



# Mekong River Commission

For Sustainable Development

25 April 2024

## Request for Quotation RFQ24-03

Dear Sir/Madam,

The Mekong River Commission Secretariat (MRCS) is now inviting your Company to submit the sealed Quotation for the Air Conditioners Maintenance Services for the MRCS.

The Technical Specifications and Quantities of equipment are provided in the Annex I attached.

1. The quotation shall be quoted in **USD** for a fixed price excluded all taxes and remaining valid at least for **12 Months** after the deadline for submission of quotations.
2. Documents to be provided with the bid:
  - The Bid Submission Form: The format is provided in the Annex III for your use. A format is attached as example.
  - Supplier Declaration Form(Annex V)
  - A valid certificate of the business registration is required(copy)

The quotation shall be submitted to MRC Procurement Unit **not later than 10 May 2024, 3:00 PM** a sealed envelope clearly marked "**RFQ24-03 Air Conditioners Maintenance Service; - DO NOT OPEN BEFORE SUBMISSION DEADLINE**". The sealed envelope shall be addressed to the Mekong River Commission Secretariat at the following address:

Mekong River Commission Secretariat  
Administration Division  
Procurement Unit  
P.O. Box 6101, Unit 18 Ban Sithane Neua  
Sikhottabong District, Vientiane 01000, Lao PDR  
Tel: (856) 21 263 263; Fax: (856) 21 263 264

Alternatively, bidders have the option of submitting their Quotation electronically by email to the Procurement team account: [procurement@mrcmekong.org](mailto:procurement@mrcmekong.org). The subject of the email should be clearly marked "**RFQ24-03 Air Conditioners Maintenance Service; - DO NOT OPEN BEFORE SUBMISSION DEADLINE**".

E-mails will be opened only after the submission deadline and at the time of the opening session.

Please be aware that bids not emailed to the Procurement team account: [procurement@mrcmekong.org](mailto:procurement@mrcmekong.org) will be rejected. Bids received after the deadline for bid submission will also be rejected. As an email may take some time to arrive after it is sent,

especially if it contains a lot of information, we advise all bidders to send email submissions well before the deadline.

3. MRCS may annul the bidding process and reject all quotations at any time prior to contract award, without thereby incurring any liability to the bidders, according to the revised Procurement Manual posted in MRC website: <http://www.mrcmekong.org/working-with-mrc/tenders/>
4. Purchase Order/Contract will be awarded to the supplier whose quotation is substantially technical compliant and lowest offer.
5. The contractor is requested to supply the spare parts for replacement at MRCS within 15 days after confirmation of the Order.
6. The payment will be paid to the Supplier's bank account within 30 days after the service of each month and upon reception of maintenance report(annex VI), original invoice and certified by Maintenance Technician.
7. MRCS as International Organization is exempted from import taxes/VAT to its member countries – Cambodia, Laos, Thailand and Vietnam. Support to clearance documents will be provided if required.

We appreciate receiving your quotation.

Sincerely yours,

Watt Botkosal  
Director of the Administration Division

## Annex I

### TERMS OF REFERENCE

#### Air Conditioners Maintenance Service for MRCS

Division: Administration Division

Budget Dimension: BF, 101, F.1.14, F.1, AD, BG: 2021, GL: 41011

Duty Station: Vientiane, Lao PDR

Duration: 12 months from 01 June 2024 – 30 May 2025

#### 1. Background

The Mekong River Commission Secretariat wishes to engage a professional and qualified company to provide a package of Air Conditioner Maintenance Services for all air conditioners at the MRCS office, which is located at Unit 18, Ban Sithane Neau, Sikhottabong District, Vientiane, Lao PDR.

The Air Conditioner Maintenance services cover all units of aircon in the building and other units at the canteen area. The summary list of air conditioners and its capacity is attached in Annex VI.

#### 2. Scope of Work

- The Contractor shall perform its one-year maintenance services to the existing 83 units of air conditioners and additional air conditioners be installed during the period of the contract in the Mekong River Commission Secretariat and other services.
- Carrying out all maintenance as shall be revealed by such examination be necessary to keep the air conditioner in good condition.
- **Four(4) times** per year to send their experienced staffs to clean each air conditioners as below mentioned requirements:
  - a. Air filter cleaning
  - b. Dryer filter cleaning
  - c. Compressor operating system checking
  - d. Condensing filter cleaning
- Once a month to visit, checking and ensuring that the operating system of each air conditioners is in good condition and promptly notify MRCS of the necessary repair arrangement.
- Responding (weekdays only) as soon as reasonably possible, with 3 hours, to MRCS' request to attend any break down or fault operation of the air conditioners.
- The services are inclusive of replacement of any spare parts required based on the price provided in Annex II.
- The contractor shall be responsible for the losses or damages caused from the negligence of its staffs.

#### **3. Minimum Requirement of Qualifications**

The service provider shall provide proofs of all below required qualifications.

- The company at least have a minimum 3 years of experience on the air conditioner maintenance and installation service in local market.
- The company should provide a certificate of Business Registration(copy).
- The company shall have all the necessary equipment and shall employ enough experienced and professional staff to provide continuous maintenance services to the MRCS as contracted.
- Ability to communicate in basic English would be an advantage.

**Annex II List of air conditioner's capacity and its spare parts**

No	Item	ລາຍການ	12,000	18,000	25,000	35,000	45,000	98,000
			BTU	BTU	BTU	BTU	BTU	BTU
			Price	Price	Price	Price	Price	Price
1	Clean up of Cool and condensing unit	ອະນາໄມ ແຜງເຢັນ ແລະ ແຜງຮ້ອນ						
2	Fill up gas	ເຕີມນໍ້າຢາ						
3	Change fan blade of condensing unit	ປ່ຽນໃບພັດລົມແຜງຮ້ອນ						
4	Change motor fan of cool unit	ປ່ຽນມໍເຕີພັດລົມແຜງເຢັນ						
5	Change motor fan of condensing unit	ປ່ຽນມໍເຕີພັດລົມແຜງຮ້ອນ						
6	Change capacitor of compressor	ປ່ຽນແຄັບປາຊີເຕີ ຄອມເພຣດເຊີ						
7	Repair gas leaking	ສ້ອມແປງທໍ່ນໍ້າຢາຮົ່ວ						
8	Repair water leaking	ສ້ອມແປງນໍ້າຢ່ອຍຢູ່ຕາມແຜງເຢັນ ແລະ ແຜງຮ້ອນ						
9	Repair leaking of drainage pipe	ສ້ອມແປງທໍ່ລະບາຍນໍ້າເສຍ						
10	Change drier filter	ປ່ຽນໄດເອີ ໃຫມ່						
11	Change injection pipe	ປ່ຽນແບັບສິດ ໃຫມ່						
12	Change circuit breaker	ປ່ຽນເບັກເກີ ໃຫມ່						
13	New remote control	ປ່ຽນລີໂຫມດ						
14	Change control volume	ປ່ຽນລູມ ບັບຄວາມເຢັນ						
15	Change magnetic switch	ປ່ຽນເມຕິກສະວິດ						
16	Change compressor	ປ່ຽນຄອມເພຣດເຊີ						
17	Change valve	ປ່ຽນວາວ						
18	Change rubber holder of compressor	ປ່ຽນຢາງຮອງຕີນຄອມເພຣດເຊີ						
19	Change rubber holder of condensing unit	ປ່ຽນຢາງຮອງຕີນແຜງຮ້ອນ						
20	Change board control of cool unit	ປ່ຽນແຜງວົງຈອນຄວບຄຸມແຜງເຢັນ						
21	Change board control of condensing unit	ປ່ຽນແຜງວົງຈອນຄວບຄຸມແຜງຮ້ອນ						

22	Change insulation (m)	ປ່ຽນສະນວນຫຸ້ມຫໍ່ (ແມັດ)						
23	Remove cool and condensing unit and clean up (old air condition)	ຍ້າຍແອເກົ່າທີ່ບໍ່ໄດ້ໃຊ້ອອກ						
24	Change drainpipe (m)	ປ່ຽນທໍ່ນໍ້າເສຍ (ແມັດ)						
25	Change gas pipe (m)	ປ່ຽນທໍ່ນໍ້າຢາ (ແມັດ)						
26	Vacuum and fill up gas	ໄລ່ອາກາດ ແລະ ເຕີມນໍ້າຢາ						
27	Change capacitor of condensing fan	ປ່ຽນແຄັບລັງຂອງພັດລົມແຜງຮ້ອນ						

**Annex III**

[Insert Supplier logo and paper heading]

**BID SUBMISSION FORM**

To: Mekong River Commission Secretariat

Date:

Ref. No.:

Dear Mr. Watt Botkosal,  
Director of the Administration Division

Subject: Supply of .....

Having examined the Request for Quotation by Email/Fax (or published in the MRCS website) dated dd/mm/yy, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply Stationary in conformity with the required specifications in the Request for quotation for the sum of [total bid amount in words and figures] for stationery supplies.

We undertake, if our Quotation is accepted, to deliver the goods in accordance with our offered terms of conditions as informed below.

Our quotation is valid until: [please insert the date](at least (1)one year)

Local representatives: Name & address

Offered Prices:

Item No	Description/items	Amount
1	Clean up of Cool and condensing unit	
2	Fill up gas	
3	Change fan blade of condensing unit	
4	Change motor fan of cool unit	
5	Change motor fan of condensing unit	
6	Change capacitor of compressor	
7	Repair gas leaking	
8	Repair water leaking	
9	Repair leaking of drainage pipe	
10	Change drier filter	
11	Change injection pipe	
12	Change circuit breaker	
13	New remote control	
14	Change control volume	
15	Change magnetic switch	
16	Change compressor	
17	Change valve	
18	Change rubber holder of compressor	

Item No	Description/items	Amount
19	Change rubber holder of condensing unit	
20	Change board control of cool unit	
21	Change board control of condensing unit	
22	Change insulation (m)	
23	Remove cool and condensing unit and clean up (old air condition or unused)	
24	Change drainpipe (m)	
25	Change gas pipe (m)	
26	Vacuum and fill up gas	
27	Change capacitor of condensing fan	
	<b>TOTAL</b>	

- Delivery after order:        week(s)
- Terms of payment requirement:

Signature and stamp:

Name on behalf of Supplier:

Title:

#### ANNEX IV

##### PRE-QUALIFICATION CRITERIA

Ref	Evaluation criteria	Supplier A	Supplier B
		Y/N	Y/N
1	Submission form duly signed by authorized person		
2	Copy certificate of the business registration is required		
3	<b>Minimum 3 years</b> of experience on the air conditioner maintenance and installation service in local market		
4	Quotation validity: at least 1 year		
5	Supplier Declaration Form included		
	Prequalification	Y/N	Y/N



**ANNEX 5**

## SUPPLIER DECLARATION FORM

As an important and highly visible inter-governmental organization the Mekong River Commission Secretariat (MRCS) has a special obligation to ensure that its mission is performed to the highest standards. To this end, a Fraud Prevention and Anti-Corruption (FPAC) Mechanism (as provided to bidders) has been adopted that applies to the MRCS activities and those involved in it. The FPAC Mechanism includes a commitment to ensuring that opportunities for fraud and corruption are reduced to the lowest possible level of risk.

As part of the risk mitigation and due diligence processes set out in the FPAC Mechanism, the MRCS requires all prospective service providers and their legal representatives to undertake that they shall comply with the standards set out in the FPAC Mechanism.

<b>Full Name of Individual/Entity:</b>			
<b>Current Business Natures</b>	<input type="checkbox"/> Water Resource Management (WRM) and Development Services <input type="checkbox"/> Consultancy services including Research on WRM <input type="checkbox"/> Training Services <input type="checkbox"/> Communication, PR, Advertisement	<input type="checkbox"/> Research Institution or Development Studies <input type="checkbox"/> Freelancer/general consultancy <input type="checkbox"/> Others (please specify):	
<b>Key Detail of the Current Business:</b>			
<b>Business Structure (if applicable):</b>	<b>Business Type:</b>		
<input type="checkbox"/> Partnership <input type="checkbox"/> Join Venture <input type="checkbox"/> Limited Liability <input type="checkbox"/> Company Corporation <input type="checkbox"/> None of the above	<input type="checkbox"/> For Profit <input type="checkbox"/> Non-Profit (NGO) <input type="checkbox"/> Public Entity <input type="checkbox"/> Community Based Organization (CBO) <input type="checkbox"/> Private business		
<b>Registration or Formation of business (if applicable):</b>	Country/State:		
	Time of registration (date/month/year):		
	Percentage of Ownership:		
	Business license number:		
<p><b>The entity/person identified above here by declares and/or confirms that the entity/person including any person having powers of representation, decision-making or control over them or a member of their administrative, management or supervisory body:</b></p> <ul style="list-style-type: none"> <li>has not been sentenced by final judgment on one or more of the following charges: participation in a criminal organization, corruption, fraud, money laundering, terrorist financing, terrorist offences or offences linked to terrorist activities, child labour or trafficking in human beings;</li> <li>is not in a situation of bankruptcy, liquidation, termination or suspension of business activities, insolvency or arrangement with creditors or any like situation arising from a procedure of the same kind, or is subject to a procedure of the same kind;</li> <li>has not received a judgment with res judicata force, finding an offence that affects their professional integrity or serious</li> </ul>			

professional misconduct, including but not limited to: misrepresenting information required for the verification of the absence of grounds for exclusion or in the performance of a contract; entering into agreement with other persons or entities with the aim of distorting competition; violating intellectual property rights; attempting to influence the decision-making process of a contracting authority; or attempting to obtain confidential information;

- has complied and continues to comply with their obligations as regards payment of taxes, social security contributions and dues, according to the applicable statutory provisions;
- is not an entity created to circumvent tax, social or other legal obligations (empty shell company), have ever created or are in the process of creation of such an entity;
- has not been involved in mismanagement or other irregularities related to the use of MRC funds or public funds of another source;
- is not in a situation of conflict of interest in relation to the procurement process and any resulting contract;
- none of its officers, employees or subcontractors has or have been sanctioned for any offence listed in this Declaration Form;
- understands the provisions of the MRC FPAC Mechanism and has not and shall not be involved in any activities that are inconsistent with the standards of conduct set out in the FPAC Mechanism;
- if shortlisted, shall treat as confidential any information provided to it by the MRC Secretariat;
- understands that the MRC Secretariat may publish the name of shortlisted bidders in accordance with the provisions of the MRC Procurement Manual;
- understands that should circumstances pertaining to this Supplier Declaration Form change or new information emerge prior to the award of the goods or services to be procured then the entity/person is under an obligation to bring such information to the MRC Secretariat's attention forthwith.

<b>Consent:</b>	Agrees to the MRC rules for protection of personal data.	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
	Agrees to the MRC publishing information regarding the bidder in accordance with its Procurement Manual.	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
	Agrees to the MRC's established rules and regulations, and disciplinary measures will be undertaken as per terms and condition set in the contract should any violation occurred.	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
<b>Signature and Date:</b>	<i>I declare, on behalf of the entity or myself, that I have the power to represent the entity in making the declarations contained in this Supplier Declaration Form, that to the best of my knowledge the statements made in this Supplier Declaration Form are complete, true and correct and undertake to provide verification for any information that the MRC Secretariat may request:</i>		

## VERIFICATION MATRIX

*(Indicative only to illustrate possible use)*

Evaluation and due diligence options	Criteria		
	Fit for purpose	Ability to deliver	Value for money
Legal existence check			
Written offer / proposal documents complete			
Supplier declaration form*			
Financial statements			
Terrorism and sanctions database			
Reference checks			
Site visit			
Audited accounts			
Credit check			
Company's office/charities register			
Accepts the MRCS Terms & Conditions			
Security check			
Overall comments and recommendations for the mitigation of risks of any risks found or follow up actions as required:			

**Note:** • Risk identified and mitigation measures described

\_\_\_\_\_  
Prepared by  
(name, title, and team)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Reviewed by

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date