



# **REQUEST FOR PROPOSAL**

## **Provision of Security Services and Protection to the Personnel and Premises of the UN House Lesotho**

RFP No.: RFP-UNCS-LSO10/2019\_5

Project: Common Services

Country: Lesotho

Issued on: 23 August 2019

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## Section 1. Letter of Invitation

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
  - o Form A: Technical Proposal Submission Form
  - o Form B: Bidder Information Form
  - o Form C: Joint Venture/Consortium/Association Information Form
  - o Form D: Qualification Form
  - o Form E: Format of Technical Proposal
  - o Form F: Financial Proposal Submission Form
  - o Form G: Financial Proposal Form

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to [lesotho.common.services@one.un.org](mailto:lesotho.common.services@one.un.org) indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in eTendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:

\_\_\_\_\_  
Name: Tumeliso Ramaili  
Title: Common Services Procurement Assistant  
Date: **August 22, 2019**

Approved by:

\_\_\_\_\_  
Name: Pheea Mafethe  
Title: Operations Analyst  
Date: **August 22, 2019**



## Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	<p>1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a></p> <p>1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.</p> <p>1.3 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (<a href="http://www.ungm.org">www.ungm.org</a>). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
2. Fraud & Corruption, Gifts and Hospitality	<p>2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti</a></p> <p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>2.3 In pursuance of this policy, UNDP  (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;  (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p> <p>2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at <a href="https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf">https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf</a></p>
3. Eligibility	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.</p> <p>3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p>



4. Conflict of Interests	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> <li>a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</li> </ul> <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> <li>a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
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#### B. PREPARATION OF PROPOSALS

5. General Considerations	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>
6. Cost of Preparation of Proposal	<p>6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.</p>
7. Language	<p>7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.</p>
8. Documents	<p>8.1 The Proposal shall comprise of the following documents:</p>



Comprising the Proposal	<ul style="list-style-type: none"> <li>a) Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>b) Technical Proposal;</li> <li>c) Financial Proposal;</li> <li>d) Proposal Security, if required by BDS;</li> <li>e) Any attachments and/or appendices to the Proposal.</li> </ul>
9. Documents Establishing the Eligibility and Qualifications of the Bidder	9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.
10. Technical Proposal Format and Content	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>
11. Financial Proposals	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
12. Proposal Security	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> <li>a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;</li> <li>b) In the event that the successful Bidder fails:</li> </ul>

### 13. Currencies

- i. to sign the Contract after UNDP has issued an award; or
- 12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.

### 14. Joint Venture, Consortium or Association

- 13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:
  - a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and
  - b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.
- 14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.
- 14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.
- 14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.
- 14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.
- 14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:
  - a) Those that were undertaken together by the JV, Consortium or Association; and
  - b) Those that were undertaken by the individual entities of the JV, Consortium or Association.
- 14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.
- 14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.

15. Only One Proposal	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this RFP; or</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process;</li> <li>e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or</li> <li>f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</li> </ul>
16. Proposal Validity Period	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
17. Extension of Proposal Validity Period	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
18. Clarification of Proposal	<p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.</p>
19. Amendment of Proposals	<p>19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p>

<p><b>Email Submission</b></p>	<p>iii. Bear a warning that states <i>"Not to be opened before the time and date for proposal opening"</i> as specified in the BDS.</p> <p>If the envelopes and packages with the Proposal are not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> <p>22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS.</li> <li>c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected.</li> </ul>
<p><b>eTendering submission</b></p>	<p>22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> <li>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.</li> <li>d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.</li> <li>c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS.</li> <li>d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:  <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</a></li> </ul>
<p><b>23. Deadline for Submission of Proposals and Late Proposals</b></p>	<p>23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
<p><b>24. Withdrawal, Substitution, and Modification of Proposals</b></p>	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of</p>



	<p>Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
25. Proposal Opening	<p>25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>
<b>D. EVALUATION OF PROPOSALS</b>	
26. Confidentiality	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
27. Evaluation of Proposals	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ol style="list-style-type: none"> <li>Preliminary Examination</li> <li>Minimum Eligibility and Qualification (if pre-qualification is not done)</li> <li>Evaluation of Technical Proposals</li> <li>Evaluation of Financial Proposals</li> </ol>
28. Preliminary Examination	<p>28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.</p>
29. Evaluation of Eligibility and Qualification	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ol style="list-style-type: none"> <li>They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>They have a good financial standing and have access to adequate financial</li> </ol>

resources to perform the contract and all existing commercial commitments,

- c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;
- d) They are able to comply fully with UNDP General Terms and Conditions of Contract;
- e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and
- f) They have a record of timely and satisfactory performance with their clients.

### 30. Evaluation of Technical and Financial Proposals

- 30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.
- 30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.
- 30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.
- 30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:

#### Rating the Technical Proposal (TP):

$$\text{TP Rating} = (\text{Total Score Obtained by the Offer} / \text{Max. Obtainable Score for TP}) \times 100$$

#### Rating the Financial Proposal (FP):

$$\text{FP Rating} = (\text{Lowest Priced Offer} / \text{Price of the Offer Being Reviewed}) \times 100$$

#### Total Combined Score:

$$\text{Combined Score} = (\text{TP Rating}) \times (\text{Weight of TP, e.g. 70\%}) + (\text{FP Rating}) \times (\text{Weight of FP, e.g., 30\%})$$

### 31. Due Diligence

- 31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the

following:

- a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;
- b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;
- c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;
- d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary;
- e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;
- f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.

**32. Clarification of Proposals**

- 32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.
- 32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.
- 32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.

**33. Responsiveness of Proposal**

- 33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.
- 33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.

**34. Nonconformities, Reparable Errors and Omissions**

- 34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.
- 34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.
- 34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:
  - a) 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 UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected;
  - b) if there is an error in a total corresponding to the addition or subtraction

	<p>of subtotals, the subtotals shall prevail and the total shall be corrected; and</p> <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
<b>E. AWARD OF CONTRACT</b>	
35. Right to Accept, Reject, Any or All Proposals	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
36. Award Criteria	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
37. Debriefing	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
38. Right to Vary Requirements at the Time of Award	38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
39. Contract Signature	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
40. Contract Type and General Terms and Conditions	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
41. Performance Security	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
42. Bank Guarantee for Advanced Payment	42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at



	<a href="https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&amp;action=default</a>
43. Liquidated Damages	43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.
44. Payment Provisions	44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.
45. Vendor Protest	<p>45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures:</p> <p><a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</a></p>
46. Other Provisions	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15</p> <p><a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>



### Section 3. Bid Data Sheet

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	Will be Conducted Time: <b>2:30PM GMT+2</b> Date: August 29, 2019 12:00 AM Venue: UN Lesotho The UNDP focal point for the arrangement is: Tumeliso Ramaili Telephone: +266 2222 8146 E-mail: <a href="mailto:Tumeliso.ramaili@undp.org">Tumeliso.ramaili@undp.org</a>
5	10	Proposal Validity Period	120 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	Not Required



10	18	Currency of Proposal	Local currency LSL (Maloti)
11	31	Deadline for submitting requests for clarifications/ questions	3 Working days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Procurement Assistant Common Services Address: UN House, 13 UN Road, Maseru 100 E-mail address: <a href="mailto:Tumeliso.ramaili@undp.org">Tumeliso.ramaili@undp.org</a>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Direct communication to prospective Proposers by email
14	23	Deadline for Submission	13 September 2019 12 noon GMT+2
14	22	Allowable Manner of Submitting Proposals	<input type="checkbox"/> Courier/Hand Delivery <input type="checkbox"/> Submission by email
15	22	Proposal Submission Address	Email: <a href="mailto:lesotho.common.services@one.un.org">lesotho.common.services@one.un.org</a> UNDP Lesotho United Nations House, 13 UN Road, Maseru, Lesotho  <u>Submission of the Proposal</u> The Proposer shall prepare the Proposal in two parts: The Technical Proposal and the Financial Proposal. Below are number of copies to be submitted: - One hard copy marked "Original Technical Proposal" and five copies - One hard copy marked "Original Financial Proposal" and five copies Both envelopes with technical and financial proposals must be included into one outer envelope clearly indicating the name of the Proposer and reference RFP-UNCS-LSO10/2019_5 on the envelope.
16	22	Electronic submission (email) requirements	<ul style="list-style-type: none"> <li>▪ Format: PDF files only</li> <li>▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>▪ All files must be free of viruses and not corrupted.</li> </ul>

			<ul style="list-style-type: none"> <li>▪ Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP</li> <li>▪ Max. File Size per transmission: 20MB</li> </ul>
17	27 36	Evaluation Method for the Award of Contract	Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively
18		Expected date for commencement of Contract	January 2, 2020
19		Maximum expected duration of contract	One year with the possibility of renewal for a maximum period of three years, depending on confirmation of the satisfactory delivery of services by relevant committee members.
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	<p>Purchase Order and Contract for Goods and Services for UNDP</p> <p><a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p>
22	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Professional Services</p> <p><a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a></p>

19		Maximum expected duration of contract	One year with the possibility of renewal for a maximum period of three years, depending on confirmation of the satisfactory delivery of services by relevant committee members.
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	Purchase Order and Contract for Goods and Services for UNDP  <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
22	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Professional Services  <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>

## Section 4. Evaluation Criteria

### Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity

### Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
<b>ELIGIBILITY</b>		
<b>Legal Status</b>	Vendor is a legally registered entity.	Form B: Bidder Information Form
<b>Eligibility</b>	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
<b>Conflict of Interest</b>	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
<b>Bankruptcy</b>	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
<b>QUALIFICATION</b>		
<b>History of Non-Performing Contracts<sup>1</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
	Minimum 5 years of relevant experience.	Form D: Qualification Form

<sup>1</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.



**Previous  
Experience**

Minimum 3 contracts of similar value, nature and complexity implemented over the last 5 years.  
*(For JV/Consortium/Association, all Parties cumulatively should meet requirement).*

Form D: Qualification Form

**Financial Standing**

Minimum average annual turnover of LSL 1,000,000.00 for the last 3 years.  
*(For JV/Consortium/Association, all Parties cumulatively should meet requirement).*

Form D: Qualification Form

Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.  
*(For JV/Consortium/Association, all Parties cumulatively should meet requirement).*

Form D: Qualification Form



## Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	300
2.	Proposed Methodology, Approach and Implementation Plan	400
3.	Management Structure and Key Personnel	300
<b>Total</b>		<b>1000</b>

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing	50
1.2	General Organizational Capability which is likely to affect implementation: <ul style="list-style-type: none"> <li>- Financial stability</li> <li>- loose consortium, holding company or one firm</li> <li>- age/size of the firm</li> <li>- strength of project management support</li> <li>- project financing capacity</li> <li>- project management controls</li> </ul>	40
1.3	Quality Level off the Offeror's standardisation <ul style="list-style-type: none"> <li>- Hiring Practice</li> <li>- Basic Training</li> <li>- Neat uniform and equipment such as emergency communication</li> <li>- Rapid response</li> <li>- Routine supervision from Offeror's main offices</li> <li>- In-service training</li> <li>- Employment insurance and health insurance</li> <li>- Proper work-force employment relations and conflict management procedures and salaries/wages</li> <li>Contact person for 24 hours</li> </ul>	50
1.4	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect consistency of service delivery, but properly done it offers a chance to access specialised skills.)	15
1.5	Quality assurance procedures, warranty <ul style="list-style-type: none"> <li>- Quality of Work – 1: Accuracy, thoroughness and attention to detail, skill and performance of specialized or technical duties</li> <li>- Quantity of Work – 2: Amount of work performed and completion of work on schedule</li> </ul>	25



	<ul style="list-style-type: none"> <li>- Dependability/Reliability: Follow-through and compliance with work instructions</li> <li>- Work Habits and Attitude: Applying oneself to work, acceptance of responsibility, attention to safety, economy, and efficiency, acceptance of innovative ideas, suggestions, and constructive criticism, orderliness in work, and appropriate dress for job assignment</li> <li>- Judgment and Initiative: Performance in new situations; flexibility, performance in emergencies, performance with minimum instructions, and recognition of limits of authority</li> <li>- Safety Rules: Consistent adherence to all Safety Rules and Standard Operating Procedures</li> <li>- Relationships with Others: Cooperation with companies, administrators, meeting and handling the public, working with UN Personnel</li> <li>- Attendance and Punctuality: Absences do not exceed allotted leave time, and consistent observance of established working hours</li> <li>- Respect for Gender Equality and Human Rights: Cognizance for Human</li> </ul>	
1.6	<p>Relevance of:</p> <ul style="list-style-type: none"> <li>- Specialised Knowledge</li> <li>- Experience on providing security services to international development organizations/government</li> </ul> <p>Work for UNDP/ major multilateral/ or bilateral programmes</p> <ul style="list-style-type: none"> <li>- Number of years of experience min 5 years</li> <li>- Profile of current corporate clients</li> <li>- Quantity of current corporate clients min 5 clients over the past 36 months</li> </ul>	120
<b>Total Section 1</b>		<b>300</b>

<b>Section 2. Proposed Methodology, Approach and Implementation Plan</b>		<b>Points obtainable</b>
2.1	Completeness of services offered/ compliance to the detailed requirements of the UN	50
2.2	Practicality and appropriateness of the proposed approach	45
2.3	<p>Management arrangements and implementation timetable/ compliance against shift requirements</p> <p>Is the plan sufficiently comprehensive and containing all pertinent details (Recruitment, Training, phase-in, timeline and takeover) or the capacity to take on the contract</p>	40
2.4	Compliance with equipment requirements – electronic guard monitoring system, flash light, cell phone, watch and other	55
2.5	Quality assurance mechanism( on site supervision approach)	65
2.6	Are the Standard Operating Procedures (SOP) well defined and do the rules of engagement comply with national and UN legal guidelines	60



2.7	Does the Offeror have an acceptable security-training programme and will the personnel provided for work at UN House receive proper training	85
<b>Total Section 2</b>		<b>400</b>

<b>Section 3. Management Structure and Key Personnel</b>			<b>Points obtainable</b>
3.1	<b>On- Site Supervisor</b>		120
	- General Qualification Minimum COSC	35	
	- Minimum 5 year Experience as supervisor	65	
	- Language Qualifications: Fluent in English and Sesotho	20	
3.2	Qualifications of key personnel proposed		
3.2 a	<b>External Operational Supervisor</b>		100
	- General Qualification Minimum COSC	25	
	- Training Experience	25	
	- Minimum 5 year Experience as supervisor	35	
	- Language Qualifications: Fluent in English and Sesotho	15	
3.2 b	<b>Guard Force Allocation</b>		80
	- General Qualification Minimum Junior Certificate (JC)	30	
	- Training Experience	25	
	- Minimum 3year Experience as a guard	15	
	- Language Qualifications: Fluent in English and Sesotho	10	
<b>Total Section 3</b>			<b>300</b>



The contractor shall provide hand held radios for each guard on site.

Each radio must also have a battery charger and a spare battery for the hand-held radio equipment. There should be a mobile phone on contract for the Supervisor and a dedicated one for the Manager. The Controlroom for the Company should be readily available for support 24 hours, 7 days a week with reasonable effective response time for emergencies.

### 3. Alarm System

- (i) The contractor should be able, in support of the guards, to provide on a rental or purchase basis, electronic systems, triggering a sound and light alarm.
- (ii) This alarm should be connected to a 24hour day and night performance at the HQ and systematically generate the arrival of the alarm response team.
- (iii) This alarm should be able to trigger, from a system of magnet contacts, movement detector, fixed panic buttons and remote control in a radius of 200 meters from the receptor.
- (iv) Whether provided on a rental or purchase basis, the contractor will be responsible to install and maintain the alarm system and make sure that it is upgraded at each new technology development in that matter.
- (v) UN shall be able to inspect the contractor's control room and test the system.

### D: QUALITY CONTROL

1. UNDSS Office shall collect all information and perform investigation concerning quality control and performance of the contractor. DSS will provide feedback on guard performance to the RC/DO.
2. UNDSS and RC/DO shall have the right to request any information in investigation thereto, from the guards or Site Management whenever deemed expedient for the purposes of quality control.
3. **UNDSS** and **RC/DO** should receive a report about the guard's bi-annual refreshing course and physical evaluation.
4. In case of any argument arising between a client and a guard, or only if the client who has his guard changed, the company shall immediately shift the guard from his duty and proceed to an administrative investigation without disturbing the client, further.
5. Every six months UN RC/DO will evaluate the performance of the contractor if necessary; add specific requirements to the current contract. In extreme cases, the UN could take the decision to terminate the collaboration with the contractor, in this case a 30 days notification will be sent to the company.
6. UN shall provide a checklist to help assessing the company performance. UN staff having guards at their private premises will use it as guideline of what to expect.



## Section 5. Terms of Reference

### PROVISION OF SECURITY SERVICES AND PROTECTION TO THE PERSONNEL AND PREMISES OF THE UN HOUSE LESOTHO LOCATED AT UNITED NATIONS ROAD, PO BOX 301 - MASERU 100 KINGDOM OF LESOTHO.

**Starting date:** 1<sup>st</sup> September 2019

**Duration of contract:** 12 Months with possibility of Renewal.

**Background:**

United Nations Lesotho seeks to recruit services of a competent and legally operating security firm, registered in Lesotho, to provide protection to its personnel and premises in accordance with the specific terms of reference below and the General UNDP Contractual Terms and Conditions.

#### **SERVICES TO BE PROVIDED**

The Contractor shall provide security services and protection to the personnel and premises of the UN House Lesotho located at United Nations Road, PO Box 301 - Maseru 100 Kingdom of Lesotho, as follows:

#### **General Requirements**

- (a) A security force of Unarmed Internal Security Guards including Rapid Response Support team, guard monitoring system and two-way radio net each and every day. They shall patrol the UN premises at periodic times.
- (b) The Guards should have the following minimum qualifications

Personnel	Minimum Qualifications
External Supervisor	Cambridge Overseas School Leaving Certificate (COSC) ; Supervisor Certification Training with Health and Safety background. Ability to communicate in both spoken and written English; At least 5 years' experience as a supervisor in security services.
Onsite Supervisor	Cambridge Overseas School Leaving Certificate (COSC); Basic End User Programmes Computer knowledge, ability to communicate by emails in both spoken and written English; At least 5 years' experience as a supervisor in security services.
Guards	JC certificate; ability to communicate in English; At least 2 years' experience as a security guards.

- (c) Security services shall be performed on 7 per week 24-hour basis at 13 UN Road, United Nations House. Security officers shall have shifts as follows:

#### **MAIN ENTRANCE UN HOUSE**

##### **Monday to Sunday: Day shift (06:00hrs- 18:00hrs)**

2 x Security Guards: Responsible for access control, perimeter (exterior) and interior (inside the building) patrols.

**NOTE:** Upon request, 1 x Security Guard to be assigned to escort the contracted cleaners while they perform their duties at the premises.



**Monday to Sunday: Night Shift (18:00 hrs-06:00 hrs.)**

2 x Security Guards: Responsible for access control and perimeter patrols

**Monday to Friday: Day Shift (06:00 hrs-18:00 hrs.)**

1 x Security Guard (Female): Responsible for access control and manning the X- Ray machine.

**Monday to Friday: Day Shift (06:00 hrs-18:00 hrs.)**

1 x Security Guard: Responsible for access control inside the UN house.

**STAFF VEHICLE ENTRANCE UN HOUSE**

**Monday to Sunday: Day shift (06:00hrs- 18:00hrs)**

1 x Security Guard: Responsible for access control and perimeter patrols.

**Monday to Sunday: Night Shift (18:00 hrs-06:00 hrs.)**

2 x Security Guards: Responsible for access control and perimeter patrols

**Required Services:**

- (d) The internal security guard force shall be properly trained and licensed, in accordance with local law, to perform security services, excluding the carrying of firearms.
- (e) Shall be responsible for performing such necessary drills in fastening flags at the UN House, WFP Country Office and RC resident.
- (f) Shall maintain respect and complement UN Staff at all material times.
- (g) The guards shall be (clean and neatly) uniformed and wear appropriate identification insignia/badges. The names of the guards shall be given to UNDP - RC/ESA for verification purposes well in advance of assignment to perform services under this Contract.
- (h) At least one of the security guards of the day shift should have a good command in English Language and serve as a receptionist, thus being able to properly transfer calls and register visitors.
- (i) Recruitment and Training of Security Guards.
- (j) Provision of 24 /7 Rapid Response System
- (k) Conducting Exterior (within perimeter fence) and Interior (around the building) Foot Patrols – action to be taken in an event of any unusual/suspicious situation observed.
- (l) Operating 24-hour Control Room.
- (m) Monitoring Panic button - test response for emergency 24-hours Radio Communication.
- (n) Supply, Installation and Maintenance of security equipment Guard Patrol and Monitoring System.
- (o) Safe-keeping and operating the assigned set of Mater Keys to gain access (as per established procedure for signing out/entry made into Log Book) to the affected premises in an event of an emergency/suspicious activities during duty/off-duty hours.



- (p) Upon request - Escorting the contracted cleaners in the premises while they perform their duties. There shall be a designated Security Guard to the tasked.
- (q) Transport of staff from/to duty location.
- (r) Deployment of "beepers" to the doors of the staff members' offices that will indicate when the doors are left open and will discontinue the sound once the doors are secured.
- (s) Ground floor windows and building's entrances/ doors to be equipped with burglar alarm (sensors).

#### **A: PERSONNEL**

Job description for Site Manager:

1. Conduct on site management of day to day security service and ensure the delivery of service according to TORs.
2. Report on daily basis to DSS and the security focal point/ Local Security Assistant for RC on all security related issues and carry out/ensure all instructions of guards' services according to UN rules and regulations.
3. Ensure the functions of security operations and guards force management system according to the standard set by TORs.
4. Take immediate action on all short falls related to security guards' services.
5. Carry out all function set by TORs and job description as prescribed by the Security Company and by Lesotho Legislation.
6. Provide Daily report on all security occurrences as requested by UNDSS and the security focal point.
7. Control checks need to be conducted on outgoing vehicles, either at random ('black ball' system) or continuously, to ensure unauthorized removal of UN assets/properties inside the vehicles and as deterrent to vehicle theft.
8. Ensure surveillance and prevention of unwarranted monitoring of the UN House and prevent such photographic or digital/audio and or visual capturing of UN properties or events, whatsoever the case may be.

#### **Policy and Procedures:**

##### **Receiving visitors for UN Agencies and deliverables**

1. The guards at the search bay shall search the visitors and the vehicles according to search policy, ensure NO firearm or weapons allowed to the offices, and record the visitors' information in the Log/Occurrence Book (OB) provided.
2. The Front Desk will receive the visitors; confirm the information according to a VALID ID /PASSPORT/driver's license document, record the ID or document presented from the visitors' OB.



3. Request the visitor to provide information regarding the purpose of the visit, contact the host (UN concerned person) confirming the appointment, if the host is available and willing to receive the visitor, the visitor, belongings (parcels, brief cases, folders and bags) will go thru x- ray scanner (in case any suspicious item(s) will be identified, the site manager will be informed and further physical searching will be conducted).
4. The visitor will be issued UN VISITOR's card, visitor personal ID will be kept at the front desk, inform the visitor upon completion of the visit in order to receive back his/ her ID Doc.
5. The host will be asked to accompany the visitor to venue of the visit; however, in some cases and upon request from the host, the front desk will accompany the visitor to the host. Visitors are to be escorted by the host/Security at all times while in the premises.
6. Receive, check deliveries and handover to UN Receptionist.

**Receive incoming mail and parcels and direct them to the concern person.**

1. The Guest entrance security personnel will check / scan all incoming mail /parcels, in case any suspicious item(s) or threat will be identified, the Site Manager shall be informed, and further physical searching will be conducted.
2. All mails / parcels must be recorded in OB, details of delivery person and to who will be delivered, the concerned person will sign in the OB, front desk will be responsible to ensure that the mail /parcel will be received by UN Receptionist, who shall ensure that the concerned person only or by other persons on his / her behalf receive the parcel.
3. Maintain the OB and records, Perform the security duties and administrative instruction directed from UNDSS.
4. The Guest entrance security personnel will be responsible to maintain visitors, incoming mail / parcels and call /messages records for further reference.
5. The Guest entrance security personnel will perform the responsibility of liaison and coordination between all UN agencies or company and UNDSS in regard all security related issues.
6. The Guest entrance security personnel shall adhere to all security SOPs communicated to them during the contract period.

**General Job Description of the Security Guard**

- (a) The security service shall include control of entries and exits, body search and ID card check/verification of the incoming people other than the staff working at the building and securing peace of the inhabitants at the building and overall security of the building with its entire premises. Description of the premises and responsibilities of the security guards are as follows:
  - **Main Entrance Door:** This is the entrance where people enter and exit, and visitors are searched, and ID cards checked.



- **Watch and Control Duty:** This is the security service including watch at the place of assignment and control duty to prevent parking of outsider's cars and placement of foreign objects at the parking area and in front of the building.
  - **Reception Duty:** Assisting visitors upon their arrival at the building in an effective, kind and professional manner and registering their names and directing them to the relevant departments. Knowledge of English language is essential.
  - Exterior and interior patrols/observation made – proper and timely action taken when necessary with regards to Safety & Security of the UN Staff, assets, premises and visitors/clients.
  - Upon request – escorting the contracted cleaners on duty at the premises.
- (b) Security Guards shall perform their duties at the ground floor, in the front of the building, main gate, the staff entrance, at the parking area and at other places at the sides of the building as shall be notified by the UNDSS.
- (c) Any and all visitors coming to the building and wishing to pay a visit shall, irrespective of their identity, be visually searched thoroughly without letting him/her notice it, as if he/she were a suspect.
- (d) Security guards shall immediately get acquainted with the staff working at the building and other people shall be regarded as customers and visitors.
- Security guards shall be provided with the list of names of the staff and their car plate numbers so that they can control the entries to the building and those to the parking lot accordingly.
  - Security guards shall act professionally and with courtesy but not be overly familiar/acting in an informal way with the staff, customers and visitors for any reason whatsoever
  - Entries and exits after normal working hours by the staff shall be recorded in the register by time and UNDSS shall be notified of the same the next morning.
- (e) Security guards shall in no case allow entry into building unauthorized individuals (i.e. salesmen, beggars, peddlers, etc).
- (f) In case of emergency (fire, sabotage, attack, bombing alert, flood, etc.) or reported incidents (i.e. theft), security guards shall first attend the case, ensure preservation of proof and evidence at the scene, and shall immediately notify DSS of the incident.
- (g) The security guards shall always maintain the liaison/coordination with, and receive work-related instructions, from UNDSS and shall accommodate the instructions so given and shall inform UNDSS of any issues that may go beyond their authority.
- (h) Security guards shall not allow any unauthorized parking at the public parking area, in front of the building's main and back entrances.



- (i) Security guards should support UNDSS with a variety of other functions pertaining to the implementation of Security Plan and Security directives of UN.
- (j) Security guards shall ensure that all the security and fire-alarm equipment work properly and in case of any detection of malfunctioning should inform UNDSS.
- (k) In the event of an emergency, the Contractor shall contact UNDSS.
- (l) Security guards shall monitor the smoke detection system;
- (m) Contractor shall provide maintenance of the CCTV/video camera surveillance system and shall provide a certified technician to service the equipment.

## **B. TRAINING AND STANDARD PERFORMANCE**

### **1. Guarding Training**

Responsibility for all guard training will rest with the contractor. However, each guard shall undergo basic training provided by UNDSS.

### **2. Quick Reaction Force**

Such force must be able to respond within reasonable minutes at the activation of the alarm system, the remote panic button, or telephone call of the guards or supervisor. The team vehicle must be in any area/part, even during extreme weather conditions.

### **3. Staff Continuous Training**

Guards should attend a refresher training session (on points mentioned above) every six months. Medical status and physical condition of the guards should be assessed during this period. Any guards performing below the minimum of 75% of the set standard should not be assigned /posted to UN House.

Regular briefing of guards on incidents and security situation must be done.

### **4. Supervision**

A supervisor should have a dedicated radio and / recharged cell phone and make at least two controls between 06:00 and 18:00 and three controls between 18:00 and 06:00 per UN location under his supervision.

## **C. EQUIPMENTS**

### **1. Guard Force Equipment**

The contractor shall provide each guard with, among other things, the following equipment:

- I. 2 x neat and tidy uniforms per annum.
- II. Flashlight.
- III. Whistle.
- IV. Watch.

### **2. Communications**



**APPENDIX I**

**PROVISION OF SECURITY SERVICES FOR UNITED NATIONS IN MASERU PERFORMANCE  
MANAGEMENT INDICATOR MATRIX**

Service Provider:

Contract/ Award:

Year:

Nr.	Requirements	Performance Rating ( 1 = Excellent, 2 = Very good, 3 = Good, 4 = Fair, 5 = Unsatisfactory)	Comments  Written Comments are Required for Excellent and Unsatisfactory Ratings
1	The guard should be properly trained		
2	The guards should be properly uniformed and wear ID badges		
3	Guards deployment (Shift changes, rotation, replacements)		
4	Punctuality of Guards		
5	Regular Supervision		
6	Guards always alert whilst on duty.		
7	Rotation and orientation of guards		
8	Post instructions adhered to		
9	In-service training on specific training requested by the client and training manual on minimum standards		
10	Quality of communications		
11	Immediate response telephone reports and correspondence		
12	Incident and training reports: on- site monthly and quarterly management reports		
13	Security assessment and on-site investigations		
14	Standards of conduct		
15	Functionality of security equipment		
16	Response of Management		

**Approved By:**

Name: \_\_\_\_\_ Position: \_\_\_\_\_ Date: \_\_\_\_\_



## Section 6: Returnable Bidding Forms / Checklist

This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

### Technical Proposal Envelope:

<b>Have you duly completed all the Returnable Bidding Forms?</b>	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<input type="checkbox"/>

### Financial Proposal Envelope

(Must be submitted in a separate sealed envelope/password protected email)

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form	<input type="checkbox"/>



## Form A: Technical Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

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

[Stamp with official stamp of the Bidder]



## Form B: Bidder Information Form

<b>Legal name of Bidder</b>	[Complete]
<b>Legal address</b>	[Complete]
<b>Year of registration</b>	[Complete]
<b>Bidder's Authorized Representative Information</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Are you a UNGM registered vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
<b>Are you a UNDP vendor?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
<b>Countries of operation</b>	[Complete]
<b>No. of full-time employees</b>	[Complete]
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):</b>	[Complete]
<b>Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)</b>	[Complete]
<b>Contact person UNDP may contact for requests for clarification during Proposal evaluation</b>	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
<b>Please attach the following documents:</b>	<ul style="list-style-type: none"> <li>▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured</li> <li>▪ Certificate of Incorporation/ Business Registration</li> <li>▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder</li> <li>▪ Trade name registration papers, if applicable</li> <li>▪ Power of Attorney</li> </ul>



## Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

<b>Name of leading partner</b> (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
--	------------

We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture
 **OR**
☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: \_\_\_\_\_ Name of partner: \_\_\_\_\_

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

Date: \_\_\_\_\_ Date: \_\_\_\_\_

Name of partner: \_\_\_\_\_ Name of partner: \_\_\_\_\_

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

Date: \_\_\_\_\_ Date: \_\_\_\_\_



## Form D: Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

If JV/Consortium/Association, to be completed by each partner.

### Historical Contract Non-Performance

☐ Contract non-performance did not occur for the last 3 years

☐ Contract(s) not performed for the last 3 years

Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client:  Address of Client:  Reason(s) for non-performance:	

### Litigation History (including pending litigation)

☐ No litigation history for the last 3 years

☐ Litigation History as indicated below

Year of dispute	Amount in dispute (in LSL)	Contract Identification	Total Contract Amount (current value in LSL)
		Name of Client:  Address of Client:  Matter in dispute:  Party who initiated the dispute:  Status of dispute:  Party awarded if resolved:	



## Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

## Financial Standing

<b>Annual Turnover for the last 3 years</b>	Year	LSL
	Year	LSL
	Year	LSL
<b>Latest Credit Rating (if any), indicate the source</b>		

Financial information (LSL)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
<i>Information from Balance Sheet</i>			
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
<i>Information from Income Statement</i>			
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			



Current Ratio

☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;
- c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.



## Form E: Format of Technical Proposal

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

### SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

### SECTION 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.3 Explain 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 and how everyone will function as a team.
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.5 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.7 Any other comments or information regarding the project approach and methodology that will be adopted.



## SECTION 2A: Bidder's Comments and Suggestions on the Terms of Reference

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

## SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

### Format for CV of Proposed Key Personnel

<b>Name of Personnel</b>	[Insert]
<b>Position for this assignment</b>	[Insert]
<b>Nationality</b>	[Insert]
<b>Language proficiency</b>	[Insert]
<b>Education/Qualifications</b>	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
<b>Professional certifications</b>	<i>[Provide details of professional certifications relevant to the scope of services]</i> <ul style="list-style-type: none"><li>▪ Name of institution: [Insert]</li><li>▪ Date of certification: [Insert]</li></ul>
<b>Employment Record/Experience</b>	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i> [Insert]
<b>References</b>	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i> Reference 1: [Insert]  Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.



Signature of Personnel

Date (Day/Month/Year)



## Form F: Financial Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet. We understand you are not bound to accept any Proposal you receive.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

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

*[Stamp with official stamp of the Bidder]*



**GRAND TOTAL YEARLY COST (I + II)****Detailed Cost breakdown**

No.	Benefit	Supervisor	Day Shift Security - Guards Salary	Night Shift Security - Guards Salary
	Take Home Pay			
1	Basic Salary			
2	Workmen's Compensation			
3	Contributory Pension Fund			
	Total Cost of Salary and Benefits			
	Other Benefits			
4	Training of Guards			
5	Uniform per Year			
6	Public Holidays			
7	Insurance			
8	Severance Payment			
9	Yearly Leave Cost			
10	Radio Communication			
11	Overhead, which includes profit/management fee			
	Support Services			
	Radio Communication			
	Phone Communication			
	Total Cost			

\*Note uniform may include but not limited to

- Suite-Jacket / with complete attribute (company logo, name tag), 2 each
- Daily uniform (winter and summer)/with complete attribute (company logo, name tag), 2 each
- Torch, 1 each
- Baton, 1 each
- Whistle, 1 each
- Shoes, 2 pairs
- Security Cap, 1 each
- Belt, 1 each
- Company ID card, 1 each etc.



Handwritten scribbles in the top left corner.

## Form G: Financial Proposal Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Proposer is required to prepare the Financial Proposal in an envelope separate from the rest of the RFP as indicated in the Instruction to Proposers.

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

The format shown on the following pages is suggested for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

### Cost Breakdown

UNDP shall use the cost breakdown for the price reasonability assessment purposes as well as the calculation of price in the event that both parties have agreed to add new component to the scope of Services.

Nr	Description of Activity	Unit Rate Per Month	Required Units	Total Monthly Cost	Total Yearly Cost Year 1	Estimated Yearly increase (%)
<b>I. Personnel Services - Proposers are required to provide detail breakdown of each cost to determine the take home salary, taxes, insurance, communication equipment, uniforms, management fee etc.</b>						
1	Onsite Supervisor –Salary( Day Shift)		1			
2	Day Shift Security - Guards Salary		4			
3	Night Shift Security - Guards Salary		4			
<b>Sub Total I - Personnel Services per year</b>						
<b>II. Other Related Costs</b>						
		Monthly rate		Total Yearly Cost Year 1		Estimated Yearly increase (%)
1	24/7 Rapid Response					
		Quarterly rate				
2	CCTV Maintenance					
<b>Sub Total II- Other related costs per year</b>						

