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# **Schedule of Requirements for the Provision of Security Services the United Nations (UN) Agencies in Ghana on Local Long Term Agreement (LTA) Basis**

**Ghana, Accra  
July 7, 2017**

# TERMS OF REFERENCE (TOR)

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## GENERAL INFORMATION

Services/Work Description: Provision of Security Services for the United Nations (UN) Agencies in Ghana on Long Term Agreement (LTA) Basis

Project/Program Title: Management Service

Specific Location: UN Offices in Ghana

Type of the Contract: Long Term Agreement (LTA) Basis for two (2) years with a possibility of one year extension upon satisfactory performance

Latest Expected Service Start Date: October 1, 2017

## I. BACKGROUND / RATIONALE

The United Nations (UN) System in Ghana is seeking for qualified security companies to provide security services on its Office premises and the residences of some individual staff members. Security is a critical and primary concern of the United Nations System and its Agencies across the world and is therefore regarded as the sine qua non-condition for a better working professional environment. Thus this exercise is aimed at ensuring the safety and security of staff and all of UN properties/facilities by closely monitoring movement of staff and visitors coming in, moving around and going out of the UN occupied area.

To this effect, UNDP Ghana as a Lead Agency is facilitating the procurement of Security Services from competent legally established companies for the United Nations (UN) Agencies in Ghana.

## II. OBJECTIVES OF THE SERVICE

The main objective of contracting a Security Company is to ensure the security, safety and protection of the UN staff and guests while inside and around the UN Office premises in Ghana including all its assets/facilities/properties, from injury (and possible death from injury), damage, loss or threats to the United Nations (UN) Agencies in Ghana.

Provision of Security Services are among major expenditures in delivering programmatic and operational development agendas. The United Nations in Ghana, therefore, seeks to set up a Local Long Term Agreement (LTA) with qualified Security Service Providers operating in Ghana, Accra. The contract shall be valid for two (2) year with the possibility to renew for one (1) more additional year upon satisfactory performance.

## III. SCOPE OF THE SERVICES

The UN in Ghana hereby invites potentially qualified Security Services Providers in Ghana on Local Long Term Agreement (LTA) contract basis for its offices in Ghana. For successful administration of the contract, the requirements are broadly detailed as follows:

- Undertake responsibility of safety and security services performed 24 hours a day, 7 days a week for the period under review.
- Regularly patrol on foot and conduct (of) a thorough inspection of the UN premises, installations and properties being guarded.
- Monitor the adjacent streets (within the physical limits of the building) for any criminal activity. Reacting promptly, and supporting affected UN staff (in case of any possible attack) or property using the

resources available in the company (local and on call) and at the maximum extent without disregarding the primary task of securing the building.

- Provide 24 hours armed Rapid Response Team, comprising a sufficient number of personnel who will patrol and visit all duty points as well as being in readiness for emergencies.
- Conduct spot checks and searches on visitors and vehicles entering/leaving the premises including accurate recording of incoming, outgoing vehicles and visitors details.
- Control and coordinate security issues involving staff members of the various UN agencies. These include robbery, theft, intrusion and emergency situations e.g. bomb threats, demonstrations etc.
- Check the removal and movement of in-coming and out-going equipment and items and ensure outgoing equipments are covered with gate pass.
- Prevent suspicious looking persons from loitering around and within the premises.
- Control and direct vehicular movements in the parking places under its responsibility between the parking places assigned to the UN and the Public Street and vice-versa.
- Undertake responsibility of safety and security of vehicles parked at the premises and places designed for such a purpose.
- Control access to fire points promptly.
- Fully understand the functioning of the Smoke /Fire Alarm systems and how to disarm these in the event that they get triggered falsely.
- Report fire outbreaks and assist in firefighting where there is an outbreak.
- Fully understand, implement, adhere to, and ensure full compliance of orders, to the security rules and regulations of the UN in its offices, security plans, instructions and orders, including those that may be further issued from time to time by the UNDSS;
- Must have trained and qualified female staff officers.
- Closely coordinate with, or advise the UN for the drafting, rationalization, adoption and implementation of new security rules and regulations which may be deemed necessary or best practice, during the course of their engagement under their Contract with the UN.
- Ensure that guards performing beat and guard duties are motivated enough to curb high Labour Turnover (LTO)
- Provide all necessary equipments, appropriate and identifiable uniforms for their guard/patrol officers.
- Undertake a periodic visitation of all guards to ensure they are alert and vigilant.

#### Duties to be performed

##### Senior Guard(s):

- Manage the duties of the security guards to ensure all guards conduct their duties competently.
- Manage the duty roster and schedules to ensure that the required number of guards report for duty each shift.
- Report all incidents to the agency security focal person
- Submit all required reports promptly and properly.
- Ensure that the daily occurrence log is properly maintained.
- Ensure that the security procedures of the UN are properly executed.
- Ensure that the UN access control policies are properly executed and adhered to at all times.
- Ensure that the guards are properly dressed at all times while on duty and proper hygiene of all guards is maintained at all times.
- Ensure that the guards report for duty on time and do not leave their duty post until properly relieved.
- Responsible for the safe keeping of all UN equipment provided for the guard force.
- Use of earphones and private mobile phones are prohibited whilst on duty except for official purposes

- Ensure guards are qualified with report writing skills, fire fighting skills, first aid, and radio operating skills.

Guard(s):

- Report on time for duty and remain at duty post until properly relieved.
- Report for duty properly dressed in a clean and neat manner.
- Take proper care of all UN equipment provided for the execution of duties.
- Must ensure that the UN security procedures are properly adhered to.
- Report any and all incidents to the Senior Guard and UNDSS.
- Ensure that UN access control policies are properly executed and adhered to.
- Be courteous and polite at all times to all staff and visitors.
- Must ensure that the UN emergency procedures are applied
- To be fully active, vigilant, alert, attentive, and mobile during the hours of duty
- Exercise due care in using all equipment of the UN.
- Properly perform all security guard duties at all times while on duty and undertake foot patrols in and around the UN compound.
- Report security breaches immediately to the guard supervisor and prepare detailed report when necessary.
- Patrol for perimeter protection to detect and subsequently report any security breach.
- Properly use any fire equipment as necessary.
- Properly use radio equipment as required.
- Use of earphones and private mobile phones are prohibited whilst on duty except for official purposes

Duties at Main Gate of UN Offices:

- Check staff members' identity cards for the purpose of identification only. Follow the procedure put in place by UNDSS to handle expired or invalid IDs.
- Enter names, phone numbers, addresses and vehicle registration numbers in visitors' log book at the gate using the procedures established by UNDSS.
- Control the access in the turnstiles according to the specific rules of the access control system issued by UNDSS.
- Issue visitors with ID Cards at the gate and ensure that they are properly tagged before allowing them into the premises. Visitors should only be allowed onto the premises during office hours once confirmation is obtained from the staff to be visited. Escorting of visitors should be provided on a case by case basis. Unauthorized food vendors are prohibited from entering the UN premises without prior information. Permission should be sought from staff members before allowing visitors onto the premises.
- No visitor should be allowed during the lunch break unless exceptionally cleared by the staff member being visited
- Patrol the car park areas regularly in order to maintain security of all UN vehicles parked there and avoid haphazard parking of vehicles in the parking areas. Ensure that unauthorized vehicles do not park in the UN authorized parking areas or in front of emergency accesses.
- Check and record particulars vehicles including the name of driver, type and make of all in-coming and out-going vehicles and items against particulars of the carrier.
- Control access to the main entrance (turnstiles) at all times
- Report immediately any vehicle parked in and around UN premises with engine running without a driver.
- Ensure all parked vehicles have their engines switched off immediately except high delegates from embassies and government officials.

Duties at Gates but not limited to:

- Check all incoming and outgoing UN official vehicles and staff vehicles

- Accurately, record the following details of all incoming and outgoing vehicles in a log book: name of driver, Agency, vehicle registration number, make and time of arrival and departure.
- Conduct a visual inspection to the interior of the vehicles entering and leaving the parking areas and report immediately to UNDSS (during working hours) any suspicious items/ packages.
- Patrol the car parks regularly and report all irregularities promptly to UNDSS

Role and function of security personnel and patrolling procedures:

- Surveillance and anti-surveillance techniques.
- Access control procedures for visitors and vehicles, radio and telephone procedures.
- Emergency procedures (bomb threats, evacuation, fire, medical, demonstrations, unruly behavior, etc.).
- Basic First Aid.
- Incident reporting procedures.
- Taking part in controlled incidents as directed by the UNDSS.
- Keeping proper security occurrence and incident logs.
- Uniform care, presentation and personal hygiene.
- Must provide a detailed periodic training schedule for the duration of the contract that lists updated trainings to be conducted for all guards and supervisors at a minimum of eight hours per month for each guard and supervisor. All training materials are to be reviewed by UNDSS for content and nature of training.

The provider shall be responsible for providing all equipment, materials and personnel for the execution of the services. The UN will approve equipment, uniforms and other materials prior to their use in the performance of this contract.

The service provider shall provide qualified security personnel, in the correct numbers on a 24/7 basis to carry out the following functions. In case of unauthorized absence or unavailability of any of the below personnel during their work shift for one hour or more, the UN reserves the right to deduct the amount equal to the daily shift amount of the respective personnel and to make the relevant performance record. The service provider shall provide security services and protection of personnel, assets, property and facilities of the UN Offices.

Location of Services: Various areas of the country.

## **Duties:**

### **Supervisor**

The Supervisor is responsible for the day to day performance of the private security guard force employed to secure the UN Offices in Ghana as follows:

1. Manage the duties of the security guards to ensure that all guards conduct their duties competently;
2. Manage the duty roster and schedules ensuring that the required number of personnel reports for duty for each shift;
3. Liaise daily with the designated Focal Point in each UN Office in Ghana;
4. Report all incidents to the designated Focal Point in each UN Office in Ghana;
5. Submit all required reports promptly to the designated Focal Point in each UN Office in Ghana;
6. Ensure that the daily occurrence log is properly completed and maintained;
7. Ensure that the visitors log is properly completed and maintained;
8. Ensure that the security procedures of the United Nations Department for Safety and Security (UNDSS)

- are properly executed;
9. Ensure that the UN Office premises access control policies are properly executed and adhered to;
  10. Ensure that the guards are properly and neatly dressed always while on duty;
  11. Ensure that the guards report for duty on time and do not leave their duty posts until properly relieved;
  12. Ensure that all security guards have proper duty sheets and that they are properly trained to execute their duties;
  13. Ensure that the correct number of security guards is present on duty always;
  14. Ensure that the security guards are properly trained on their roles in the event of an emergency (medical, fire, bomb scare etc.);
  15. Report any deficiencies in the performance of the guard-force to the designated Focal Point in each UN Office in Ghana and UNDSS;
  16. Ensure that all necessary and required emergency equipment (fire alarm system, fire extinguishers, safety boxes, radios, torch lights etc.) are in place and properly maintained and kept in proper working conditions;
  17. Responsible for all UN equipment provided for the guard force (hand- held metal detector, walk-through metal detector, vehicle inspecting mirror, panic alarm system; etc.);
  18. Ensure the proper control and management of contractors and deliveries;
  19. Ensure that all escape routes are kept clear and accessible and that escape door locks are maintained;
  20. Ensure that all access doors and gates are kept locked when required;
  21. Arrange with designated Focal Point in each UN Office in Ghana and UNDSS to conduct regular training sessions for guards;
  22. Execute any additional tasks and duties that maybe delegated by UNDSS from time to time.
  23. Ensure the proper control of vehicles into the premises.
  24. Use of earphones and private mobile phones are prohibited whilst on duty except for official purposes

#### **Security Guard/Guard Receptionist/ Front Desk Personnel**

1. Report on time for duty and remain at duty post until properly relieved;
2. Report for duty properly dressed in a clean and neat uniform;
3. Take proper care of all UN equipment provided for the execution of duties;
4. Must have a detailed knowledge of the UN Office premises security procedures and ensure that that these procedures are properly executed;
5. Report all incidents to the shift supervisor and designated Focal Point in each UN Office in Ghana;
6. Ensure that the UN Offices access control policies are properly executed and adhered to;
7. Be courteous and polite always;
8. Must know the UN Office emergency procedures;
9. Search all kind of luggage and materials that get into the UN Office premises;
10. Inspection of personal luggage;
11. Isolate all suspicious items.
12. To be fully active and mobile during the hours of duty
13. Exercise due care in using all equipment of the UN.
14. Properly perform all security guard duties always while on duty.
15. Report security breaches immediately to the guard supervisor and prepare detailed report when necessary.
16. Patrol for perimeter protection to detect and subsequently report any security breach.
17. Properly use any fire equipment as necessary.
18. Properly use radio equipment as required.
19. Use of earphones and private mobile phones are prohibited whilst on duty except for official purposes

20. Check staff members' identity cards for the purpose of identification only. Follow the procedure put in place by UNDSS to handle expired or invalid IDs. (In addition, UN officials and their visitors must submit to any clearance/searching issues).
21. Enter names, address and vehicle numbers in visitors' log book at the gate using the procedures established by UNDSS.
22. Control the access in the turnstiles per the specific rules of the access control system issued by UNDSS.
23. Issue visitors with ID Cards at the gate and ensure that they are properly tagged before allowing them into the premises. Visitors should only be allowed onto the premises during office hours once confirmation is obtained from the staff to be visited. Escorting of visitors should be provided on a case by case basis. Unauthorized food vendors are prohibited from entering the UN premises without prior information. Permission should be sought from staff members before allowing visitors onto the premises)
24. No visitor should be allowed during the lunch break unless exceptionally cleared by the staff member being visited
25. Patrol the car park areas regularly to maintain security of all UN vehicles parked there and avoid haphazard parking of vehicles in the parking areas. Ensure that unauthorized vehicles do not park in the UN authorized parking areas or in front of emergency accesses.
26. Check and record vehicles including the name of driver, type and make of all in-coming and out-going vehicles and items against of the carrier.
27. Control access to the main entrance (turnstiles)always.
28. Check all incoming and outgoing UN official vehicles and staff vehicles
29. Accurately, record the following details of all incoming and outgoing vehicles in a log book: name of driver, Agency, vehicle registration number, make and time of arrival and departure.
30. Conduct a visual inspection to the interior of the vehicles entering and leaving the parking areas and report immediately to UNDSS (during working hours) any suspicious items/ packages.
31. Patrol the car parks regularly and report all irregularities promptly to UNDSS
32. Idling and sleeping on duty is strictly prohibited.

## **RESPONSIBILITY OF THE UN**

### **Equipment**

The UN will provide the following equipment:

1. Radios
2. Handheld metal detector
3. Torches and batteries
4. Walk through metal detector
5. Vehicle search mirror
6. X-ray machine to inspect hand bags and packages
7. CCTV system
8. Logbook for all visitors
9. Logbook for staff after working hours' movement
10. Intercom telephone for contact with UNDSS office
11. First Aid kit

All equipment shall be returned to the UN Offices in the same condition as it was received, considering reasonable wear and tear.

## **RESPONSIBILITY OF THE SUCCESSFUL BIDDER**

### **Personnel**

The service provider shall furnish all personnel to accomplish the duties and work required by the signed contract. The personnel so furnished shall be employees of the service provider.

The service provider shall be able to provide relief personnel to cover for holidays or in the event of regular personnel not reporting for duty at the appropriate time for whatever reasons. The service provider shall be able to provide appropriate relief staff within One (1) hour of notification of absenteeism.

The service provider remains responsible for any sub contracted personnel he or she may employ. There will be no contractual relationship between the UN and any subcontractor used or employed by the service provider. The service provider will remain the sole responsible agent for all elements of contractual agreement, regardless of any arrangements between the service provider and the sub-contractor.

The successful contractor shall provide and maintain all insurance, including medical coverage for the security personnel, equipment and operations at the UN offices. The UN does not accept any responsibility in the event of death, injury, or illness of the designated security guard or supervisor whether work related or not.

The use of alcoholic beverages and/ or illegal drugs by the service provider personnel, while on duty is strictly prohibited. The service provider shall immediately remove and replace any employee who is under, or strongly suspected of being under, the influence of alcohol or drugs.

The service provider personnel shall not loiter in any working area. Upon completion of their assigned duty shift, employees shall promptly depart the facility.

All security personnel shall wear identification badges with a minimum of the service provider's name and employee's number.

The service provider is to equip each of the security personnel (and not limited to) with a full set of uniforms and communication equipment, flashlights, whistle, protective rain clothing, cell phone. Cleaning and maintenance of all uniforms and equipment is the responsibility of the company.

Training by the guard company to include initial security guard training school of not less than 24 hours and continued training as described in this contract. Trainings should be done in close collaboration with UNDS and the agency security focal person.

### **Qualification:**

The service provider must ensure that all contract employees are qualified to perform the specified job task. All personnel must undergo due diligence and positive vetting before being assigned. Personnel must have a clean record and should not have been convicted of any felony or misdemeanor during a five (5) year period preceding the date of submission of the proposal. A police report attesting to this should be made available to the UN upon request.

### **Shift Supervisor:**



1. The Shift supervisor: The service provider is to provide proof of the following:

- Senior high school education or equivalent education and training and at least 5 years of full experience in such field of work (guard's duties at high profile diplomatic missions/organizations)
- Must not have a criminal record/background
- Must be vetted by the Ghana Police
- Must be able to speak, read and write English.
- Must be fully knowledgeable and experienced in the procedures of using any equipment assigned to the guards such as hand-held metal detector, walk-through metal detector, x ray machines etc.
- Should have experience in supervising guards in a similar environment.
- Should have leadership training and experience.
- Must have proof of security guard training/completion records of courses attended.
- Advanced training in access control of visitors and vehicles.
- Trained and experienced in use of X-ray equipment.
- Training in turnstiles.
- Training in the use of metal detectors.
- Training and experience in suspect identification.
- Training in surveillance detection and conducting of building searches.
- Training in anti-surveillance techniques.
- Emergency response training.
- Fire extinguisher and fire response training.
- Experience in using CCTV and recording systems.
- Preferably an experienced trainer and able to train other duty guards
- Basic first Aid training

**Guard/Guard Receptionist/Front Desk Personnel:**

- Senior high school education or equivalent education and training and at least 5 years of full experience in such field of work (guard's duties at high profile diplomatic missions/organizations)
- Must not have a criminal record/background
- Must be vetted by the Ghana Police
- Must be able to speak, read and write English.
- Must be fully knowledgeable and experienced in the procedures of using any equipment assigned to the guards such as hand-held metal detector, walk-through metal detector, x ray machines etc.
- Personnel search training.
- Vehicle search training.
- Suspect identification.
- Emergency response training.
- Fire prevention equipment training.
- Fire extinguishers training.
- Experience in using CCTV and recording systems.
- Basic first aid training.

**Qualifications of the Successful Contractor:**

*The service provider shall provide proof of all below required qualifications:*

- Must have an official license for security personnel to carry radios issued by the government authorities.

- Must have experience in the security industry and provide at least 3 (three) references of past and current contracts of nature like the services required in this project. Prefer documented experience at Embassies.
- Must provide a communication plan to ensure successful management of the contract.
- Must demonstrate a capability to manage their personnel on the ground always.
- Must demonstrate that they have an acceptable security training program and that the personnel offered will receive proper periodic security training.
- Must be able to provide replacement guards and/ or additional guards at short notice.
- Must be properly registered in accordance with local laws and legislation.
- Must ensure that security personnel are given sufficient rest-days in accordance with current labor laws.
- Must submit proof that their security personnel have proper knowledge in the use and care of X-ray machines, turnstiles, walk through metal detectors, hand held metal detectors and fire extinguishers.

### **Contract Manager:**

The service provider shall appoint a contract manager/supervisor who shall act with full authority for the service provider and shall be responsible for overall management and daily performance of the contract. The contract manager/supervisor shall be the central point of this contract for this contract and shall be available always to meet with the designated UN focal point or its representative for this contract. The service provider shall designate this individual in writing (listing name, address, telephone numbers to the designated UN focal point or its representative for this contract no later than 10 working days prior to the contract start date.

### **Uniforms**

The service provider shall provide all security personnel with a full set of uniforms. All uniforms shall be appropriate and consider functionality, working environment and climatic conditions. The service provider personnel shall present a neat appearance and shall be easily recognized. Employees shall wear uniforms when on duty. Uniforms shall be in good repair, freshly laundered, well-fitting and color coordinated.

Employees shall wear fresh uniforms every day and the service provider shall have extra uniforms available to allow employees to change if a uniform should become heavily soiled. Uniforms shall not contain commercial advertising except that hats or name tags may contain the name of the service provider firm. Shoes shall be standardized and shall be clean and of sturdy construction and shall cover the foot completely. Employees shall wear socks or hose as appropriate. Open toe shoes, sandals, sneakers, and canvas shoes, shoes with high platforms, spiked heels, or heels higher than two (2) inches shall not be worn. The type and color of uniforms as well as the standards of dress for the service provider supervisor and general staff shall be approved by the designated UN Security focal point prior to the contract start date. The service provider shall submit sample uniforms to the designated UN Security focal point not later than fourteen (14) days prior to the contract start date. The service provider shall provide approved uniforms to the security staff on a regular basis to replace worn or damaged items.

### **Training**

The service provider is required to submit documented evidence that their security personnel receive proper training in the following subjects:

1. The role and function of security guards assigned for high profile diplomatic missions organizations
2. Access control and search procedures
3. Radio communication procedures
4. Telephone procedures
5. Emergency procedures (bomb threat, evacuation, fire, medical, demonstrations, unruly behavior etc.)
6. Patrolling procedures

7. Basic first Aid
8. Basic fire extinguishing
9. Incident reporting procedures
10. Proper keeping of security occurrences and incident log book
11. Uniform care and presentation
12. Personal hygiene and appearance
13. Operations of hand-held metal detectors, explosive detectors, walk through metal detectors, X ray machines, anti-ramming systems.
14. Operations of CCTV equipment
15. Handling of aggressive individuals with minimum use of force as pertained in law. Soft hand techniques must be taught and skills inculcated.
- 16.

### **Third Party Liability**

The service provider shall bear all responsibility and liability, financial and otherwise, for any physical harm caused to his or her employees, or to other persons or any physical damage caused to property and equipment in the execution of this agreement.

The contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property arising from or about the provision of services under this contract or the operation of any vehicles or other equipment owned or leased by the contractor or its agents, servants, employees or sub-contractors performing work or services about the contract.

### **Removal of Employees**

All personnel employed by the service provider in the performance of this contract or any representative of the service provider entering UN facilities and installations, shall abide by all security regulations of the installation and shall be subject to such checks as may be deemed necessary. The UN reserves the right to direct the removal of any employee for misconduct, security or safety/ health reasons. Removal of the service provider personnel for reasons stated above shall not relieve the service provider from responsibility for total performance in relation to this contract.

### **ADMINISTRATIVE AND MANAGEMENT REQUIREMENTS**

The contractor shall meet the following conditions during the contract period:

- Satisfactory evaluation performance based on an internal survey and performance assessment;
- Retention of the same rates as agreed with the UN during the contract except when the rates will be reduced without a reduction in the scope and quality of services and;
- Other extenuating circumstances as may be found or deemed appropriate by the UN based on its standard principles.

### **Performance Evaluation Meetings**

The contract Manager/Supervisor shall be required to meet at least weekly with the UN Responsible Official or his or her representative during the first month of the contract and thereafter monthly to review the implementation of the contract and other related matters. The contract Manager/Supervisor will be responsible for the distribution of properly recorded minutes of such meetings.

#### IV. MINIMUM SECURITY SERVICES SCHEDULE OF REQUIREMENTS

UNDP GHANA									
COST BREAK DOWN									
Currency: GHS		Operating costs							
Job Title	Net Salary	Estimated Overtime (if any)	Other cash benefits	Uniform	Equipment	Other legal obligations: SSNIT & Income Tax	Overhead	Total cost to the UN	
1 Security Guard									-
2 Supervisor									-
3 Front desk personel									-
4 Radio									
5 Guard Receptionist									
6 Alarm Monitoring									
7 Rapid Response Vehicle									
Grand Total	-	-	-	-	-	-	-	-	-

#### V. MINIMUM ORGANIZATION AND SUPPORT TASK FORCE REQUIREMENTS

The Proposal for this contract will be evaluated according to the following criteria:

- A good track record in serving international organizations, embassies, government agencies, private and multinational corporations for a minimum of at least **3 years**
- Able to provide the CVs for key personnel who are considered to be Account Manager(s) to be dedicated in due course of the provision of aforementioned Security Services. CVs should demonstrate qualifications in area of expertise relevant to the Contract.
- Ability to provide valid Business License and should be financially stable and must submit audited financial statement for the **last two years**. Willing and able to guarantee the Provision of Security Services delivery in accordance with the performance standards required by this TOR

#### VI. CRITERIA FOR SELECTING THE BEST OFFER

Competent and eligible company is expected to submit both the Technical and Financial Proposals. Accordingly; the Service Provider will be evaluated and awarded on the basis of the following conditions:

- Evaluation method to be used in selecting the Combined Scoring Method, using the 70%-30% distribution for Technical and Financial proposals, respectively, where the minimum passing score of technical proposal is 70%, and award the contract for Long Term Agreement (LTA) to **Highest Combined Score** offer of technically qualified/responsive Bid; and
- Accepts all provisions of Request for Proposal (RFP) General Terms and Conditions annexed to the RFP Proposal Submission Form

#### VII. RECOMMENDED PRESENTATION OF TECHNICAL PROPOSAL

For purposes of generating proposals whose contents are uniformly presented and to facilitate their comparative review, a Service Provider is advised to use a proposed Table of Contents. Hence, your Technical Proposal document must have at least the preferred content as outlined in the respective RFP Proposal Submission Form.

**This Security Services Schedule of Requirements is approved by:**

**Name of Signatory:**

**Designation:**

**Signature:** \_\_\_\_\_

**Date Signed:**

## PROPOSED STANDARD TECHNICAL PROPOSAL EVALUATION CRITERIA

The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1	Expertise of Firm / Organization submitting proposal	40%	280
2	Proposed Methodology, Approach and Implementation Plan	20%	140
3	Management Structure and Key Personnel/Technical Capacity	40%	280
<b>TOTAL</b>		<b>100%</b>	<b>700</b>
<b>Technical Proposal Evaluation (FORM I)</b>			
1. Expertise of Firm/Organization submitting the proposal:			<b>Points Obtainable</b>
1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing		70
1.2	General Organizational Capability which is likely to affect implementation		70
1.3	Quality Assurance Procedures		70
1.4	Relevant experience in cooperation with the UN/ international companies/organizations;		70
SUB-TOTAL			280
<b>Technical Proposal Evaluation (FORM 2)</b>			
2. Proposed Methodology, Approach and Implementation Plan:			<b>Points Obtainable</b>
2.1	To what degree does the Proposer understand the task?		25
2.2	Have the important aspects of the task been addressed?		20
2.3	Is the proposal based on the survey of the project environment and was this data input properly used in the preparation of the proposal?		15
2.4	Is the conceptual framework adopted appropriate for the task?		25
2.5	Is the scope of the task well defined and does it correspond to the TOR?		30
2.6	Is the proposal clear and is the sequence of activities and the planning logical, realistic and promises efficient implementation of the project?		25
<b>SUB TOTAL</b>			<b>140</b>
<b>3. Management Structure and Key Personnel/ Technical Capacity (FORM 3)</b>			
3.1	Team Leaders dedicated and responsible for coordination of UN activities (Two dedicated staff)		140
3.2	Technical Capacity		140
<b>SUB TOTAL</b>			<b>280</b>
<b>Aggregate</b>			<b>700</b>

