 24 hours from the date such problem was identified.

11. Technical Evaluation Criteria

The offer submitted by the Bidder shall be evaluated against the Technical Evaluation Criteria specified in Annex B1 below.

IMPORTANT NOTE TO BIDDERS: A failure in any of the criteria listed will result in your bid being disqualified. All requested supporting documentation that verifies the claims must be attached to the bid.

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): _____

Signature & Date: _____

ANNEX B – TERMS OF REFERENCE (ToR)

RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR

12. Bidder's Experience

The Bidder must prove that it has been providing cleaning services in Myanmar to other large organizations. The vendor must demonstrate at least three (3) successful references of similar projects in Myanmar.

Reference letter from the organizations that a similar scale of service has been provided to.

13. Pricing

The contract price is based on Price Schedule – please provide the pricing in Annex C – Financial Offer. Please note that prices cannot be changed once the quotation has been submitted.

When submitting a contract price as part of the bidding process the Bidder must include all cost components, they will incur to render the Goods/Services (expected to include professional fee, travel to field locations, printing, commercial tax etc.) – please refer to the Pricing Schedule.

The prices offered in Annex C shall remain firm and fixed for the entire duration of the Contract including any extended term(s). Please note that UN agencies in Myanmar are exempted from commercial tax so the vendors are required to deduct commercial tax on the quotations and invoices for any goods or services that are purchased by the UN.

14. Payment

Payment of the final Invoice shall be made within 30 days of the issue of the monthly Invoice, upon the full acceptance of the Services by the Contract Owner.

15. UNOCHA's Rights

In case of failure by the Bidder to perform under the Terms and Conditions of the Contract, including but not limited to failure to execute the Services within the agreed timeframe, UNOCHA may, after giving the Bidder reasonable notice to perform and without prejudice to other rights or remedies, in accordance with instructions for Submission of Bids, exercise one or more of the following rights:

- a) Invoice liquidated damages which will be calculated at a rate of 0.5% per day on the Purchase Order value and the maximum percentage will be 10%.
- b) Refuse to accept delivery of the Services
- c) Cancel the Contract.

It should be noted that the United Nations General Conditions for Services shall apply. Bidders are reminded that they have indicated as part of the registration process in UNGM that they have accessed, read, understood and accepted the UNGCC, unless they state their reservations or non-acceptance clearly.

Bidders should note that reservations to or non-acceptance of any of the terms of the UNGCC may lead to a rejection of, or to higher risk rating of their bid.

16. Attachments

The submission of the following documents is mandatory for this RFQ:

Item	Description	Checklist
1	Annex B – Each page of the Annex B must be duly completed and signed;	<input type="checkbox"/>
2	Annex B1 – Technical Evaluation Criteria must be duly completed and signed;	<input type="checkbox"/>
3	Annex B2 – Site Visit Sheet must be duly completed and signed;	<input type="checkbox"/>
4	Annex B3 – Office location coverage must be completed and attached	<input type="checkbox"/>
5	Annex C – Financial Offer must be duly completed and signed;	<input type="checkbox"/>
6	Company registration certificates , licences/permits and other relevant documentation as applicable.	<input type="checkbox"/>
7	Evidence of Past Experience as described in Section 12 of this ToR – including copies of past contract(s) and/or reference to work experience with at least three (3) other organizations;	<input type="checkbox"/>

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): _____

Signature & Date: _____

ANNEX B – TERMS OF REFERENCE (ToR)**RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR**

	8	The CVs, licences and professional accreditation certificates of managers, supervisors and key personnel of the proposed team.	<input type="checkbox"/>	
	9	List of assigned personnel – including their roles, language skills and any other relevant information.	<input type="checkbox"/>	

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): _____

Signature & Date: _____

ANNEX B1 – TECHNICAL EVALUATION CRITERIA

RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR

IMPORTANT NOTE TO BIDDERS: The Bidder must complete and sign the criteria specified below. All requested supporting documentation that verifies the claims must also be attached to the bid. A failure in any of the criteria listed will result in your bid being disqualified.

No	Mandatory requirements	Confirmed (Yes/No)	Supporting Documentation Provided (Yes/No)
1.	The Bidder must be licensed to operate in Myanmar and must have provided copies of legal documents verifying its legal entity and status, including the country and date of its incorporation under the rules of Myanmar Business Law. - To provide a copy of valid license	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
2	The vendor confirms that it has minimum three (3) years' experience in positively provided similar or related services on a long-term basis in the last three years for at least three (03) clients for cleaning services in Myanmar to other international organizations, private enterprise or public office buildings - To provide a copy of long-term contract and/or reference to work experience from each client or any other document that confirms this experience	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
3	The Bidder is able to demonstrate proven capacity to perform all aspects of the services described in this Terms of Reference, including at least three years' experience in delivering the same or similar cleaning services to large organisations (as per section 12 above). CV's, licences and/or professional accreditation certificates of managers, supervisors and key personnel of the proposed team have been attached.	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
4	The vendor confirms to pay at least the minimum take home salaries mentioned in Section 6.2.a.ii.a while filling the financial offer annex C for each location per cleaner per month.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
5	The Bidder confirms their ongoing capability and capacity to meet the entire Scope of the Services and Responsibilities outlined in this Terms of Reference for the entire duration of the contract term as specified in section 2.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
6	The Contractor(s)'s assigned team meets the specifications indicated in section 5.4 above. This must be substantiated with a list of the assigned team members, their role in the team, their language skills and any other relevant information.	Yes <input type="checkbox"/> No <input type="checkbox"/>	

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): _____

Signature & Date: _____

ANNEX B1 – TECHNICAL EVALUATION CRITERIA
RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR

No	<u>Mandatory requirements</u>	Confirmed (Yes/No)	Supporting Documentation Provided (Yes/No)
7	The Contractor(s) designated contract manager and its on-site supervisor must demonstrate English language proficiency. This must be substantiated through the provision of CVs, language certificates etc.	Yes <input type="checkbox"/> No <input type="checkbox"/>	
8	The Contractor(s) confirms that each member of the assigned team has appropriate health insurance and social security.	Yes <input type="checkbox"/> No <input type="checkbox"/>	

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): _____

Signature & Date: _____

ANNEX B2 – Site Visit**RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR****CONFIRMATION OF PARTICIPATION/NON-PARTICIPATION**

The site visit (optional, not mandatory) may be carried out according to the following details:

Details of the site visits**OCHA Myitkyina:**

Date: 13/01/2026

Time: Between 10AM-3 PM (Myanmar Time)

Address No. No. 180, Kyaung Htaing Phone Gye Kyaung Street, Yuzana Ward, Kachin.

CONFIRMATION OF PARTICIPATION OR NON-PARTICIPATION

On behalf of the bidding company, we acknowledge notification with the details of this non-mandatory site visit specified below and confirm:

Participation ☐

Non-participation ☐

Of the following persons on the dates and at the times indicated:

Name: _____

Title, ID and phone number _____

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): _____

Signature & Date: _____

ANNEX B2 – Site Visit**RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR****CONFIRMATION OF PARTICIPATION/NON-PARTICIPATION**

The site visit (optional, not mandatory) may be carried out according to the following details:

Details of the site visits
<u>OCHA Sittwe:</u> Date: 13/01/2026 Time: Between 10AM-3 PM (Myanmar Time) Address: No. 17/18 Pyi Htuang Su Road, Pyi Taw Thar Ward, Sittwe, Rakhine.

CONFIRMATION OF PARTICIPATION OR NON-PARTICIPATION

On behalf of the bidding company, we acknowledge notification with the details of this non-mandatory site visit specified below and confirm:

Participation ☐**Non-participation** ☐

Of the following persons on the dates and at the times indicated:

Name: _____

Title, ID and phone number _____

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): _____

Signature & Date: _____



RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR

CONFIRMATION OF PARTICIPATION/NON-PARTICIPATION

The site visit (optional, not mandatory) may be carried out according to the following details:

Details of the site visits
<u>OCHA Taunggyi :</u> Date : 13/01/2026 Time: Between 10AM-3 PM (Myanmar Time) Address: No 158, Shwe Taung Kyar Housing, 7th Street, Kangyi Ward, Taunggyi, Shan State, Myanmar.

CONFIRMATION OF PARTICIPATION OR NON-PARTICIPATION

On behalf of the bidding company, we acknowledge notification with the details of this non-mandatory site visit specified below and confirm:

Participation ☐

Non-participation ☐

Of the following persons on the dates and at the times indicated:

Name: _____

Title, ID and phone number _____

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): _____

Signature & Date: _____

ANNEX B2 – Site Visit**RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR****CONFIRMATION OF PARTICIPATION/NON-PARTICIPATION**

The site visit (optional, not mandatory) may be carried out according to the following details:

OCHA Yangon :

Date : 13/01/2026

Time: Between 10AM-3 PM (Myanmar Time)

Address: No. 5, Kanbawza Street, Shwe Taung Kyar 2 Ward, Bahan Township, Yangon.

CONFIRMATION OF PARTICIPATION OR NON-PARTICIPATION

On behalf of the bidding company, we acknowledge notification with the details of this non-mandatory site visit specified below and confirm:

Participation ☐

Non-participation ☐

Of the following persons on the dates and at the times indicated:

Name: _____

Title, ID and phone number _____

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): _____

Signature & Date: _____

ANNEX B 3 – OFFICE LOCATION COVERAGE

RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR

Please indicate below the office location(s) your company is able to fully provide the Services for, as outlined in this Terms of Reference:

No	Location	Confirmed (Yes/No)
1.	Myiktyina: Address: No 180, Kyaung Htaing Phone Gye Kyaung Street, Yuzana Ward, Kachin	Yes <input type="checkbox"/> No <input type="checkbox"/>
2	Sittwe: Address: No 17/18, Pyi Htuang Su Road, Pyi Taw Thar Ward, Sittwe, Rakhine	Yes <input type="checkbox"/> No <input type="checkbox"/>
3	Taunggyi: Address: No 56/11, Kanbawza Street, Yay Aye Kwin Ward, Taunggyi, Shan	Yes <input type="checkbox"/> No <input type="checkbox"/>
4	Yangon: Address: No 5, Kanbawza Road, Bahan Township, Yangon	Yes <input type="checkbox"/> No <input type="checkbox"/>

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): _____

Signature & Date: _____

ANNEX C – Financial Offer

RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR

Currency: MMK or USD

OCHA Myitkyina Office

Sr.	Description	Myitkyina		
		No. of Cleaners	Monthly Cost	
1	Monthly Minimum Take Home Salary per Cleaner after Deductions	1	620,000	
2	Monthly Average for Uniform Fee for 1 Year		10,000	
3	Relieving or Leave Entitlement		19,000	
4	SSB		15,000	
5	Medical		3	
6	Group Incident Insurance			
7	Bonus Per Cleaner			
8	Monthly Management Cost for the Company per Cleaner			
	Total Service Cost for One Month			

Please note that UN agencies in Myanmar are exempted from commercial tax so the vendors are required to deduct commercial tax on the quotations and invoices for any goods or services that are purchased by the UN.

The contractor shall pay the 13th month performance bonus to the cleaners deployed at OCHA sites who is meeting or exceeding the performance standard of the contractor, followed by a lump sum payout at the end of the year.

Bidders are requested to make sure to submit their quotations using the pricing table above - No other commercial document will be accepted.

Prices must be fixed. The unit prices provided in the table must include all the direct and indirect costs generated by the provision of goods and services as described in terms of reference in Annex B. NO additional costs will be accepted after the submission date

In case of errors found in the calculation of the totals, only the unit prices will be considered.

Notes

Bidders should note that payment will be made 30 days' net after services have been delivered in full. No advance payment will be made.

Bidders may quote in any currency, but all bids will be converted to USD for the purposes of evaluation utilising the UN exchange rate on the closing date of this Request for Quotation (RFQ).

Bidder (Company Name): _____

Authorized Representative: _____

Date: _____

Signature and Stamp _____

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): _____

Signature & Date: _____

ANNEX C – Financial Offer

RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR

OCHA Sittwe Office

Sr.	Description	Sittwe		
		No. of Cleaners	Monthly Cost	Total for 4
1	Monthly Minimum Take Home Salary per Cleaner after Deductions	4		
2	Monthly Average for Uniform Fee for 1 Year			
3	Relieving or Leave Entitlement			
4	SSB			
5	Medical			
6	Group Incident Insurance			
7	Bonus Per Cleaner			
8	Monthly Management Cost for the Company per Cleaner			
	Total Service Cost for One Month			

Please note that UN agencies in Myanmar are exempted from commercial tax so the vendors are required to deduct commercial tax on the quotations and invoices for any goods or services that are purchased by the UN.

The contractor shall pay the 13th month performance bonus to the cleaners deployed at OCHA sites who is meeting or exceeding the performance standard of the contractor, followed by a lump sum payout at the end of the year.

Bidders are requested to make sure to submit their quotations using the pricing table above - No other commercial document will be accepted.

Prices must be fixed. The unit prices provided in the table must include all the direct and indirect costs generated by the provision of goods and services as described in terms of reference in Annex B. NO additional costs will be accepted after the submission date

In case of errors found in the calculation of the totals, only the unit prices will be considered.

Notes

Bidders should note that payment will be made 30 days' net after services have been delivered in full. No advance payment will be made.

Bidders may quote in any currency, but all bids will be converted to USD for the purposes of evaluation utilising the UN exchange rate on the closing date of this Request for Quotation (RFQ).

Bidder (Company Name): _____

Authorized Representative: _____

Date: _____

Signature and Stamp: _____

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): _____

Signature & Date: _____

ANNEX C – Financial Offer

RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR

OCHA Taunggyi Office

Sr.	Description	Taunggyi		
		No. of Cleaners	Monthly Cost	
1	Monthly Minimum Take Home Salary per Cleaner after Deductions	1		
2	Monthly Average for Uniform Fee for 1 Year			
3	Relieving or Leave Entitlement			
4	SSB			
5	Medical			
6	Group Incident Insurance			
7	Bonus Per Cleaner			
8	Monthly Management Cost for the Company per Cleaner			
	Total Service Cost for One Month			

Please note that UN agencies in Myanmar are exempted from commercial tax so the vendors are required to deduct commercial tax on the quotations and invoices for any goods or services that are purchased by the UN.

The contractor shall pay the 13th month performance bonus to the cleaners deployed at OCHA sites who is meeting or exceeding the performance standard of the contractor, followed by a lump sum payout at the end of the year.

Bidders are requested to make sure to submit their quotations using the pricing table above - No other commercial document will be accepted.

Prices must be fixed. The unit prices provided in the table must include all the direct and indirect costs generated by the provision of goods and services as described in terms of reference in Annex B. NO additional costs will be accepted after the submission date

In case of errors found in the calculation of the totals, only the unit prices will be considered.

Notes

Bidders should note that payment will be made 30 days' net after services have been delivered in full. No advance payment will be made.

Bidders may quote in any currency, but all bids will be converted to USD for the purposes of evaluation utilising the UN exchange rate on the closing date of this Request for Quotation (RFQ).

Bidder (Company Name): _____

Authorized Representative: _____

Date: _____

Signature and Stamp: _____

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): _____

Signature & Date: _____

ANNEX C – Financial Offer

RFQS-3200037673 - PROVISION OF CLEANING SERVICES FOR OCHA MYANMAR

OCHA Yangon Office

Sr.	Description	Yangon		
		No. of Cleaners	Monthly Salary	
1	Monthly Minimum Take Home Salary per Cleaner after Deductions	1		
2	Monthly Average for Uniform Fee for 1 Year			
3	Relieving or Leave Entitlement			
4	SSB			
5	Medical			
6	Group Incident Insurance			
7	Bonus Per Cleaner			
8	Monthly Management Cost for the Company per Cleaner			
	Total Service Cost for One Month			

Please note that UN agencies in Myanmar are exempted from commercial tax so the vendors are required to deduct commercial tax on the quotations and invoices for any goods or services that are purchased by the UN.

The contractor shall pay the 13th month performance bonus to the cleaners deployed at OCHA sites who is meeting or exceeding the performance standard of the contractor, followed by a lump sum payout at the end of the year.

Bidders are requested to make sure to submit their quotations using the pricing table above - No other commercial document will be accepted.

Prices must be fixed. The unit prices provided in the table must include all the direct and indirect costs generated by the provision of goods and services as described in terms of reference in Annex B. NO additional costs will be accepted after the submission date

In case of errors found in the calculation of the totals, only the unit prices will be considered.

Notes

Bidders should note that payment will be made 30 days' net after services have been delivered in full. No advance payment will be made.

Bidders may quote in any currency, but all bids will be converted to USD for the purposes of evaluation utilising the UN exchange rate on the closing date of this Request for Quotation (RFQ).

Bidder (Company Name): _____

Authorized Representative: _____

Date: _____

Signature and Stamp: _____

I agree with all terms of reference for RFQS-3200037673 at the price indicated in my quotation.

Bidder (Company Name): _____

Signature & Date: _____