



United Nations Population Fund (UNFPA)
Türkiye Country Office
Oran Mah. Kudüs Caddesi 1/21 Blok
Daire: 38
Çankaya /Ankara – TÜRKİYE
e-mail: turkey.office@unfpa.org
Website: http://www.unfpa.org

21.01.2025

REQUEST FOR PROPOSAL (RFP)
RFP Number UNFPA/TUR/RFP/25/001

For the establishment of a:
LONG TERM AGREEMENT

In regards to:
PROVISION OF FACILITY MANAGEMENT SERVICES IN TURKIYE

LETTER OF INVITATION

Dear Sir/Madam,

1. The United Nations Population Fund (UNFPA), an international development agency, is seeking qualified Bids for the provision of **Facility Management Services**. Your company is hereby invited to submit your best Technical and Financial Bids for the requested services. Your Bid could form the basis for a Long Term Agreement (LTA) between your company and UNFPA.
2. To enable your company to submit a Bid, please read the following documents carefully:

Section I:	Instructions to Bidders
Section II:	Terms of Reference
Section III:	UNFPA General Conditions of Contract
Section IV:	UNFPA Special Conditions of Contract
Section V:	Supplier Qualification Requirements
Section VI:	Bid and Returnable Forms
Section VII:	Contractual Forms

3. The Bid process will be conducted through a TWO-envelope system. Interested Bidders are requested to submit their Technical Bid *separately* from their Financial Bid containing price information. Specific instructions for the submission can be found in Section I – Instructions to Bidders, clause 20 Submission, Sealing and Marking of Bids.

4. Bidders are requested to carefully read Section I – Instructions to Bidders, clause 20 Submission, Sealing and Marking of Bids, where detailed instructions of the submission process are provided. It is the Bidder’s responsibility to assure compliance with the submission process. If the envelopes or emails are not marked / submitted per the instructions, UNFPA will neither assume responsibility for the bid’s misplacement or premature opening nor guarantee the confidentiality of the Bid process. Incorrect submissions might result in your Bid being declared invalid.

All Bids comprising of Technical and Financial parts should reach the below and corresponding addresses no later than **19 February 2025, Wednesday at 17:00 Istanbul time**¹

- a. If you choose to submit your Bid in hard copy, your Technical Bid and Financial Bid should be submitted in separate, sealed envelopes in accordance to clause 20.3 Submission of hard copy Bids, and should reach the following address:

Zeynep Ülfeti

United Nations Population Fund (UNFPA) Türkiye Country Office

Oran Mah. Kudüs Caddesi 1/21 Blok Daire: 38

Cankaya /Ankara – TÜRKİYE

- b. If you choose to submit your Bid electronically, your Technical Bid and Financial Bid should be submitted in separate emails in accordance to clause 20.4 Submission of electronic Bids, should reach the email inbox of procurement.turkiye@unfpa.org. Do not submit Bid documents to any other email address, sending the Bid to any other email address, including as a carbon copy (cc), will violate confidentiality and result in the invalidation of the Bid.
5. Bids received after the stipulated date and time will be rejected.
 6. Bidders are asked to acknowledge receipt of this RFP using the Bid Confirmation Form SECTION VI – ANNEX A: BID CONFIRMATION FORM. A completed Form should be e-mailed to: **Yaprak Öncel, Humanitarian Procurement Operations Associate** yoncel@unfpa.org no later than **28 January 2025, Tuesday** and indicate whether or not a Bid shall be submitted. Bidders that will not submit a Bid are kindly asked to indicate the reason(s) for not bidding on the Bid Confirmation Form to help UNFPA improve its future Bid exercises. **Do not submit your bid to these contacts, or your bid will be disqualified.**
 7. Any questions relating to the Bid process and/or to the attached documents shall be sent to: **Yaprak Öncel, Humanitarian Procurement Operations Associate** at email: yoncel@unfpa.org. **Do not submit your bid to these contacts, or your bid will be disqualified.**

Responses to all questions received will be handled in accordance with the instructions included in Section I - Instructions to Bidders, clause 8 Clarifications of solicitation documents. Do not submit a Bid to this contact, or your Bid will be declared invalid, as UNFPA will not be able to guarantee the confidentiality of the Bid process.

8. UNFPA posts all Bids notices, clarifications and results in the United Nations Global Marketplace; hence, we strongly encourage Bidders to register on [UNGM](https://www.ungm.org). The UNGM is the procurement portal of the United Nations system. By registering on UNGM, suppliers become part of the database that UN buyers use when searching for suppliers. The link describes the registration process: <https://www.ungm.org/Public/Pages/RegistrationProcess>

¹ <https://www.timeanddate.com/worldclock/turkey/istanbul>

Suppliers can also access all UN Bids online and, by subscribing to the Tender Alert Service, suppliers can be automatically notified via email of all UN business opportunities that match the products and services for which they have registered. Instructions on how to subscribe to the Tender Alert Service can be found in the UNGM Interactive Guide for suppliers.

9. Estimated RFP Timeline:

Date	Time Zone*	Solicitation stage
21/Jan/2025		Bid Release Date
04/Feb/2025	17:00	Deadline for submission of Questions and Queries
07/Feb/2025	16:00	Answers and clarifications shared by UNFPA
28/Jan/2025	17:00	Submission of completed Bid Confirmation Form
19/Feb/2025	17:00	Deadline for Bid Submission
20/Feb/2025	12:00	Bid Opening
21/Feb/2025	10:00	Preliminary Examination
25/Feb/2025	10:00	Technical Evaluation
05/Mar/2025	10:00	Commercial Evaluation
10/Mar/2025	10:00	Final Evaluation
24/Mar/2025	17:00	UNFPA Internal Review and Approval
31/Mar/2025		Contract Award

* Reference: <https://www.timeanddate.com/worldclock/turkey/istanbul>

10. UNFPA looks forward to receiving your Bid and thanks you in advance for your interest in UNFPA procurement opportunities.

11. This letter is not to be construed in any way as an offer to contract with your company/institution.

Yours sincerely,

Yaprak Öncel
Humanitarian Procurement Operations Associate
Humanitarian Programme
UNFPA Türkiye Country Office

Process reviewed and approved by:

Mariam Khan
Representative
UNFPA Türkiye Country Office

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SECTION I: INSTRUCTIONS TO BIDDERS

A. INTRODUCTION

1. General

- 1.1. UNFPA Türkiye Country Office wishes to enter into non-exclusive Long Term Agreement (LTA) with qualified supplier for facility management services in support of UNFPA's Programs located in Türkiye.
- 1.2. As a result of this competitive Bid process, UNFPA plans to sign a non-exclusive Long-Term Agreement (LTA) with a single supplier for 2 years. In addition to the initial term, the LTA will have the option of a one-year extension, subject to satisfactory performance and price competitiveness.
- 1.3. In the event of UNFPA signing an LTA the following shall apply:
 - 1.3.1. The successful Bidder shall accord the same terms and conditions to any other organization with the United Nations Systems, located in Türkiye, that wishes to avail itself of such terms, after written consent from UNFPA Türkiye Country Office
 - 1.3.2. The LTA template specified in SECTION VII – ANNEX A: LONG TERM AGREEMENT TEMPLATE, shall be used.
 - 1.3.3. UNFPA will not be committed to purchase any minimum quantity of the services, and purchases will be made only if and when there is an actual requirement. UNFPA shall not be liable for any costs in the event that no purchase is made under any resulting LTA. All reductions in market prices provided by the supplier will be passed on in full to UNFPA.
 - 1.3.4. The successful Bidder shall have the right to review their prices every 12 months from commencement of the LTA, and shall notify UNFPA in writing 90 days prior to the 12-month period of a proposed price decrease or increase. The successful Bidder shall provide proper justification for any price increase. UNFPA shall be entitled to either accept the price decrease/increase or to cancel the LTA, and shall notify the successful Bidder in writing of its decision.

2. Eligible Bidders

- 2.1. This Bidding process is open to all legally-constituted companies that can provide the requested services and have legal capacity to deliver in the country, or through an authorized representative.
- 2.2. Bidders and all parties constituting the Bidder may hold any nationality.
- 2.3. Bidders must not have a conflict of interest in order to be considered eligible. Bidders found to have a conflict of interest shall be disqualified. Bidders may be considered to have a conflict of interest with one or more parties in this Bidding process, if they:
 - 2.3.1. Are, or have been associated in the past, with a company or any of its affiliates that have been engaged by UNFPA to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods and/or services to be purchased under this Bid.
 - 2.3.2. Submit more than one Bid in this Bidding process, except for alternative Bids accepted under instructions to Bidders clause 19 is not permitted. However, this does not limit the participation of subcontractors in more than one Bid.

- 2.3.3. Any Bidder that is uncertain as to whether the situation it is in constitutes a conflict of interest must disclose the situation to UNFPA and seek UNFPA's guidance.
- 2.3.4. The following information must be disclosed in the Bid:
- 2.3.4.1. Bidding entities whose owners, part-owners, officers, directors, controlling shareholders, or key personnel are immediate family of UNFPA staff involved in procurement functions and/or of any government official of the beneficiary country and/or of any Implementing Partner (IP) receiving the goods and/or services under this RFP; and
 - 2.3.4.2. Any other situation that could potentially lead to actual or perceived conflict of interest, collusion, or unfair competition practices.
 - 2.3.4.3. Failure to disclose the information above may result in rejection or disqualification of the Bid or of the award resulting of the Bid process.
- 2.4. Bidders under declaration of ineligibility by UNFPA in accordance with clause 2 at the time of contract award will be disqualified. Bidders are not eligible to submit a Bid if at the time of Bid submission they are:
- 2.4.1. Listed as suspended or removed by the United Nations Procurement Division (UNPD);
 - 2.4.2. Declared ineligible by other organizations of the United Nations through the disclosure of the ineligibility or listing as suspended on [United Nations Global Marketplace \(UNGM\)](#) as a result of having committed fraudulent activities;
 - 2.4.3. Included on the [UN 1267 list](#) issued by the Security Council resolution 1267 that establishes a sanctions regime to cover individuals and entities associated with Al-Qaida and/or the Taliban;
 - 2.4.4. Debarred by the World Bank Group in accordance with the [WB Listing of Ineligible Firms & Individuals](#) and the [WB Corporate Procurement Listing of Non-Responsible Vendors](#).
- 2.5. All Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on [UN Supplier Code of Conduct](#).
- 2.6. Accordingly, any company that is found to have undertaken unethical, unprofessional, or fraudulent activities, as defined in clause 4, will be temporarily suspended or permanently debarred from business relations with UNFPA.

3. Cost of Bid

- 3.1. Bidders will bear all costs associated with the preparation and submission of the Bid(s), and the procuring UN entity will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bid.

4. Fraud and Corruption

- 4.1. UNFPA's Policy regarding fraud and corruption is available by clicking on [Fraud Policy](#) and applies fully to this Bid. Submission of any Bid implies that the Bidder is aware of this Policy.
- 4.2. UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. To this effect, UNFPA has developed an Anti-Fraud Policy with the aim to raise awareness of fraud risks, implement controls to prevent fraud, and establish a procedure to detect fraud and to enforce the Policy.
- 4.3. UNFPA requires that Bidders, suppliers, and contractors and their subcontractors observe the highest standards of ethics during the procurement and execution of UNFPA contracts.
- 4.4. Pursuant to this Policy, UNFPA defines the terms set forth as follows:

- 4.4.1. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- 4.4.2. "Fraudulent practice" means any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit, or to avoid an obligation;
- 4.4.3. "Collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;
- 4.4.4. "Coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- 4.4.5. "Obstructive practice" means acts intended to materially impede the exercise of UNFPA's contractual rights of audit, investigation and access to information, including destruction, falsification, alteration or concealment of evidence material to a UNFPA investigation into allegations of fraud and corruption.
- 4.4.6. "Unethical practice" means conduct or behavior that is contrary to Staff or Supplier codes of conduct, such as those relating to conflict of interest, gifts, hospitality, post-employment provisions, abuse of authority and harassment
- 4.5. UNFPA will reject to award a contract if it determines that a Bidder recommended for award has engaged in corrupt, fraudulent, collusive, coercive, obstructive or unethical practices while competing for the contract in question;
- 4.6. UNFPA will declare a supplier ineligible, either indefinitely or for a stated period of time, to be awarded a UNFPA contract/agreement if at any time it determines that the supplier has engaged in any corrupt, fraudulent, collusive, coercive, obstructive or unethical practices while competing for, or in executing, a UNFPA contract/agreement.
- 4.7. Any supplier participating in UNFPA's procurement activities must provide all required documents, records, and other elements to UNFPA personnel upon first request to facilitate any investigation of allegations of misconduct by either suppliers or any other party to the procurement activities. The absence of such cooperation may be sufficient grounds for the debarment of the supplier from the UNFPA supplier roster and may lead to suspension following review by UNFPA.
- 4.8. Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.
- 4.9. A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).

5. Zero Tolerance

- 5.1. UNFPA has adopted a zero tolerance policy on gifts and hospitality. Bidders are therefore requested not to send gifts or offer hospitality to UNFPA personnel. If interested on reading further on this policy, please select [Zero Tolerance Policy](#).

6. Disclaimer

6.1. Should any of the links malfunction or are inaccessible for any reason in this Request for Proposal or any of its Annexes, suppliers can contact the Procurement Official referenced below in clause 8 and request for them to share a PDF version of such document(s).

B. SOLICITATION DOCUMENTS

7. UNFPA Bidding document

7.1. This RFP document is posted on the [United Nations Global Marketplace \(UNGM\)](#).

7.2. Bidding documents consists of the following:

Section I:	Instructions to Bidders
Section II:	Terms of Reference
Annex A:	Instructions for Preparing Technical Bid
Section III:	UNFPA General Conditions of Contract
Section IV:	UNFPA Special Conditions of Contract
Section V:	Supplier Qualification Requirements
Section VI:	Bid and Returnable Forms
Annex A:	Bid Confirmation Form
Annex B:	Bid Submission Form
Annex C:	Bidder Identification Form
Annex D:	Bidder Declaration Form
Annex E:	Bidder's Previous Experience
Annex F:	Price Schedule Form
Annex H:	Checklist of Bid Forms
Section VII:	Contractual Forms
Annex A:	Template of Proposed Long Term Agreement
Annex C:	Performance Security

7.3. Bidders are expected to examine all instructions, forms, Terms of Reference, terms and conditions contained within this Bid document. Failure to comply with these documents shall be at the Bidder's risk and may affect the evaluation of the Bid or result in the rejection of the Bid.

7.4. Bidders are cautioned to read Section II – Terms of Reference, as there may be special requirements. The requirements presented herein are not to be construed as defining a particular service provider's service. Bidders are encouraged to advise UNFPA if they disagree.

7.5. The requirements included in this document are the minimum requirements of the services solicited. Services offered in the Bid must meet or exceed all requirements herein.

8. Clarifications of Bidding documents

8.1. Bidders requiring clarification to the Bid process and/or to the Bid documents may be addressed in writing to:

Yaprak Öncel, Humanitarian Procurement Operations Associate yoncel@unfpa.org

Do not submit your bid to these contacts, or your bid will be disqualified.

Bidders may request clarifications no later than **04 February 2025, Tuesday** at **17:00** Istanbul time².

8.2. UNFPA will respond in writing to any requests for clarification received prior to the deadline and will circulate the answers (including an explanation of the requests without identifying the sources) to all prospective Bidders that have received the Bid documents. A copy of the questions and UNFPA's answers will also be posted on UNGM (www.ungm.org).

8.3. UNFPA will respond to requests for clarifications as soon as possible. However, delays in UNFPA's response will not oblige UNFPA to extend the Bid submission deadline. UNFPA may extend the deadline in specific cases UNFPA deems justified and necessary.

9. Amendments to Bidding documents

9.1. At any time prior to the Bid submission deadline, UNFPA may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding documents by issuing an amendment.

9.2. UNFPA shall post all amendments under the original notice on UNGM. All prospective Bidders that have received the Bidding documents shall periodically check if amendments have been posted to the bidding documents on UNGM.

9.3. To give prospective Bidders reasonable time to take the amendments into account, UNFPA may, at its discretion, extend the Bid submission deadline.

C. PREPARATION OF BIDS

10. Language of the Bid

10.1. Bid documents and all related correspondence will be written in English.

10.2. Any printed literature furnished by a prospective Bidder written in a language other than the language indicated must be accompanied by a translation in the preferred language indicated above. For the purpose of interpretation of the Bid, and in the event of discrepancy or inconsistency in meaning, the version translated into the preferred language indicated above shall govern. The sole responsibility for translation and the accuracy thereof shall rest with the Bidder.

11. Bid currency and prices

11.1. All prices shall be in Turkish Lira (TRY).

² <https://www.timeanddate.com/worldclock/turkey/istanbul>

11.2. The Bidder shall indicate on the Price Schedule Form in accordance to SECTION VI – ANNEX F: PRICE SCHEDULE FORM the unit of measure, the unit price and total Bid price of the goods and/or services (where applicable) it proposes to supply under the LTA.

12. Most favored pricing

12.1. By submitting a Bid, the Bidder certifies that the same services have not been offered to other customers under similar circumstances at a lower cost. Should a Bidder be found to have done so, it must offer the lower cost to UNFPA.

13. Validity of Bids

13.1. Bids must remain **valid for 120 calendar days** after the Bid submission deadline. UNFPA will consider Bids with shorter validity as not substantially responsive and reject them. Under special circumstances, UNFPA may request Bidders to extend the validity of their Bids. Requests for validity extension will be made in writing.

14. Bidders' conference

14.1. A Bidders' conference may be conducted at UNFPA's discretion. All Bidders will be encouraged to attend. Non-attendance, however, will not result in disqualification of an interested Bidder. Minutes of the Bidders' conference will be either posted on UNGM or e-mailed to the Bidders that have confirmed participation or expressed interest in the Bid. Verbal statements made during the Bidders' conference will not modify the terms and conditions of the RFP, unless such statements are specifically written in the minutes of the Bidder conference or issued as an amendment to the Bid documents and posted on UNGM.

14.2. When appropriate, a Bidders' conference will be conducted at the date, time and location specified in Section II – Terms of Reference.

D. SUBMISSION OF BIDS

15. Documents establishing eligibility and conformity to Bid documents

15.1. Evidence of conformity of the services to the Bidding documents may include the following documentation as described in clauses 17 Technical Bid and 18 Financial Bid, to be completed and returned in hard copies or in electronic format depending on the submission approach selected.

15.2. Submission of a Bid that does not substantially respond to the UNFPA Bid document in every respect shall be at the Bidder's risk and may result in a rejection of the Bid.

All required documents returned with the Technical Bid should be submitted in PDF version. The Financial Bid should be submitted both in PDF version and Excel version.

16. Technical Bid

16.1. Documents establishing the eligibility of the Technical Bid:

16.1.1. Completed and signed Bid Submission Form; SECTION VI – ANNEX B: BID SUBMISSION FORM, in PDF format. Note: if the bid submission form is not submitted or not signed, and provided the bidder has not indicated they do not accept any of the conditions required in this form, UNFPA shall consider that the bidder has accepted all such conditions. For the sake of good order, at the time of bid evaluation UNFPA will request the bidder to provide the signed Bid Submission Form.

- 16.1.2. Completed Bidder Identification Form; SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM in PDF format.
- 16.1.3. Completed Bidder Declaration Form; SECTION VI – ANNEX D: BIDDER DECLARATION FORM
- 16.1.4. Completed Bidder’s Previous Experience; SECTION VI – ANNEX E: BIDDER’S PREVIOUS EXPERIENCE in PDF format.
- 16.1.5. Technical Bid, including documentation to demonstrate that the Bidder meets all requirements. The Technical Bid should be presented concisely and structured to include but not necessarily be limited to the information listed in SECTION II – ANNEX B: INSTRUCTIONS FOR PREPARING TECHNICAL BID in PDF format
- 16.1.6. Supporting documents/information per the Supplier Qualification Requirements; SECTION V: SUPPLIER QUALIFICATION REQUIREMENT
- 16.1.7. Performance Security; SECTION VII – ANNEX C: PERFORMANCE SECURITY in PDF format.
- 16.1.8. Copy of last three years of audited financial statements.

17. Financial Bid

- 17.1. Bidders must complete the Price Schedule Form in accordance to SECTION VI – ANNEX F: PRICE SCHEDULE FORM – both in PDF format (signed version) and excel format. The separate Financial Bid must contain a quotation in a single currency, itemizing all services to be provided.
- 17.2. Please consider the following information when completing the Price Schedule Form:
 - 17.2.1. The Price Schedule Form must provide a detailed cost breakdown, as shown in SECTION VI – ANNEX F: PRICE SCHEDULE FORM. Bidders are required to provide separate figures for each of the steps for each item.
 - 17.2.2. Estimates for out of pocket expenses should be listed separately. Where installation, commissioning, training or other similar services are required to be performed by the Bidder, the Bidder shall include the prices for these services broken down into itemized prices.
 - 17.2.3. All prices/rates Bid must be exclusive of all taxes, since UNFPA is exempt from taxes. The applicable unit of measure should be clearly indicated.
 - 17.2.4. Submit this Financial Bid in a separate envelope/email from the rest of the Technical Bid.

18. Partial & Alternative Bids

- 18.1. Partial Bids are not allowed under this RFP.
- 18.2. Alternative bids are not accepted. In the event of a supplier submitting more than one bid, the following shall apply:
 - 18.2.1. All bids marked alternative bids will be rejected and only the base bid will be evaluated.
 - 18.2.2. All bids will be rejected if no indication is provided as to which bids are alternative bids.

19. Submission, sealing, and marking of Bids

- 19.1. The Bid process shall be conducted through a TWO-envelope system. Interested Bidders are requested to submit their Technical Bid separately from their Financial Bid containing price information.

19.2. UNFPA provides alternative methods of Bid submission:

- 19.2.1. Electronic Bids may be submitted via email in accordance with the guidelines provided in clause 20.3.
- 19.2.2. Hard copy Bids may be delivered personally, by mail, or by courier in accordance with the guidelines provided in clause 20.4
- 19.2.3. Any of the above options is acceptable and only one method is required. In accordance with UNFPA's green procurement initiative, electronic submissions are strongly encouraged.

19.3. **Submission of electronic Bids**

- 19.3.1. Bidders must enter the following text in the subject line: UNFPA/TUR/RFP/25/001, **Company Name**, and specify "Technical Bid" or "Financial Bid". Example below:
UNFPA/TUR/RFP/25/001 [Company name], Technical Bid email X
UNFPA/TUR/RFP/25/001 [Company name], Financial Bid
Submissions without this text in the subject line may be rejected.
- 19.3.2. Electronic submissions must be sent only to procurement.turkiye@unfpa.org Bids received at procurement.turkiye@unfpa.org mailbox shall not be opened before the scheduled opening date. Sending the Bid to any other email address, including as a carbon copy (cc), will violate confidentiality and result in the invalidation of the Bid.
- 19.3.3. The total size of the email submission must **not exceed 25 MB**, including e-mail body, attachments, and headers.
- 19.3.4. It is recommended that the entire Bid be consolidated into as few attachments as possible, in commonly-used file formats in accordance to what has been stated in clauses 17 & 18. If the Bid consists of large files, it is recommended that these files be sent in separate emails prior to the submission deadline. Multiple emails must be clearly identified by indicating in the subject line "email X" sequentially, and the final "email Y – final".
- 19.3.5. It is the Bidder's responsibility to ensure that Bids sent by email are received by the submission deadline.
- 19.3.6. Please do not add any passwords to the submitted documents, as this will prevent UNFPA from opening them.

19.4. **Submission of hard copy Bids**

- 19.4.1. Bidders must prepare one Original set of all Bid documents, In addition to the hard copy; Bidders should enclose their Bid documents in a USB or CD containing an electronic version of the Bid. In the event of a discrepancy between the electronic and the hard copy version, the hard copy document will govern. Please assure to use separate media (USB or CD) for the Technical Bid and Financial Bid.
- 19.4.2. Marking of hard copy Bids

The **outer envelope** must be clearly marked with:

UNITED NATIONS POPULATION FUND (UNFPA)
Oran Mahallesi Kudüs Caddesi 1/21 Blok Daire: 38
Çankaya/Ankara
TÜRKİYE
UNFPA/TUR/RFP/25/001, *Company Name*
Attention: *Zeynep Ülfeti*
TO BE OPENED ONLY BY AUTHORIZED UNFPA PERSONNEL
DO NOT OPEN BEFORE *[Insert date and Time of Bid opening]*

The envelope must indicate the name and address of the Bidder. If the outer envelope is not sealed and marked as required, UNFPA will assume no responsibility in the event of Bid misplacement or premature opening.

The **inner envelopes** must be clearly marked with:

UNITED NATIONS POPULATION FUND (UNFPA)
Oran Mahallesi Kudüs Caddesi 1/21 Blok Daire: 38
Çankaya/Ankara
TÜRKİYE
UNFPA/TUR/RFP/25/001, *Company Name*
Attention: *Zeynep Ülfeti*
TO BE OPENED ONLY BY AUTHORIZED UNFPA PERSONNEL

Submission 1 of 2: UNFPA/TUR/RFP/25/001 *[Company name]*, Technical Bid
Submission 2 of 2: UNFPA/TUR/RFP/25/001 *[Company name]*, Financial Bid

20. Deadline for submission of Bid and late Bids

- 20.1. Bids must be delivered to the place, date and time specified in this RFP. If any doubt exists as to the time zone in which the Bid should be submitted, refer to <https://www.timeanddate.com/worldclock/turkey/istanbul>, or contact the Bid focal point.
- 20.2. Bids received after the submission deadline shall be declared late, rejected and the supplier informed by UNFPA accordingly. UNFPA will not be responsible for Bids that arrive late due to the courier company and any other technical issues which are not within the control of UNFPA.

21. Modification and withdrawal of Bids

- 21.1. Bidders are expected to have sole responsibility to examine the conformity of their Bids to the requirements of the RFP, keeping in mind that material deficiency in providing information requested by UNFPA, or lack of clarity in the description of goods or services to be provided may result negatively in the evaluation process of the Bids.
- 21.2. Bidders may modify, substitute or withdraw their Bid after submission, provided that written notice is received by UNFPA prior to the submission deadline.
- 21.3. Any proposed modification, substitution or withdrawal must be submitted in accordance to clause 20 - Submission, sealing and marking of Bids based on the approach utilized. The

respective envelope or email shall be clearly marked “MODIFICATION”, “SUBSTITUTION” or “WITHDRAWAL”. Any revision to the Bid must be received by the deadline.

21.4. No Bid may be modified, substituted or withdrawn in the interval between the submission deadline and the expiration of the period of the Bid validity. No Bid may be modified, substituted or withdrawn after the submission deadline.

22. Storage of Bids

22.1. Bids received prior to the deadline of submission and the time of opening shall remain secure and unopened until the Bid opening date stated in UNFPA’s RFP.

E. BID OPENING AND EVALUATION

23. Bid opening

23.1. UNFPA will conduct an internal Bid opening on **20 February 2025, Thursday**, at **12:00 Istanbul time**³ at the office of United Nations Population Fund (UNFPA) Türkiye Country Office Oran Mahallesi Kudüs Caddesi 1/21 Blok No: 38 Çankaya Ankara TURKIYE. In parallel, a virtual bid opening will be organized. The link will be provided prior to bid opening.

23.2. Bids will be opened by an ad-hoc panel consisting of at least two staff members (of which one may be from a different United Nations agency/fund/program) and where at least one individual has no involvement in the subsequent stages of the procurement process. There will be separate Bid openings for Technical and Financial Bids. The Bidders’ names and submitted documents shall be announced and recorded on the Technical Bid opening report.

23.3. A Bid opening report will be available for viewing only to Bidders who have submitted a bid or their authorized representatives for a period of thirty days from the date of the opening. Information not included in the Bid opening report will not be provided to Bidders.

23.4. Once the Technical evaluation has been completed, the Financial Bids will be opened. During the Financial Bid opening, the Bidders’ names and the prices stated in the Financial Bid shall be announced and recorded on the Financial Bid opening report.

23.5. No Bid shall be rejected during Bid opening, except for late Bids. Rejected Bids will be shredded except for any bank securities, which will be returned to the Bidder.

24. Clarification of Bids

24.1. To assist in the examination, evaluation and comparison of Bids, UNFPA may ask Bidders for clarification of their Bids. The request for clarification and the response shall be in writing by UNFPA, and no change in price or substance of the Bid shall be sought, offered or permitted. Clarification of Bids may be provided only in response to UNFPA request for clarification or request for additional information.

25. Preliminary examination of Bids

25.1. Prior to the detailed evaluation, UNFPA shall examine the Bids to determine whether they are complete with respect to minimum documentation requirements, whether the documents are properly signed, whether any computational errors have been made and whether the Bids are generally in order.

25.2. The procurement official will determine the substantial responsiveness of each Bid to the RFP during the preliminary examination.

³ <https://www.timeanddate.com/worldclock/turkey/istanbul>

- 25.3. A substantially responsive Bid conforms to all the terms, conditions, and specifications of the Bidding documents without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:
- 25.3.1. Affects in any substantial way the scope, quality, or services specified; or
 - 25.3.2. Limits in any substantial way, inconsistent with the Bidding documents, UNFPA's rights or the Bidder's obligations under the LTA; or
 - 25.3.3. If rectified would unfairly affect the competitive position of other Bidders presenting substantially responsive Bids.
- 25.4. UNFPA considers material deviations to include, but not be limited to the following:
- 25.4.1. During preliminary examination of Bids:
 - 25.4.1.1. Absence of Bid form(s), change in the wording or lack of signature on key portions of the Bid form when this is clearly required. Any change in wording that is consistent with the standard format of the Bid form(s) is not a material deviation;
 - 25.4.1.2. The Bidder indicates in the Bid that they do not accept important LTA conditions, i.e. related to Force Majeure, Applicable Law, Delivery Schedule, Payment Terms, General Conditions of Contract and Limitation of Liability;
 - 25.4.1.3. Non submission of non-historical documents (documents that should be specifically prepared by the Bidder in response to this RFP) by the bid submission deadline.
 - 25.4.1.4. Non-eligibility of the Bidder;
 - 25.4.1.5. Financial information is included in the Technical Bid.
 - 25.4.2. During technical evaluation of Bids and qualification of Bidders:
 - 25.4.2.1. Bids do not reach the minimum threshold on technical score.
 - 25.4.2.2. The Bidder does not meet the minimum conditions for qualification.
 - 25.4.3. During Financial evaluation of Bids:
 - 25.4.3.1. The Bidder does not accept the required price correction in accordance to Section I: Instructions to Bidders, clause 27.1.3
 - 25.4.3.2. Required price components are missing;
 - 25.4.3.3. The Bidder offers less quantity than what is required
- 25.5. If a Bid is not substantially responsive to the Bidding documents, it shall be rejected by UNFPA and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.

26. Non-conformities, errors, and omissions

- 26.1. Provided that a Bid is substantially responsive:
- 26.1.1. UNFPA may waive any non-conformities or omissions in the Bid that do not constitute a material deviation.
 - 26.1.2. UNFPA may request the Bidder to submit the necessary information or documentation within a reasonable period of time to rectify non-material non-conformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.
 - 26.1.3. UNFPA shall correct arithmetical errors on the following basis:

- 26.1.3.1. If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail, and the line item total shall be corrected, unless in the opinion of UNFPA there is an obvious misplacement of the decimal point in the unit price. In that case the line item total as quoted shall govern, and the unit price shall be corrected;
- 26.1.3.2. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.

27. Evaluation of Bids

- 27.1. The evaluation of the Bids will be carried out in a two-step process by an evaluation panel, with evaluation of the Technical Bid being completed prior to any Financial Bid being opened and compared.
- 27.2. The Financial Bid will be opened only for those Bidders, where Technical Bids reach a minimum score of 60% and who have fulfilled the supplier qualifications. The total number of points a Bidder may obtain for Technical and Financial Bids is 100 points.
- 27.3. Information relating to the examination, evaluation, comparison, and post-qualification of Bids and recommendation of LTA award shall not be disclosed to Bidders or any other person not officially concerned with such process until the LTA award is published.
- 27.4. Any effort by a Bidder to influence UNFPA in the examination, evaluation, comparison, and post-qualification of the Bids or LTA award decisions may result in the rejection of its Bid.
- 27.5. Notwithstanding from the time of Bid opening to the time of LTA award, if any Bidder wishes to contact UNFPA on any matter related to the Bidding process, it should do so in writing.

28. Technical evaluation

- 28.1. The Technical Bid is evaluated on the basis of its responsiveness to the Terms of Reference shown in Section II, the Technical Bids submitted by the Bidders and the evaluation criteria published below.

* Bidders that fail in these queries will not be further evaluated

TECHNICAL EVALUATION CRITERIA POINTS (600 points in total)	Maximum points obtainable
I. CAPACITY/QUALIFICATIONS OF THE COMPANY	40 points
Company registration documents	Pass/Fail Criteria*
Compliance with minimum bid availability period	Pass/Fail Criteria*
Overall compliance with service requirements as indicated in ToR.	Pass/Fail Criteria*
Organization and staffing	0 - 40 points

Years of experience in the field of facility management/recruitment/HR/Payroll management services	15 points	11 years
	10 points	6-10 years
	5 points	3-5 years
	0 points	Less than 3 years
Title/Detail/Client of similar Projects Completed/ On-Going within last 5 years with evidential documents	15 points	More than 6 projects
	10 points	4-6 Projects
	5 points	1-3 Projects
	0 points	No project
Bidder's financial capacity and size of the company for the last 3 years	10 points	More than 10 Million USD
	5 points	5 to 9,999 Million USD
	0 points	Less than 4,999 Million USD
II. PROJECT PROPOSAL QUALITY	60 points	
Sample reporting template	0-10 points	
Methodologies, policies, and procedures for delivering requested facility management services	25 points	
Performance analysis/monitoring plan	0-10 points	
Proposed project team	0-15 points	

28.2. Scoring Scale System

28.2.1. The following scoring scale system will be used by the technical evaluation panel to conduct the Technical Bid evaluation objectively.

Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted	Points out of 100
Significantly exceeds the requirements	90 – 100
Exceeds the requirements	80 – 89
Meets the requirements	60 – 79
Partially meets the requirements	1 – 59
Does not meet the requirements or no information provided to assess compliance with the requirements	0

29. Supplier qualification requirements

29.1. The responses from the Bidders compared to SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM and SECTION VI – ANNEX E: BIDDER’S PREVIOUS EXPERIENCE of this document will be evaluated based on the criteria provided below to assess the degree of Bidder qualification for the proposed LTA.

Number	Supplier Qualification Parameter	Bid is acceptable? (YES/NO)	Justification
1	Legal and regulatory requirements	UNFPA shall examine the Bid to confirm that it does not contain any material deviations, reservation, or omission related to the General Conditions of Contracts (Section III)	
2	Bidder is established as a company and legally incorporated in the country		
3	Bidder is not a banned or suspended supplier		
4	Financial stability		
5	Bidder is experienced and technically capable of delivering the services		

29.2. Notwithstanding anything stated above, UNFPA reserves the right to assess the Bidder’s capabilities and capacity to execute the LTA satisfactorily before deciding on award.

29.3. Even though the Bidders may meet the above qualifying criteria, they can be subject to disqualification if they have made misleading or false representations in the forms, statements

and attachments submitted in proof of the qualification requirements, and/or have a record of poor performance such as: not properly completing contracts, inordinate delays in completion, litigation history, financial failures, etc.

30. Financial evaluation

30.1. The Financial Bid will only be evaluated if the Technical Bid achieves the minimum score as indicated in clause 28.2 and is considered qualified through the supplier qualification process described in clause 30. Proposals failing to obtain this minimum technical threshold or those which will not be considered qualified through the supplier qualification process will not be eligible for further consideration.

30.2. The Financial Bid is evaluated on the basis of its responsiveness to the Price Schedule Form SECTION VI – ANNEX F: PRICE SCHEDULE FORM. The maximum number of points for the Financial Bid is 100. This maximum number of points will be allocated to the lowest price. All other Financial Bids will receive points in inverse proportion according to the following formula:

Financial Score =	Lowest Bid (\$)	X 100 (Maximum Score)
	Bid being Scored (\$)	

31. Total score

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

$\text{Total Score} = 60\% \text{ Technical Score} + 40\% \text{ Financial Score}$
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F. AWARD OF LONG TERM AGREEMENT AND FINAL CONSIDERATIONS

32. Award of long term agreement (LTA)

32.1. UNFPA intends to award a single LTA to the Bidder that obtains the highest combined score of the Technical and Financial evaluation.

33. Rejection of Bids and annulments

33.1. UNFPA reserves the right to reject any Bid if the Bidder has previously failed to perform properly or on time in accordance with previous contracts/Purchase Orders or if the Bidder from UNFPA’s perspective is not in a position to deliver Purchase Orders that will be issued pursuant to the LTA(s).

33.2. UNFPA reserves the right to annul the RFP and reject all Bids at any time prior to award of the LTA without thereby incurring any liability to the affected Bidder(s) or any obligation to provide information.

33.3. Bidders waive all rights to appeal against the decision made by UNFPA.

34. Right to vary requirements and to negotiate at time of award

34.1. At the time of award of the LTA and any Purchase Order(s) pursuant to the LTA UNFPA reserves the right to vary the quantity of goods and/or services specified in the RFP without any change

in the hourly/daily or any other rates or prices proposed by the Bidders or other terms and conditions.

34.2. UNFPA reserves the right to negotiate the price with the Bid winner before awarding the LTA to ensure that the Financial Bid is competitive on all aspects of the price.

34.2.1. The purpose of negotiations of offers selected based on the 'cumulative analysis methodology' is to ensure that the technical proposal is in line with requirements and that the financial proposal is competitive on all aspects of the price.

34.2.2. In the negotiations, any deficiency in the offer will be pointed out to the supplier. The supplier will be allowed to make adjustments in the proposal in order to improve and more clearly specify the contents of the offer. However, under no circumstances shall the requirements (Terms of Reference/specifications) be changed.

35. Signing of the long term agreement (LTA)

35.1. The procurement official will send the successful Bidder the LTA valid for 2 years and 1 year possible extension, which constitutes notification of award. Successful Bidder shall sign and date the LTA, and return it to UNFPA within 10 calendar days of receipt of the LTA. To facilitate the process of signing the LTA, Bidders are expected to have reviewed the LTA template found in SECTION VII – ANNEX A: LONG TERM AGREEMENT TEMPLATE of the Bidding documents prior to submitting a Bid. After receipt of any Purchase Order(s) issued pursuant to the signed LTA, the successful Bidder shall deliver the services in accordance with the delivery schedule outlined in the Purchase Orders.

35.2. The LTA will be established between the successful Bidder and UNFPA to allow UNFPA to contract the provision of the specified services. The resultant Agreement represents an offer on the part of the successful Bidder to provide UNFPA with services, at the prices agreed and under the Conditions of Contract detailed for the duration of the Agreement. These Agreements will not be considered as contracts, nor oblige UNFPA to any financial commitment whatsoever. Only Purchase Orders made pursuant to such Agreements will constitute a commitment on UNFPA's part.

35.3. UNFPA reserves the right to discontinue the agreements if the supplier's performance is not satisfactory to UNFPA.

35.4. LTA holders shall be responsible to apply any special offer or discounts (if applicable) which may become effective at the time of fulfilling the order to any Purchase Order(s) issued under the Agreements. Such discounts shall be reflected in the corresponding supplier invoices.

36. Publication of Contract Award

36.1. UNFPA will publish the contract award on the [United Nations Global Marketplace](#) with the following information: Supplier Name and Country, Description of the Goods or Services and the date of the contract.

36.2. Additionally, for every Purchase Order UNFPA will publish on the [United Nations Global Marketplace](#), unless it is deemed to be in the interest of UNFPA not to do so: Purchase Order reference Number, Description of the Goods or Services procured, Beneficiary Country, Supplier Name and Country, Purchase order amount and the issue date of the purchase order.

37. Payment Provisions

37.1. UNFPA's policy is to pay for the performance of contractual services rendered or to effect payment upon the achievement of specific milestones described in the contract.

38. Bid protest

38.1. Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a LTA may complain to the UNFPA Head of the Business Unit Mariam Khan, Representative, Türkiye Country Office at mkhan@unfpa.org. Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief of the Supply Chain Management Unit (SCMU) at procurement@unfpa.org.

39. Documents establishing sustainability efforts of the Bidder

39.1. Currently UNFPA is requesting information on environmental and social policies and related documentation with Bids submitted by prospective suppliers. UNFPA is incorporating environmental and social criteria considerations into the evaluation process, such as adherence to Global Compact requirements (more information can be accessed here, <http://www.unglobalcompact.org/>, or by contacting Supply Chain Management Unit at procurement@unfpa.org). UNFPA encourages suppliers to consider joining the UN Global Compact and to look into other ways to help reduce their environmental impact now.

SECTION II: TERMS OF REFERENCE (TOR)

TERMS OF REFERENCE (ToR) FOR FACILITY MANAGEMENT SERVICES FOR SERVICE PROVISION INTERVENTIONS IN TÜRKIYE UNITED NATIONS POPULATION FUND (UNFPA)

1. INTRODUCTION

Türkiye hosts about 4 million foreigners, out of 3.2 million Syrians under temporary protection. Despite significant progress, the most vulnerable groups still face numerous protection risks, with limited or no access to mainstream protection services in Türkiye. These include refugee women and girls, adolescents and youth, unregistered refugees, most vulnerable refugees among diverse sexual orientations, gender identity, gender expression and sex characteristics and refugees living with HIV.

In addition, the most vulnerable refugees often experience stigma and discrimination based on sexual orientation, gender identity/norms, occupation, health status and gender-based violence (GBV) history. Lack of specialization and technical expertise on sexual and reproductive health (SRH), mental health and psychosocial support (MHPSS) and insufficient GBV specific case management among contractor also lead to poor access to services.

UNFPA has been responding to the health, protection and basic needs, particularly of the most vulnerable refugees and host communities in Türkiye since 2012 through its humanitarian programme. In this context, UNFPA has been implementing “Increasing Access of Most Vulnerable Groups to Protection Services in Türkiye” since 2018. Within the scope of the project 5 service units (in Istanbul, Ankara, Eskisehir, Mersin and İzmir) provide specialized services tailored to the needs of each target group. Services include protection information sharing, GBV case management, legal counseling, psychosocial counseling and sexual and reproductive health (SRH) counseling. A refugee support line (0850 888 0539) is operational 24/7 hours in 4 languages: Arabic, Persian, English, and Turkish.

As a result; a local RFP for the provision of facilities management services as an outsourced service for the management of our service centers is opened. Depending on the circumstances, the procurement of these outsourced services can be managed separately as well.

Facilities management service requirements will include 7 main categories as; 1) Premises Rental Services 2) Fixed Assets Management 3) Supplies and Consumables 4) Service Contracts and Procurement 5) Subscriptions and Utilities 6) Cargo Management 7) Miscellaneous Operational Expenses.

2. CONTEXT

This ToR specifies the details for the Facility Management Services for UNFPA Türkiye. UNFPA Türkiye Country Office has been working on sexual and reproductive health (SRH) and rights including promoting

mother and child health, empowering young people fulfill their potential, promoting gender equality, combating against gender based violence (GBV) and enhancing collection, use, and dissemination of development data in collaboration with state institutions, non-governmental organizations, private sector and universities.

UNFPA Türkiye has also been supporting the humanitarian response efforts on promoting SRH and rights and mitigating the risks of GBV as well as response to GBV in Türkiye. In this context UNFPA prioritizes the protection and health needs of the most vulnerable groups as a path towards empowerment and contributes to strengthening protection service mechanisms in line with its mandate.

Based on the above, this ToR describes the provision of facility management services as an outsourced service for the management of UNFPA supported service units.

Geographic Scope

The geographic scope of the work will cover the following provinces; Ankara, Eskisehir, Istanbul, Izmir, and Mersin where the UNFPA supported service units are located. However UNFPA reserves the right to add additional locations based on the programmatic needs.

3. OBJECTIVES AND SCOPE OF THE WORK

The Contractor shall provide UNFPA with any or all services in relation to outsourcing of facility management services. This ToR describes 8 main categories under the Facility Management Services to UNFPA supported service units. These categories are: Premises rental services, fixed assets management, supplies and consumables management, service contracts and procurement, subscriptions and utilities management, cargo management, miscellaneous operational expenses and recruitment and payroll management services. The objective of this tender is to solicit the services of outsourcing of facility management services. The contractor will be in charge of all contractual and facility management procedures.

A detailed breakdown of the seven categories, including their subcategories, frequency of payment/procurement, and the possibility of transfer of the existing service centers contracts from the current implementing partner (IP), are provided below. An estimation on volume of the consumption could be seen [here](#).

Main category	Sub-categories	Frequency	Status
1) Premises Rental Services	<ul style="list-style-type: none"> ● Net Rent ● Condominium Fees (or Common Area/building 	Monthly	Possibility of transfer from the current Implementing Partner (local NGO) to UNFPA contractor.

	<p>management and Maintenance Fees</p> <ul style="list-style-type: none"> ● Withholding Tax <p>*Expenses that will occur in case of moving: moving fee, deposit, renovation etc.</p>		
2) Fixed Assets Management	<ul style="list-style-type: none"> ● Furniture ● Electronics ● Household Appliances 	When necessary	<p>Possibility of transfer from the current Implementing Partner (local NGO) to UNFPA contractor.</p> <p>(Renewal on a needs basis; may be required in case of damage or loss/breakage)</p>
3) Supplies and Consumables	<ul style="list-style-type: none"> ● Stationery ● Cleaning Supplies ● Kitchen food and beverage Supplies 	Monthly	to be procured - on a needs basis
4) Service Contracts and Procurement	<ul style="list-style-type: none"> ● Cleaning Service ● Maintenance/Repair ● ICT support 	Monthly / When necessary	Possibility of transfer from the current Implementing Partner (local NGO) to UNFPA contractor or renewal of services may require.
5) Subscriptions and Utilities	<p>Electricity / Water / Natural Gas</p> <p>Communication (Internet, Phone, cellular,etc) Security (Alarm system monitoring), IT software (Antivirus, Law database system, Zoom etc), Workplace insurance</p>	Monthly / Yearly	Possibility of transfer from the current Implementing Partner (local NGO) to UNFPA contractor. Some subscriptions can be transferred or renewal of subscriptions may require.
6) Cargo Management	Shipping of documents and center supplies	Monthly	New contract to be developed
7) Miscellaneous Operational and Other Expenses	<ul style="list-style-type: none"> ● Medicine cabinet supplies ● Fire extinguisher change ● Miscellaneous 	When necessary	To be procured if needed.
8) Recruitment and payroll	<ul style="list-style-type: none"> ● One Office Assistant for 5 service units 	Monthly	To be recruited

management services			
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1) Premises Rental Services:

Rental expenses cover Net Rent, condominium Fees (including Common Area/Building Management and Maintenance Fees), Withholding Tax, and any additional costs incurred if relocation is needed. The contractor will be responsible for negotiating and managing the transition or establishment of rental agreements, handling monthly payments, and, in the event of relocation, identifying a suitable location based on the request. Additionally, the contractor will oversee associated expenses such as moving costs, deposits, renovations, and any other related arrangements. The cost of malfunctions and damages occurring in the fixtures of the rented property (such as the boiler, kitchen cabinets, plumbing, etc.) are the responsibility of the landlord and should be included in the rental fee. No additional fees can be charged unless user error is documented.

The service unit is expected to remain in the same rented locations as per the current contract and mutual agreement. However, while this is the preferred option given that services are currently being provided from these locations, it is not guaranteed. Priority would be to continue operating at these locations unless circumstances necessitate a change. In case a change is required the contractor will be coordinating the research efforts in finding alternative locations for rental, negotiating with the landlords and signing of contractual arrangements in agreement and support from UNFPA Country Office and service center responsible. The technical specifications of the service unit will be as follows: 120 - 150m² area with at least 4 rooms, 1 meeting room 2 bathrooms, 1 kitchen, 1 waiting area, the office should be located on the upper floors of the building, there should be no glass windows facing the main street due to safety concerns.

Before engaging in any advance payment for rental service, UNFPA should be informed by the Contractor, the payment terms that apply for advance payments are stipulated in the Payment Terms and Conditions section below.

The contractor is required to receive prior written approval from UNFPA on every action that needs to be taken or on any contractual rental agreement with a third party

Upon the completion of the contract, UNFPA will not bear any responsibility for any legal or associated costs arising from the contract termination with the landlords, UNFPA requests that any deposits be returned back to UNFPA accounts after the rental contracts are ended.

Service Unit	Estimated Number of Staff	Estimated Number of Daily Visitors
Istanbul Service Unit	14	10 - 15
İzmir Service Unit	7	10 - 15
Mersin Service Unit	12	10 - 15
Eskişehir Service Unit	4	10 - 15

Ankara Service Unit	6	10 - 15
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2) Fixed Assets Management including Furniture, Electronics, Household Appliances:

The service unit will continue operating with the existing fixed assets. If additional assets are required, the contractor will procure them upon the request of UNFPA in line with the procurement principles provided by the contractor to UNFPA. In case of damage or breakage, the contractor will coordinate with UNFPA required necessary actions. The contractor must have an asset tracking system for monitoring fixed assets and will track and maintain records of all assets in line with their asset management policy. Upon the completion of the contract, all fixed assets that are registered under the asset tracking system of the contractor will be transferred to UNFPA at zero cost. Any costs related to the cargo expenses of assets to any location requested by UNFPA can be invoiced to UNFPA by the Contractor.

3) Supplies and Consumables:

The contractor will provide and procure consumable materials such as stationery including toner, Cleaning Supplies, Kitchen food and beverage supplies for the service center including event-training requirements as needed on a monthly basis. The stocks at hand regarding these Supplies and Consumables will be handed over and transferred to the contractor at the initial phase. However, over the course of time replenishment of the stocks and monthly needs basis purchases need to be procured under the responsibility of the contractor. on a regular basis. The procurement process shall be in line with the procurement policy of the contractor as presented to UNFPA

4) Service Contracts and Procurement:

The contractor will ensure a seamless transition of services provided by third parties. Service procurement, including cleaning, maintenance/repair, security, and ICT services, will be handled on a monthly basis. Some services will be provided as needed and may vary in frequency, such as cleaning services being scheduled twice a week or repair services being arranged based on specific requirements. For these services, the contractor may either continue with existing suppliers or identify new ones, ensuring that service quality and budget constraints are carefully considered and procurement policy of the contractor is adhered to. The contractor is responsible to receive minimum 3 quotations for the services and items to be procured. The procurement must be competitive and transparent. The best value for money principle should be followed.

5) Subscriptions and Utilities:

The contractor will handle the transfer or registration of subscriptions, including electricity, water, natural gas, communication services (internet), security systems (e.g., camera monitoring), IT software services, workplace insurance, and other relevant utilities. Payments for these subscriptions will be made either monthly or annually, as required. For subscriptions registered or transferred under the contractor's name, the provider will be responsible for managing payments and monitoring usage.

Service delivery must not be disrupted due to issues related to these subscriptions. Any delays caused by the contractor will result in penalties, as stipulated in the service contract, for which the contractor will be held accountable.

6) Cargo Management:

The contractor will provide cargo services for shipping of documents and the center supplies when needed. Monthly payment will be required. For cargo companies, if UNFPA's LTA company exists, the contractor will coordinate with UNFPA, if not, the contractor will be responsible to provide the cargo service from the third parties. In both cases, the contractor is responsible to provide supporting documents for each cargo expense including the item name and the date of shipment.

7) Miscellaneous Operational Expenses:

Other ad hoc expenses related to the facilities management such as medicine cabinet supplies, Fire extinguisher change, miscellaneous other related expenses, etc. may arise when necessary. These expenses will be ad-hoc and will be planned and paid for with the coordination and approval of UNFPA. The contractor will implement all improvements related to occupational health and safety and will coordinate with UNFPA on this matter.

8) Recruitment and Payroll Management Services:

The contractor will be responsible to assign an Office Assistant to each service unit (in Istanbul, Ankara, Eskisehir, Mersin and Izmir). A total of 5 Office Assistants and 5 Office Representatives will be hired. The recruitment and assignment of these personnel will depend on the operational requirements prevailing at the time of the programme implementation and UNFPA will reserve the right not to exercise this Recruitment and Payroll Management services in full or partially. The contractor will recruit, deploy and manage the required project personnel and serve as the legal employer of the deployed personnel to UNFPA. The contractor will be in charge of all contractual and employment procedures of the auxiliary workforce including, but not limited to, social security, taxes, indemnities, financial, and other entitlements, as well as employment, onboarding, and contract termination within the framework of the respective regulations of Türkiye. UNFPA will provide the position functional title and terms of reference of the position with the contractor. UNFPA has the right to request from the contractor the appointment of these personnel through transferring their contracts from their current employer (IP or Third party HR service provider) to the contractor. In this case, all items mentioned above should be properly handed over to the contractor following respective rules and regulations of Türkiye. The process to be followed for recruitment and payroll management services will be shared with the contractor after the signing of the contract.

Process flow:

For the above categories, the process can be followed and processed under the following three key stages: Transfer Process, Procurement Process, and Maintenance/Repair Process. The necessary requirements are categorized under these three stages and general principles applicable to all three stages have also been outlined below.

General principles

- The Contractor will provide all supporting documentation to UNFPA Turkiye CO on a monthly, annual or as required basis during the tracking and payment process. The indicatory supporting documents are provided in the deliverables section, subject to additions by UNFPA if required.
- Keep records of all Fixed Assets, Consumable Materials, Service Procurement, Rent, Subscriptions, cargo processes and files for each of the service and goods in soft & hard copy where needed.
- The contractor will be responsible for following up the UNFPA supported service units' (centers)needs, and procure consumable products and services.
- Update UNFPA and its partner entities on progress, actions taken and relevant matters as necessary.
- Do not utilize or publish UNFPA names, logos, images, or any data or results arising from this RFP as a part of any commercial advertising without first obtaining the prior, written consent of UNFPA. All such requests, if any, shall be directed to UNFPA through its designated staff members, who shall coordinate such approvals.
- Any procurement be in line with the procurement principles of the contractor as provided to UNFPA.
- Any asset management and record be in line with the contractors asset management system and procedures.
- The contractor shall provide UNFPA with any or all services in relation to outsourcing of human resources. Any recruitment will be in line with the UNFPA approved recruitment principles.
- Where applicable, the contractor is expected to sign a protocol with the third party service providers of UNFPA for the smooth transition of the processes under the facility management and is expected to work in coordination and collaboration with them.

I. Transferring Process

- All the rental issues, fixed assets, office and center equipment, subscriptions will be transferred from the current Implementing Partner (local NGO) to UNFPA contractor.
- Subscriptions should be registered under the company's/contractors name
- The contractor will oversee the transfer, monitoring, payment, and management of all goods and services utilized within the center.
- A list of materials that can be transferred under each category will be shared by UNFPA with the company. The company is expected to correctly and appropriately record and maintain these materials in its own asset management system.
- During the transfer period; the contractor will monitor the condition of goods for any damage or breakage, promptly inform UNFPA, and coordinate with UNFPA to facilitate the renewal or replacement process.

II. New Procurement Process

- Consumable materials, including stationery, cleaning supplies, kitchen essentials, food and beverages (for group activities), as well as service procurements such as cleaning services for the service units, maintenance and repair of physical spaces and fixed assets, ICT support, and

other required services or goods, will be planned and communicated by UNFPA for the procurement process.

- New subscriptions may be initiated/procured as needed.
- The contractor will be responsible for monitoring consumed and expired materials that require replenishment and ensuring timely follow-up and communication with UNFPA.

III. Maintenance/Repair Process

- Transferred or newly procured goods and assets may be renewed or replaced in cases of wear and tear or damage, subject to prior information sharing and coordination with UNFPA.
- The contractor will provide the maintenance and repair services for the related goods and services in close coordination with/and prior approval of UNFPA.

4. METHODOLOGY

Invoicing Methodology

The contractor is expected to monitor, control, inform, purchase and process the payments of the rental services, fixed assets, supplies and consumables, service contracts and procurement, subscriptions and utilities, cargo and miscellaneous operational expenses of the service units. The contractor will be invoiced as follows:

A) Monthly expenses should be invoiced in line with the template determined by UNFPA. Depending on the request of UNFPA, each expense item could be requested as separate invoices.

Supporting documents/the reports of the previous month should be provided by the end of each month together with the invoice. The template of the supporting documents will be determined by UNFPA. The supporting documents should also include all quotations (min. 3 quotations required) received for the contractual and procurement services.

The invoice of the previous month should not be issued before the submission of the supporting documents to UNFPA. Upon the approval of the supporting documents by UNFPA and the costed totals, the contractor may issue the invoice at the end of each month and invoice and the supporting documents must be sent to UNFPA by the first week of the following month.

PAYMENT TERMS AND CONDITIONS:

UNFPA shall, on the fulfillment of the delivery terms, unless otherwise provided in the contract or purchase order, make payment within thirty days of receipt of the Contractor's original monthly invoice for the services supported by UNFPA and/or its Partner's confirmation of satisfactory service delivery in the form of certified presence supporting documents.

Without submission of the relevant documents and confirmation of service delivery by the receiving section of UNFPA and/or Partner, the Contractor shall not receive any payment.

The amount quoted by the Contractor shall be gross inclusive of all associated costs such as tax and contractor service fees upon the receipt and supporting documents for each goods and services.

In the event that the Contractor makes any advance payments on behalf of UNFPA, the contractor shall be entitled to reimbursement from UNFPA for only the incurred expenses from UNFPA. While the contractor may make the full payment upfront, the reimbursement will be provided on a monthly basis prorated over the advance payment coverage period. The contractor shall report such advance payments to UNFPA, providing detailed documentation of the advanced and claimed amounts. Upon verification, UNFPA shall reimburse the Contractor the pro-rated portion of the advance payment each month.

5. DELIVERABLES

The Contractor shall be responsible for submitting following documents as deliverables during the term of the Frame Agreement.

Deliverable	Frequency	Format
Asset list	Quarterly	Excel/Pdf
List of items and services with costs including the following: <ul style="list-style-type: none"> ● Rent payment receipt ● Premises maintenance fee receipt ● Product delivery document (for consumables) ● Service delivery report (for service procurements) ● Subscription invoices ● Quotations for purchases ● Subcontractor invoices ● Addressed shipping invoice summary ● Fixed asset assignment document (if fixed assets are purchased) ● Fixed asset registration number (if fixed assets are purchased) ● Recruitment and Payroll management reporting of Office Staff. 	Monthly	Excel/Pdf

1. All deliverables shall be submitted to the UNFPA Contract Manager for final approval.
2. All deliverables are subject to approval from UNFPA's Contract Manager in order to issue payments.
3. The reporting language should be in English unless otherwise indicated. Supporting documents can be in Turkish, provided that the receipt of service of goods are in English.
4. Reports must be accessible in Excel, pdf and Word format.

6. INDICATIVE TIMEFRAME

The assignment is expected to start on 01 March 2025 (starting date is indicative and may be updated considering actual contract signature date) and completed until 01 March 2026 with the possibility of extension up to 1 year. Should neither party raise objections, the agreement shall automatically extend for an additional year. If the agreement is not renewed and the contractual ownership of the mentioned contracts and subscriptions need to be transferred to another Facilities management contractor, the contractor agrees to cooperate and support the transition process.

7. MANAGEMENT

The monitoring tools to be used throughout the contract period shall be provided and submitted documents be cleared and certified by UNFPA.

The Contractor shall assign a dedicated representative for the operation, in addition the contractor should share contacts of the focal points for communication and reporting purposes committed to this specific UNFPA Project. Mid and senior level managers that will be recruited for assigned to the project will be responsible for providing support in strengthening monitoring of project personnel and coordination between UNFPA and the contractor.

It is expected that the representative of the Contractor shall work in close collaboration with relevant representatives of UNFPA for efficient and effective delivery of services.

Service quality of the Contractor shall be monitored through a monitoring plan which will be agreed upon by UNFPA. UNFPA shall also set up a complaint mechanism in order to receive complaints that may concern the employee and their work. UNFPA retains its rights to cease the contractual obligation towards the person who is evaluated as not meeting the required standards or undertakes actions infringing the rights or safety of the recipient of the service.

Minimum Organizational Requirements

The contractor will assign minimum one dedicated senior representative for communication and reporting purposes with following requirements;

- Proven English speaking and writing skills.
- Minimum bachelor's degree in Business Administration, Finance or Human Resource Management or similar with a minimum 5 years relevant experience.
- Experience of managing facilities or administrative functions in an institutional setting.

Equality

UNFPA requires the Contractor to ensure that there is no discrimination against any person with respect to opportunity for employment and/or conditions of employment because of age, gender, disability, marital status, race, religion, pregnancy, and/or sexual orientation. To see more on this, please refer to UNFPA General Conditions of Contracts for the Provision of Services (Annex E).

Code of conduct

The contractors and all employees/suppliers of the company must refrain from any misconduct (please refer to Annex F Code of Conduct) that would adversely reflect on the United Nations and shall not engage in any activity that is incompatible with the discharge of its duties with the Organization during the period of service for UNFPA.

Annex 1:

Estimated volume of a center (referenced by 2024 prices)

	Estimated Submission Date of Report	Deliverables/Reports	Estimated Price (Monthly - each center)	Transition/New
1	Monthly	Net Rent	65.000- 70.000 TL	Transition
2	Monthly	Withholding Tax for rent	13000 - 14000 TL	Transition
3	Monthly	Condominium Fees (or Common Area/building management and Maintenance Fees	3.000 - 4.000 TL	Transition
4	Monthly	Stationery	2.000 - 2.500 TL	New Procurement
5	Monthly	Cleaning Supplies	1.500 - 2.000 TL	New Procurement
6	Monthly	Kitchen Food Products including catering during trainings and events	1.500 - 2.000 TL + each event max 5.000 TL	New Procurement
7	Monthly	Electricity	5.000 - 7.500 TL	New subscription will be opened by the contractor
8	Monthly	Water		
9	Monthly	Natural Gas		

10	Monthly	Communication (Internet)	500 - 1.000 TL	Transition
11	Yearly	Workplace insurance	9.000 - 10.000 TL	Transition (TBC)
12	Monthly	Security (Alarm System Monitoring)	1.000 TL- 1.500 TL	Transition
13	Monthly	Cleaning Service (2 times a week)	15.000 TL - 25.000 TL	New Procurement
14	Varies	Maintenance/Repair	Renewal in case of deterioration/breakage	New Procurement
15	Yearly	ICT (IT software)	Law database system- 37.800 TL (exp 31.12.2025) Zoom - 6.500 TL Antivirus programme 140 TL (each)	New Procurement (TBC)
16	When Required	Furniture	Renewal in case of deterioration/breakage	New Procurement
17	When Required	Electronics	Renewal in case of deterioration/breakage	New Procurement
18	When Required	Household Appliances	Renewal in case of deterioration/breakage	New Procurement
19	Monthly	Cargo	4.500 - 5.000 TL	New Procurement /

				by UNFPA's LTA company (TBC)
20	When Required	Other expenses Medicine cabinet supplies Fire extinguisher change Miscellaneous	- -250 - 500 TL - -	New Procurement
21	When Required	Moving expenses	200.000 TL	New Procurement
22	Monthly; subject to UNFPA decision	Office Assistant	53,787.50 TL Gross	New Recruitment/transfer from current contract is applicable

SECTION II – ANNEX A: INSTRUCTIONS FOR PREPARING TECHNICAL BID

The Technical Bid should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

1. Brief description of the firm and the firm's qualifications: providing information that will facilitate our evaluation of your firm/institution's substantive reliability, such as catalogues of the firm, and financial and managerial capacity to provide the services.
2. Your firms' understanding of the requirements for services and the objective of this project, including assumptions: Include any assumptions as well as comments on the data, support services and facilities to be provided as indicated in the TOR or as you may otherwise believe to be necessary.
3. Proposed Approach, Methodology, Timing and Outputs: any comments or suggestions on the TOR, as well as your detailed description of the manner in which your firm/institution would respond to the TOR. You should include the number of person hours/days in each specialization that you consider necessary to carry out all work required.
4. Proposed Team Structure: The composition of the team that you would propose to provide to the assignment, and the work tasks (including supervisory) which would be assigned to each. An organogram/organization chart illustrating the reporting lines, together with a description of such organization of the team structure should support your Bid.
5. Proposed Project Team Members: attach the curriculum vitae of the senior professional member of the team and members of the proposed team.
6. Detailed description of your proposed deliverables.
7. Detailed project plan (Gantt chart) showing the required resources and support from your firm as well as from UNFPA.
8. Detailed description of the technical specifications of your Bid.
9. A list of tasks which are out-of-scope versus in-scope.
10. Why would you be qualified for this project (Similar reference deliverables, ideally with live examples).
11. UNFPA requests Bidders to submit information on environmental and social policies and any related documentation in their Bid.
12. Copies of current certificates such as GMP/quality, FSC/PPP, manufacturer's ISO certificate for any product, manufacturer's CE certificate, USA 510k, Japan QS standard, etc. as and if applicable
13. All standard forms as explained under clause Section I: Instructions to Bidders, clause 17.1

Bidder(s) should not include any information or indications related to their Financial Bid in their Technical Bid. Such action will definitely lead to disqualification of the entire Bid.

SECTION III: GENERAL CONDITIONS OF CONTRACT

UNFPA's General Conditions of Contract are available through the links below as well as attached as a separate PDF document in this RFP.

Provision of Services	For contract/PO values equivalent or over USD 100,000 covering services	English	French	Spanish
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SECTION IV: UNFPA SPECIAL CONDITIONS OF CONTRACT

<p align="center">PERFORMANCE SECURITY</p>	<p>A Performance Security shall be required.</p> <p>The performance security in original shall be submitted within ten (10) working days from the date of the contract. The amount of the performance security shall be 6 % of the estimated expenditure.</p> <p>The performance security shall be unconditional and irrevocable and in the form of either:</p> <ul style="list-style-type: none"> ● An unconditional bank guarantee ● A demand draft ● A cashier’s check ● A certified check <p>In the event of successful Bidders submitting the performance security in the form of a check or demand draft in favor of UNFPA, such documents shall be accompanied by a signed statement from the issuing bank on its letterhead indicating the validity period and confirming irrevocability of the check or demand draft during the required period. Banks issuing performance securities must be acceptable to the UNFPA comptroller, i.e. banks certified by the central bank of the country to operate as commercial bank.</p> <p>The performance security shall be denominated in the currency of payment of the contract, in accordance with their portions of the contract price, and shall have a validity period of <i>45 days after the date of completion indicated in the contract days</i>. UNFPA reserves the right to request an extension of the performance security.</p> <p>Discharge of the performance security shall take place upon expiration of the performance security or upon confirmation of receipt of the goods/services by the recipient. The performance security shall then be returned to the successful Bidder by UNFPA.</p> <p>UNFPA will normally require a performance security or other suitable security arrangement in accordance to SECTION VII – ANNEX C: PERFORMANCE SECURITY</p>
<p align="center">GOODS AND SERVICES DEFINED</p>	<p>Goods are hereinafter deemed to include, without limitation, equipment, spare parts, commodities, raw materials, components, customized and standard software as required, intermediate products and products the successful Bidder is required to supply under the contract.</p> <p>Services are to include design, installation and commissioning, training services, technical assistance and warranty services as required to supply in the contract.</p>

<p>KEY PERFORMANCE INDICATORS</p>	<p>Successful Bidder’s performance will be monitored and evaluated by UNFPA on a yearly basis to enable the assessment on the effectiveness, efficiency and/or consistency of goods/services provided. The results of the evaluation will be communicated to the supplier to enable improvements. An extension of the contract will take into consideration results of performance evaluation(s). The evaluation will be based on, but not limited to, the following key performance indicators:</p> <p>Services:</p> <ul style="list-style-type: none"> ● Expected output achieved ● Satisfactory level of quality and technical competence ● Effective and timely communication and professionalism <p>Key performance indicators may be modified and/or added during the validity of this contract.</p>
<p>PAYMENT TERMS</p>	<p>UNFPA’s policy is to pay for the performance of contractual services rendered and/or to effect payment upon the achievement of specific milestones described in the contract.</p> <p>UNFPA’s policy is not to grant advance payments except in unusual situations where the potential supplier, whether a private firm, non-governmental organization or a government or other entity, specifies in the Bid that there are special circumstances warranting an advance payment. UNFPA will normally require a bank guarantee or other suitable security arrangement in such cases.</p> <p>Any request for an advance payment is to be justified and documented, and must be submitted with the Financial Bid. The justification shall explain the need for the advance payment, itemize the amount requested and provide a time schedule for utilization of said amount. Information about your financial status must be submitted, such as audited financial statements on 31 December of the previous year and include this documentation with your financial bid. Further information may be requested by UNFPA at the time of finalizing contract negotiations with the awarded Bidder.</p>
<p>LIQUIDATED DAMAGES</p>	<p>In the event of a LTA being issued and in case the Vendor fails to deliver/perform the services in accordance to the milestones stipulated in the LTA and/or Purchase Order, UNFPA reserves the rights to claim liquidated damages from the Vendor and deduct 3% of the value of the services pursuant to the Purchase Order per additional week of delay, up to a maximum of 10% of the value of the Purchase Order. The payment or deduction of such liquidated damages shall not relieve the Vendor from any of its other obligations or liabilities pursuant to any current Contract or Purchase Order.</p>

SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS

1. Legal and regulatory requirements

1.1. This will be judged based on the bid confirmation form submitted by the Bidders. Special consideration will be given to the Bids not suggesting any alternative or suggesting alternatives that are fully acceptable to UNFPA. Bids should clearly indicate where the Bidder does not accept, the reason(s) for the non-acceptance, and the alternative provision, for each of the terms of the RFP as well as the UNFPA General Conditions of Contracts: Provision of Services. (For this, use SECTION VI – ANNEX B: BID SUBMISSION FORM)

2. Legal status of the Bidder

2.1. Technical Proposals from the Bidders should provide evidence that the Bidder is established as a company and legally incorporated in the country; e.g. through provision of certification of incorporation or other evidence (this is not required for companies already registered in national, regional or international Stock Exchanges. However, evidence on such registrations should be provided)

2.2. Copy of valid manufacturing license from the country of manufacturing and/or a copy of company registration in the country of operation demonstrating that is duly authorized to supply these goods/services to the country of destination

2.3. In the case of a Bidder not doing business within the country of destination, the Bidder is or will be represented by an agent in the country that is equipped and able to carry out the supplier's maintenance, training, repair and spare parts-stocking obligations prescribed in the SECTION I: INSTRUCTIONS TO BIDDERS and SECTION II: TERMS OF REFERENCE (TOR)

3. Bidder's eligibility

3.1. Technical Proposals from the Bidders should provide written confirmation that they are not listed in any of the banned/suspended supplier lists. (SECTION VI – ANNEX A: BID SUBMISSION FORM)

- Listed as suspended or removed by the United Nations Procurement Division (UNPD);
- Declared ineligible by other organizations of the United Nations through the disclosure of the ineligibility or listing as suspended on United Nations Global Marketplace Vendor ineligibility list posted on the United Nations Global Market Place (UNGMP);
- Included on the [UN 1267 list](#) issued by the Security Council resolution 1267 that establishes a sanctions regime to cover individuals and entities associated with Al-Qaida and/or the Taliban;
- Debarred by the World Bank Group in accordance with the [WB Listing of Ineligible Firms & Individuals](#) and the [WB Corporate Procurement Listing of Non-Responsible Vendors](#).

4. Financial stability

4.1. Financial stability of the Bidders will be judged based on the ratios such as current ratio, quick ratio and debt ratio. Bidders are requested to provide key financial ratios using the table below with their audited financial statements to support the statements. The financial ratios should cover key financial stability ratios over a five-year period, including those mentioned in the table below.

Financial Ratio	2019	2020	2021	2022	2023
Current ratio					
Quick ratio					
Debt ratio					
.....					

4.2. Evidence that the Bidder has successfully completed at least one similar contract/LTA within the last five years for provision of services as offered.

4.3. Provide contact details of commercial banks and names of contact persons from whom UNFPA could seek feedback regarding financial stability.

5. Experience and Technical Capacity

- Company's managerial capabilities
- Evidence for quality assurance systems in place
- Bidder must have delivered similar services satisfactorily to UN or similar organizations during the last three years, and the services should have been delivered with no negative performance reports
- References in support of the satisfactory delivery of services specified above
- Data to support that the Bidder has capacity to perform the LTA/Purchase Orders that will be issued pursuant to the LTA and complete the deliverables within the stipulated delivery period

SECTION VI: BID AND RETURNABLE FORMS

Below find an overview of the attached Bidding and returnable forms required for the RFP.

Description		Status	Preferred file for submission
Annex A:	Bid Confirmation Form	Mandatory	PDF
Annex B:	Bid Submission Form	Mandatory	PDF
Annex C:	Bidder Identification Form	Mandatory	PDF
Annex D:	Bidder Declaration Form	Mandatory	PDF
Annex E:	Bidder's Previous Experience	Mandatory	PDF
Annex F:	Price Schedule Form	Mandatory	PDF & Excel
Annex H:	Checklist of Bid Forms	Not Applicable	Not Applicable

SECTION VI – ANNEX A: BID CONFIRMATION FORM

[Complete this page and return it prior to bid opening]

To:	UNFPA Türkiye Country Office	Date:	
	Yaprak Oncel	Email:	yoncel@unfpa.org
From:	[Insert Company Name]		
	[Insert Contact person from Company]		
	[Insert Telephone number]		
	[Insert E-mail address of contact person]		
	[Insert Postal address of Company]		
Subject :	UNFPA/TUR/RFP/25/001		

<input type="checkbox"/>	YES, we intend to submit a bid in response to the above mentioned RFP.
<input type="checkbox"/>	NO, we are unable to submit a bid in response to the above mentioned RFP due to the following reason(s):

- () The requested products and/or services are not within our range of supply.
- () The requested products are not available at the moment.
- () We are unable to submit a competitive bid for the requested products/services at the moment.
- () We cannot meet the requested specifications.
- () The information provided for bidding purposes is insufficient and unclear
- () Your RFP document is too complicated
- () Insufficient time is allocated to prepare an adequate Bid.
- () We cannot meet the delivery requirements.
- () We cannot adhere to your terms and conditions (please specify: payment terms, request for performance security, etc.):
- () Our current capacity is overbooked
- () We are closed during the holiday season
- () We had to give priority to other clients' requests
- () We do not sell directly, but through distributors
- () We have no after-sales service available in the recipient country
- () The person handling bid is away from the office
- () Other (please specify)

<input type="checkbox"/>	YES, even though on this occasion we have not submitted a Bid we are definitely interested in future possible RFP's.
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No, we are not interested in participating in future possible RFP's, please remove us from your vendor database.

If UNFPA should have any questions in regards to this Bid Confirmation Form and would require further clarification on our No Bid decision, UNFPA should contact the following focal person who will be able to assist:

Name:		E-mail:	
Post Title:		Telephone	

SECTION VI – ANNEX B: BID SUBMISSION FORM

Date: [Insert Month, Day, Year]

To: UNFPA
United Nations Population Fund
Türkiye Country Office
Oran Mah. Kudüs Cad. 1/21 Blok No:38
Çankaya - ANKARA

Dear Sir/Madam,

The undersigned, having read the original RFP documents of UNFPA/TUR/RFP/25/001 including all Annexes, any subsequent revisions and all answers to the questions received from prospective Bidders posted on United Nations Global Marketplace in full before submitting, hereby offers to provide the services, in accordance with any specifications stated and subject to the terms and conditions set out or specified in the RFP documents.

Special Note: If Bidder proposes any deviations from the terms and conditions stipulated in the RFP document, such deviations must be included on this form in accordance with the below format. Such deviations should not be indicated within the main body or any other part of the Bid. If the proposed modifications are not acceptable to UNFPA, UNFPA reserves the right to reject the Bid. Strongly discouraging deviations for semantic changes.

Original term/condition per RFP UNFPA/TUR/RFP/25/001 and the subsequent revisions	Proposed deviation (alternate clause), by the undersigned	Reason for proposing alternate clause

We agree to abide by this Bid for a period of 120 days from the date fixed for Bid opening in the Request for Proposal, and the Bid shall remain binding upon us and may be accepted at any time before the expiration of that period.

If our Bid is accepted, we undertake to commence and complete delivery of all items in the LTA within the time frame that will be stipulated in the Purchase Orders.

We understand that UNFPA is not bound to accept any Bid it may have received and that a binding contract would result only after final negotiations and award of LTA are concluded and a purchase order(s) are made pursuant to such LTA(s).

We confirm that our firm has no conflict of interest in accordance with Section I: Instructions to Bidders clause 2.3, as well as that our firm, its affiliates or subsidiaries, including any subcontractors or suppliers for any part of the LTA, have not been declared ineligible by UNFPA, in accordance with Section I: Instructions to Bidders clause 2.4.

	On behalf of Business Authority	On behalf of Legal Authority
Signature:		

Name:		
Title:		
Name of Company:		
Telephone:		
Email:		

SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM
UNFPA/TUR/RFP/25/001

1. Organizational Information	
Company/Institution Name	
Address, City, Country	
Telephone/FAX	
Website	
Date of establishment	
Legal Representative: Name/Surname/Position	
Legal structure: natural person/Co. Ltd, NGO/institution/other (specify)	
Organizational Type: Manufacturer, Wholesaler, Trader, Service provider, etc.	
Areas of expertise of the organization	
Current Licenses, if any, and permits (with dates, numbers and expiration dates)	
Years supplying to UN organizations	
Years supplying to UNFPA	
Production Capacity	
Subsidiaries (indicate names of subsidiaries and addresses, if relevant to the Bid)	
Commercial Representatives in the country: Name/Address/Phone (for international companies only)	

2. Quality Assurance Certification

International Quality Management System (QMS)	
List of other ISO certificates or equivalent certificates	
Presence and characteristics of in-house quality control laboratory (if relevant to Bid)	

3. Expertise of Staff	
Total number of staff	
Number of staff involved in similar supply LTAs	

4. Contact details of persons that UNFPA may contact for requests for clarification during Bid evaluation	
Name/Surname	
Telephone Number (direct)	
Email address (direct)	
Be advised that this person must be available during the two weeks following the Bid opening date.	

Signature and stamp of the Bidder:	
Name:	
Title:	
Name of Company:	
Telephone:	
Email:	

SECTION VI – ANNEX D: BIDDER DECLARATION FORM

UNFPA/TUR/RFP/25/001

The undersigned, being a duly authorized representative of the Company represents and declares that:

1.	The Company and its Management ⁴ have not been found guilty pursuant to a final judgement or a final administrative decision of any of the following:	YES	NO
	a. Fraud;	<input type="checkbox"/>	<input type="checkbox"/>
	b. Corruption;	<input type="checkbox"/>	<input type="checkbox"/>
	c. conduct related to a criminal organization;	<input type="checkbox"/>	<input type="checkbox"/>
	d. money laundering or terrorist financing;	<input type="checkbox"/>	<input type="checkbox"/>
	e. terrorist offences or offences linked to terrorist activities;	<input type="checkbox"/>	<input type="checkbox"/>
	f. sexual exploitation and abuse;	<input type="checkbox"/>	<input type="checkbox"/>
	g. child labour, forced labour, human trafficking; or	<input type="checkbox"/>	<input type="checkbox"/>
	h. irregularity (non-compliance with any legal or regulatory requirement applicable to the Organization or its Management).	<input type="checkbox"/>	<input type="checkbox"/>
2.	The Company and its Management have not been found guilty pursuant to a final judgment or a final administrative decision of grave professional misconduct.	<input type="checkbox"/>	<input type="checkbox"/>

⁴ “Management” means any person having powers of representation, decision-making or control over the Organization. This may include, for example, executive management and all other persons holding downstream managerial authority, anyone on the board of directors, and controlling shareholders.

3.	The Company and its Management are not: bankrupt, subject to insolvency or winding-up procedures, subject to the administration of assets by a liquidator or a court, in an arrangement with creditors, subject to a legal suspension of business activities, or in any analogous situation arising from a similar procedure provided for under applicable national law.	<input type="checkbox"/>	<input type="checkbox"/>
4.	The Company and its Management have not been the subject of a final judgment or a final administrative decision finding them in breach of their obligations relating to the payment of taxes or social security contributions.	<input type="checkbox"/>	<input type="checkbox"/>
5.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found they created an entity in a different jurisdiction with the intent to circumvent fiscal, social or any other legal obligations in the jurisdiction of its registered office, central administration, or principal place of business (<i>creating a shell company</i>).	<input type="checkbox"/>	<input type="checkbox"/>
6.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found the Company was created with the intent referred to in point (5) (<i>being a shell company</i>).	<input type="checkbox"/>	<input type="checkbox"/>

The UNFPA reserves the right to disqualify the Company, suspend or terminate any contract or other arrangement between the UNFPA and the Company, with immediate effect and without liability, in the event of any misrepresentation made by the Company in this Declaration.

It is the responsibility of the Company to immediately inform the UNFPA of any changes in the situations declared above.

This Declaration is in addition to, and does not replace or cancel, or operate as a waiver of, any terms of contractual arrangements between the UNFPA and the Company.

Signature:

Date:

Name and Title:

Name of the Company:

UNGM N°:

Postal Address:

Email:

SECTION VI – ANNEX E: BIDDER’S PREVIOUS EXPERIENCE

Order No. & Date	Description ⁵	Client	Contact person, phone number, email address	Date of service		Contract Amount	Satisfactory completion
				From	To	(Currency)	

Indicate the description of products, services or works provided to their clients.

To be attached: Evidence (client’s letter or certificate) in support of satisfactory completion of above orders.

Signature and stamp of the Bidder:		Countersigned by and stamp of Chartered Accountant	
Name and title:		Name and title:	
Name of Company:		Name of Company:	

⁵ Please indicate relevant contracts to the one requested in the RFP.

Telephone:		Telephone:	
Email:		Email:	
Date:		Date:	

SECTION VI – ANNEX F: PRICE SCHEDULE FORM

(Please see attached Excel spreadsheet Annex F: Price Schedule Form.xls)

[link](#)

1. Submit this document in a separate email from the Technical Bid as indicated in Section I: Instructions to Bidders clause 20 Submission, sealing, and marking of Bids and in Annex I Instructions to Bidders.
2. All prices/rates Bid must be exclusive of all taxes, since UNFPA is exempt from taxes.
3. The Price Schedule Form must provide a detailed cost breakdown, as shown below. Provide separate figures for each of the steps in Item 1 below; estimates for out of pocket expenses should be listed separately in Item 2 below.
4. UNFPA anticipates awarding the project on a fixed-price basis. To complete an analysis of the Bid, firms are required to submit itemized pricing that identifies the people who will work on the project (including resumes), their billing rates, and the number of hours proposed for the project. Anticipated travel, lodging, and out-of-pocket expenses should be detailed as well.

	Deliverables	Estimated Price (Monthly - each center)	Service Units (Ankara, Istanbul, Eskisehir, Izmir, Mersin)	Estimated Price (Monthly - 5 centers)	Total Fee Offered by the contractor (%)
Monthly Mandatory Cost Items (70%)					
1	Net Rent	TRY 70,000.00	5	TRY 350,000.00	
2	Withholding Tax for rent	TRY 14,000.00	5	TRY 70,000.00	
3	Condominium Fees (or Common Area/building management and Maintenance Fees	TRY 4,000.00	5	TRY 20,000.00	
4	Stationery	TRY 2,500.00	5	TRY 12,500.00	
5	Cleaning Supplies	TRY 2,000.00	5	TRY 10,000.00	

6	Kitchen Food Products including catering during trainings and events	TRY 2,000.00	5	TRY 10,000.00	
	Catering events	TRY 5,000.00	5	TRY 25,000.00	
7	Electricity, Water, Natural Gas	TRY 7,500.00	5	TRY 37,500.00	
10	Communication (Internet)	TRY 1,000.00	5	TRY 5,000.00	
11	Workplace insurance	TRY 10,000.00	5	TRY 50,000.00	
12	Security (Alarm System Monitoring)	TRY 1,500.00	5	TRY 7,500.00	
13	Cleaning Service (2 times a week)	TRY 25,000.00	5	TRY 125,000.00	
14	ICT (IT software) Law database system- 37.800 TL (exp 31.12.2025)	TRY 3,150.00	1	TRY 3,150.00	
15	Zoom - 6.500 TL	TRY 550.00	1	TRY 550.00	
16	Antivirus programme 140 TL (each)	TRY 510.00	1	TRY 510.00	
17	Contractual HR Recruitment Services Fee (as a percentage of cost (gross including employers/employee shares)	TRY 53,787.50	5	TRY 268,937.50	
Items to be procured when needed (30%)					
18	Maintenance/Repair	TRY 2,000.00	5	TRY 10,000.00	
19	Furniture	TRY 2,000.00	5	TRY 10,000.00	
20	Electronics	TRY 4,000.00	5	TRY 20,000.00	
21	Household Appliances	TRY 2,000.00	5	TRY 10,000.00	

22	Cargo	TRY 5,000.00	5	TRY 25,000.00	
23	Other expenses: Medicine cabinet supplies, Fire extinguisher change, Miscellaneous	TRY 2,000.00	5	TRY 10,000.00	
24	Moving expenses	TRY 200,000.00	5	TRY 1,000,000.0 0	

Signature and stamp of the Bidder:	
Name:	
Title:	
Name of Company:	
Telephone:	
Email:	

SECTION VI – ANNEX H: CHECKLIST OF BID FORMS

The following checklist is provided as a courtesy to Bidders. Please use this checklist while preparing the Bid to ensure that your Bid contains all required information. This checklist is for the Bidder's internal reference and does *not* need to be submitted with the Bid.

ACTIVITY	LOCATION	YES/NO/ N/A	REMARKS
Have you read and understood all of the Instructions to Bidders in Section I of the Bidding documents?	SECTION I: INSTRUCTIONS TO BIDDERS		
Have you reviewed and agreed to the UNFPA General Conditions of Contracts?	SECTION III: GENERAL CONDITIONS OF CONTRACT		
Have you reviewed and agreed to the UNFPA Special Conditions for Contracts?	SECTION IV: UNFPA SPECIAL CONDITIONS OF CONTRACT		
Have you completed the Bid Submission Form?	SECTION VI – ANNEX B: BID SUBMISSION FORM		
Have you completed the Bidder's Identification Form?	SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM		
Have you completed the Bidder's Previous Experience Form?	SECTION VI – ANNEX E: BIDDER'S PREVIOUS EXPERIENCE		
Have you completed and signed the Price Schedule Form?	SECTION VI – ANNEX F: PRICE SCHEDULE FORM		
Have you reviewed all of the relevant Contract form(s)?	SECTION VII: CONTRACTUAL FORMS		
Have you prepared a copy of your company's registration in the country of operation?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		
Have you prepared a copy of the previous year's audited Company Balance Sheet and Financial Statements?	SECTION I: INSTRUCTIONS TO BIDDERS, CLAUSE & SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		

Have you provided written confirmation that your company is neither suspended by the United Nations system nor debarred by the World Bank Group?	& SECTION I: INSTRUCTIONS TO BIDDERS CLAUSE 2.4		
Have you provided a copy of any of your company's environmental or social policies, and any related documentation?	Section I: Instructions to Bidders, clause 39		
Have you reviewed the UN Global Compact requirements?	Section I: Instructions to Bidders, clause 40		
Have you sealed and marked the Bids according to Instructions to Bidders clause 20.3 (electronic Bids) or clause 20.4 (hard copy Bids) or clause 20 (Submission through an online system)?	Section I: Instructions to Bidders, clause 20.3 & 20.4		
If submitted electronically through email, is the file size of the Bid less than 8MB? (If the file size is above 20 MB, refer to Instructions to Bidders clause 20.3.3)	Section I: Instructions to Bidders, clause 20.3.3		
Have you noted the Bid closing deadline?	Invitation letter Number 4		
Have you provided information on Supplier Qualification Requirements?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS & SECTION VI – ANNEX B: BID SUBMISSION FORM		
Have you provided evidence that the Bidder has successfully completed at least one similar contract within the last five years for supply of goods/services?	SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS		

<p>Have you provided sufficient documentation of your company's ability to undertake the LTA, i.e.,</p> <ul style="list-style-type: none"> - List of similar contracts/LTAs executed for other clients including contact details. - Evidence that the Bidder possesses experience in the geographical area. - At least three years of experience in performing similar contracts/Long Terms Agreements 	<p>SECTION VI – ANNEX E: BIDDER'S PREVIOUS EXPERIENCE & SECTION V: SUPPLIER QUALIFICATION REQUIREMENTS</p>		
<p>Have you provided sufficient documentation of your company's managerial capability?</p> <ul style="list-style-type: none"> - Details of company's managerial structure. - Quality assurance systems in place. 	<p>SECTION VI – ANNEX C: BIDDER IDENTIFICATION FORM</p>		
<p>Have you supplied clients' certificates in support of the satisfactory operation of the goods/services as specified above?</p>	<p>SECTION VI – ANNEX E: BIDDER'S PREVIOUS EXPERIENCE</p>		
<p>Have you checked Section I: Instructions to Bidders, clauses, 17 & 18 and provided all requested documentation in the correct formats?</p>	<p>Section I: Instructions to Bidders, clauses 17 & 18</p>		

SECTION VII: CONTRACTUAL FORMS

Below find an overview of the attached contractual forms for this RFP.

Description		Status	Preferred file for submission
Annex A:	Long Term Agreement Template		PDF
Annex C:	Performance Security	Mandatory	PDF

SECTION VII – ANNEX C: PERFORMANCE SECURITY

The bank, as requested by the successful Bidder, shall fill in this Form in accordance with the instructions indicated.

Date: [insert date (as day, month, and year) of Bid Submission]
RFP: UNFPA/TUR/RFP/25/001

Bank's Branch or Office: [insert complete name of Guarantor]

Beneficiary: [insert legal name and address of UNFPA]

PERFORMANCE GUARANTEE NUMBER: [insert Performance Guarantee number]

We have been informed that [insert complete name of Bidder] (hereinafter called "the supplier") has entered into Long Term Agreement Number [insert number] dated [insert day and month], [insert year] with you, for the supply of [description of goods and related services] (hereinafter called the "LTA").

Furthermore, we understand that, according to the conditions of the LTA, a performance guarantee is required.

At the request of the supplier, we hereby irrevocably undertake to pay you any sum(s) not exceeding [insert amount(s)]⁶ in figures and words upon receipt by us of your first demand in writing declaring the supplier to be in default under the LTA, without cavil or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee shall expire no later than the [insert number] day of [insert month] [insert year],⁷ and any demand for payment under it must be received by us at this office on or before that date. This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458, except that subparagraph (ii) of Sub-article 20(a) is hereby excluded.

[Signatures of authorized representatives of the bank and the Supplier]

⁶ The Bank shall insert the amount(s) specified in the SCG and denominated, as specified in the SCG, either in the currency(ies) of the Contract or a freely-convertible currency acceptable to UNFPA.

⁷ UNFPA should note that, in the event of an extension of the time to perform the Contract, UNFPA would need to request an extension of this Guarantee from the Bank. Such request must be in writing and must be made prior to the expiration date established in the Guarantee. In preparing this Guarantee, UNFPA might consider adding the following text to the Form, at the end of the penultimate paragraph: "We agree to a one-time extension of this Guarantee for a period not to exceed [six months/one year], in response to UNFPA's written request for such extension, such request to be presented to us before the expiration of the Guarantee."