

**UNHCR**United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés**DATE: 24.11.2017****REQUEST FOR PROPOSAL: No. RFP/2017-57****FOR THE ESTABLISHMENT  
OF A FRAME AGREEMENT FOR THE PROVISION OF****SECURITY SERVICES FOR UNHCR OFFICES in Kyiv, Slovyansk, Sievierodonetsk and  
Mariupol, UKRAINE****CLOSING DATE AND TIME: 17.12.2017– 23:59 hrs. CET**

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**INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 34 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

**1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Representation in Ukraine (referred to hereinafter as UNHCR), invites qualified service providers to make an offer for the establishment of Frame Agreement(s) for the provision of **security services for UNHCR Offices in Kyiv, Slovyansk, Sievierodonetsk and Mariupol, Ukraine** (referred to hereinafter as "Services").

**IMPORTANT:**

Exact technical specifications of the services are detailed in Annex A of this document.

UNHCR may award Contract with initial duration of 1 (one) years, potentially extendable for a further period of 1 (one) year, for providing Services.

The successful bidders will be requested to maintain their quoted price for the duration of the Contract(s).

The estimated requirement of UNHCR is specified in **Annex A**.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and funds



available regulated by issuance of individual Purchase Orders against the Frame Agreement (the Contract).

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement (the Contract) with other UN Agencies.

**IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days (3 months) notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex E).

Note: this document is not construed in any way as an offer to contract with your firm.

## **2. BIDDING INFORMATION:**

### **2.1. RFP DOCUMENTS**

The following annexes form integral part of this Invitation to Bid:

Annex A:	Terms of Reference;
Annex A1:	Technical Specification of fire alarms and smoke detectors;
Annex A2:	Technical Specification of video surveillance equipment;
Annex A3:	Technical Specification of access control systems;
Annex A4:	Technical Specification of perimeter intrusion alarms;
Annex B:	Technical Offer Form;
Annex C:	Financial Offer Form;
Annex D:	Vendor Registration Form;
Annex E:	UNHCR General Conditions of Contracts for the Provision Services;
Annex F:	Documentation procedures on tax reporting (for companies with VAT payer status).

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFP by return e-mail to [UNHCR-UKR-Procurement@unhcr.org](mailto:UNHCR-UKR-Procurement@unhcr.org) as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid
- The source where you have acquired this tender document (e.g. E-Mail, Chamber of Commerce, UNHCR website, UNGM website, printed media etc.)

**IMPORTANT:**

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

### **2.3 REQUESTS FOR CLARIFICATION**



Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Ms. Lidiya Usoltseva, Senior Supply Assistant at [usoltsev@unhcr.org](mailto:usoltsev@unhcr.org). **The deadline for receipt of questions is 23:59 hrs CET on 10.12.2017.** Bidders are requested to keep all questions concise.

**IMPORTANT:**

Please note that Bid Submissions are **not** to be sent to the e-mail address above.

UNHCR will compile the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once. Or will respond to these at the supplier conference. After the supplier conference, a Questions & Answers document will be prepared and posted on the UNHCR website.

**2.4 YOUR OFFER**

Your offer shall be prepared in English and/or Ukrainian languages.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

**IMPORTANT:**

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer – (all the requested documents together with fulfilled Annex B), you may submit addendum in free format with explanations or proposals;
- Financial offer (filled out Annex C);
- Vendor Registration Form (Content defined in Annex D);
- UNHCR General Conditions of Contracts for the Provision Services (Content defined in Annex E);
- Documentation procedures on tax reporting (for companies with VAT payer status) (Content defined in Annex F).

**2.4.1 Content of the TECHNICAL OFFER****IMPORTANT:**

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The terms of reference of the services requested by UNHCR can be found in **Annex A** and technical offer form should be submitted as per **Annex B**. Your technical offer should clearly state whether or not the services you are offering are fully conforming to the specifications given. Clearly state and disclose any discrepancies with the specifications given.

The following details shall also be provided in the Technical Offer.

**Registration:** The bidder shall provide copies of respective valid licenses for security activities in order to confirm proper registration in accordance with Ukrainian legislation.



**Portfolio of the company** including number of employees, year of establishment, key clients etc.

**VAT registration certificate/ Single TAX payer certificate.**

**Financial statement** for the last two years.

**Number of qualified employees with brief CVs** for the key personnel which include chief of security guard, security guards and other persons who will be involved in the proposal (copies of Diplomas should be provided upon request);

**Related background:** confirmed experience of providing similar services during the last three (3) years with References of at least three (3) clients (contact person, telephone and email). UN reserves the right to contact each reference and request information on the Security guard company performance;

**Related background:** confirmed experience of working with international companies and UN/ Diplomatic Missions/ Embassies or similar institutions, if available;

**Documented evidence of the minimum take-home salary** in amount of 4,000 UAH per month (for the standard 40-hours week) per each security guard or its correspondent proportional amount if the staff is engaged in less than 40-hours working week schedule. During further cooperation with the successful bidder, the contractor should stand ready to provide salary report upon UNHCR request.

**Quality control:** Company's personnel activity quality control and maintenance policies;

**Implementation plan:** Work plan to ensure successful management of the contract;

**A description of hiring practice, trainings for designated tasks, handling of emergencies;**

**Staff capabilities:** Documented evidence that the personnel offered for the implementation of assignment passed a criminal background record check and is fit to provide services in question;

**Staff capabilities:** Documented evidence that the personnel offered for the implementation of assignment is physically fit to provide services in question;

**Sub-contracting:** Provide information on whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors. All the information requested under this tender must be provided for subcontractor, if any.

**Staff Education:** The bidder shall provide information regarding education and background of the personnel planned to be involved in execution of services.

**Security training:** The bidder shall demonstrate that the personnel is duly qualified and went through respective security-training program.

**Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (Annex D).



**UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E**.

**Documentation procedures on tax reporting (for companies with VAT payer status in Ukraine).** Your technical offer should contain your acknowledgement of the documentation procedures on tax reporting (Content defined in **Annex F**).

Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

#### **2.4.2 Content of the FINANCIAL OFFER**

Your separate **Financial Offer** must contain an overall offer in a single currency, either in US Dollars or Euros. In case if your company is selected, payments will be made in local currency according to UN operational exchange rate at the date of order. UN operational exchange rates can be found following the link: <https://treasury.un.org/operationalrates/OperationalRates.php>.

The Financial offer is to be submitted as per the Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted.

The following details shall be provided for each service:

**Service costs.** UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT (please note that the company can have VAT payer status and in such a case UNHCR will pay the amount including VAT).

You are requested to hold your offer valid for 30 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Contract. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

#### **2.5 BID EVALUATION:**

##### **2.5.1 Supplier Registration:**

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.

This will be followed later by performance evaluation as a supplier such as:

- Random / periodic evaluation of the supplier's services,
- Ability to respond quickly to Agency's needs,
- Timely work.

## 2.5.2 Technical and Financial evaluation:

For the award of this contract, UNHCR has established a two-stage evaluation criteria which governs the selection of offers received.

**Please note that the following minimum qualification requirements are established for a provider of the services and its staff under this tender:**

- The supplier should be registered as a Legal Entity or Private Entrepreneur in accordance with the laws of the country of its establishment and should have valid job licenses;
- Documented evidence of the minimum take-home salary in amount of 4,000 UAH per month (for the standard 40-hours week) per each security guard or its correspondent proportional amount if the staff is engaged in less than 40-hours working week schedule.
- The supplier must have minimum experience of 3 years of providing similar services;

**Please note that the following minimum qualification requirements are established to the proposed key personnel:**

- All key personnel offered for the implementation of assignment must pass a criminal background record check (please provide documented evidence);
- All key personnel offered for the implementation of assignment must be physically fit to provide services in question (please provide documented evidence).

**Please note that offers not complaint to the above minimum requirements will not be admitted for further technical evaluation under point/percentage criteria.**

Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: 70% from the total score (equals to 200 points):

Technical Evaluation Criteria	Points
1. Proposed approach and implementation plan: - The Quality of work plan; - Financial stability; - Age/size of the firm; - Availability of dedicated personnel with technical skills in physical security, video surveillance, access control and fire safety. - Organization of emergency response capability at the locations of service delivery listed in the SOW	80
2. Expertise of the Firm/Organization: - History in the security industry and at least 3 years of experience in security sphere; - Experience with UN/ Diplomatic Missions/ Embassies or equivalent, if any; - Number of references of satisfactory services provided under similar requirements.	65
3. Management structure and key personnel: - Guards: education level of the personnel offered; - Shift Supervisor / Chief of security guards: education level, military or	55



police background (if available), years of full experience - Has the company demonstrated that it has an acceptable security-training program and that the personnel offered have received proper security training?	
<b>Total:</b>	<b>200 points*</b>

\*passing score: 140 points

The **Technical Offer** total percentage will be calculated by multiplying number of technical points on 0.35 (70%); e.g., [technical points] x [0.35] = total technical percentage of offer.

**IMPORTANT:**

All suppliers must have bank account capable of receiving either Ukrainian Hryvna (UAH), United States Dollars (USD) and/or Euro (EUR) and must have legal entity registered in compliance with the applicable legal framework of the state. Failure to provide evidence to above two criteria may result in disqualification of your offer from further evaluation.

The **Financial Offer** will use the following percentage distribution: 30% from the total score.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., [total Price Component] x [US\$ lowest] \ [US\$ other] = total financial score for other supplier's Price Component.

**UN Global Compact and other factors:** UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labour, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

## 2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by e-mail and all attachments (Annex A, Annex B, Annex C, Annex D, Annex E, Annex F) should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.) or in hard copy to the address of UNHCR Kyiv office: Kyiv, 16 Lavrska Str., 01015 with the reference "RFP 2017-57, attn. of Bid Opening Committee. Do not open".

**The Technical and Financial offers shall be clearly separated in different e-mails/envelops.**

**Bid must be sent by e-mail ONLY to:** [UNHCR-UKR-tendercommittee@unhcr.org](mailto:UNHCR-UKR-tendercommittee@unhcr.org)

**IMPORTANT:**

The technical offer and financial offer are to be sent in separate documents and e-mails/envelops. Failure to do so may result in disqualification.

**Deadline: 17.12.2017, 23:59 hrs CET.**

**IMPORTANT:**

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **10 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- RFP 2017-57;
- Name of your firm with the title of the attachment;
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

## **2.7 BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your bid.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

## **2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES**

Please note that the General Conditions for the Provision Services (**Annex E**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

Mirko Ristich, Supply Officer  
UNHCR Representation in Ukraine

