

Respond to the clarification requests

9 August 2018 11:00 am

Reference no.: 2018/PROC/UNDP-MMR/PN/048 – Request for Proposal for provision of Security Services for UN premises in Yangon and Field offices in Myanmar on Long Term Agreement Basis

Question (Q) & Answer (A):

Q1: Is Communicable Speaking/Reading/Writing in English required for every staff (both Supervisors and Guards)?

A1: Communicable Speaking/Reading/Writing in English is required for Supervisors and Elementary knowledge is required for Guards

Q2: Will provide living accommodation for field guards?

A2: The security service provider should take care for their staff.

Q3: Is working hours is flexible and could the company propose the morning shift started from 08:00 am not 7:00 am? How's about the option of duty hours 8 hours 3 shifts or 12 hours 2 shifts?

A3: The start working time is flexible and can be proposed to 8:00 am. Please consider there is no gap between shift to shift. 8 hours 3 shifts are recommended for Yangon office. UNDP will consider and discuss in detail the working hours and other arrangement upon signing of the contract.

Q4: Is female staff required? How's about for field offices?

A4: One female staff is required at Yangon office only for office hours. For the field offices it depends on the candidate's qualifications and experiences.

Q5: Will UNDP provide the security equipment and materials mentioned in RFP or should the company include them in the proposal?

A5: Please submit one inclusive proposal including all the services and materials cost mentioned in RFP.

Q6: Please share the compensation procedure for any lost, damage or stolen the property that is attributable to the security staff? What if it is effected by any disasters?

A6: Please read **Indemnity insurance** at Page 28:

The security company is responsible to provide insurance against stolen or damaged property that is attributable to the guards if something untoward is caused to a United Nations facility due to negligence or failure of a guard to carry out his/her duties. A joint investigation by the Guard Company and United Nations shall be carried out to attribute responsibility for the loss and/or damage of property whilst under the care of the guard force.

For the effected by the disaster. UNDP will take responsibility for it.

Q7: Is Female guard only required for weekdays and office hours

A7: Yes, please read the answer A4.

Q8: Should company cover insurance for all the guards.

A8: Please read Compensation at Page 28:

The service provider, at its own expense, shall provide and maintain for the entire period of the contract, all types of insurance cover that is legally required for its employees. The insurance shall include but not limited to, professional liability insurance, life insurance, and health insurance as it pertains to the performance of duties.

Q9: Do the security guards need the safety shoes?

A9: Proper uniforms arrangement including shoes are required. The types of shoes depend on the company.

Q10: Working Hours exceeding 192 hours/month? Is it acceptable for 3 persons roster which result in 240/250 hours per month?

A10: Service provider should follow the legal working hours mentioned in Myanmar Labour Law. That's meant it should not be exceeded to 48 hours/week total to 192 hours per month. The company should consider and arrange the enough man power to cover the services.