



INVITATION TO BID

Long Term Agreement for Security Services

ITB No.: **ITB-BD-2022-001**

Project: UN Agencies based in IDB Bhaban, Agargaon, Dhaka.

Country: Bangladesh

Issued on: 31 January 2022

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Section 1. Letter of Invitation

The United Nations Development Programme (UNDP) hereby invites you to submit a Bid to this Invitation to Bid (ITB) for the above-referenced subject.

This ITB includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet:

Section 1: This Letter of Invitation

Section 2: Instruction to Bidders

Section 3: Bid Data Sheet (BDS)

Section 4: Evaluation Criteria

Section 5: Schedule of Requirements and Technical Specifications

Section 6: Returnable Bidding Forms

- Form A: Bid Submission Form
- Form B: Bidder Information Form
- Form C: Joint Venture/Consortium/Association Information Form
- Form D: Qualification Form
- Form E: Format of Technical Bid
- Form F: Price Schedule
- Form G: Form of Bid Security
- Annex-1: Terms of Reference/Technical specification compliance response sheet
- Annex-3: Declaration that the company is not in the UN Security Council 1267/1989 List

Bid shall be submitted on or before 4.30 pm(local BD time), within 20 February, 2022.

Please be guided by the form attached hereto as Annex 2, in preparing your Bid.

Bid submission address: <https://etendering.partneragencies.org>

Bids must be submitted in the online e-Tendering system in the following link:

<https://etendering.partneragencies.org> using your username and password. If you have not registered in the system before, you can register now by logging in using

Username: event.guest

Password: why2change

When preparing your quotation, please be guided by the ITB Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated in Section 2. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Issued by

DocuSigned by:



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Name: Mohammad Masud Parvez Siddique

Title: Procurement Associate

Date: **January 31, 2022**

Approved by:

DocuSigned by:



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Name: Krishna Raj Adhikari

Title: Senior Operations Manager

Date: **January 31, 2022**

SECTION 2. INSTRUCTION TO BIDDERS

GENERAL PROVISIONS

1. Introduction	<p>1.1 Bidders shall adhere to all the requirements of this ITB, including any amendments made in writing by UNDP. This ITB is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</p> <p>1.2 Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this ITB.</p> <p>1.3 UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p> <p>1.4 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). 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 http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</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:</p> <p>(a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;</p> <p>(b) Shall declare a vendor ineligible, either indefinitely or for a stated period, 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 https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</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</p>

	<p>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"> 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; b) Were involved in the preparation and/or design of the programme/project related to the goods and/or services requested under this ITB; or c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP. <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 conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their Bid their knowledge of the following:</p> <ul style="list-style-type: none"> a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this ITB; and b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. <p>Failure to disclose such an information may result in the rejection of the Bid or Bids 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 ITB, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
B. PREPARATION OF BIDS	
5. General Considerations	<p>5.1 In preparing the Bid, the Bidder is expected to examine the ITB in detail. Material deficiencies in providing the information requested in the ITB may result in rejection of the Bid.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the ITB. Should such errors or omissions be discovered, the Bidder must notify the UNDP accordingly.</p>

6. Cost of Preparation of Bid	6.1 The Bidder shall bear all costs related to the preparation and/or submission of the Bid, regardless of whether its Bid is selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
7. Language	7.1 The Bid, 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.
8. Documents Comprising the Bid	8.1 The Bid shall comprise of the following documents and related forms which details are provided in the BDS: <ul style="list-style-type: none"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Bid; c) Price Schedule; d) Bid Security, if required by BDS; e) Any attachments and/or appendices to the Bid.
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 Bid Format and Content	<p>10.1 The Bidder is required to submit a Technical Bid using the Standard Forms and templates provided in Section 6 of the ITB.</p> <p>10.2 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by the Purchaser, at no expense to the UNDP. If not destroyed by testing, samples will be returned at Bidder's request and expense, unless otherwise specified.</p> <p>10.3 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the 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> <p>10.4 When applicable and required as per Section 5, the Bidder shall certify the availability of spare parts for a period of at least five (5) years from date of delivery, or as otherwise specified in this ITB.</p>
11. Price Schedule	<p>11.1 The Price Schedule shall be prepared using the Form provided in Section 6 of the ITB and taking into consideration the requirements in the ITB.</p> <p>11.2 Any requirement described in the Technical Bid but not priced in the Price Schedule, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p>
12. Bid Security	<p>12.1 A Bid Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Bid Security shall be valid for a minimum of thirty (30) days after the final date of validity of the Bid.</p> <p>12.2 The Bid Security shall be included along with the Bid. If Bid Security is required by the ITB but is not found in the Bid, the offer shall be rejected.</p>

	<p>12.3 If the Bid Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Bid.</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 bid and the original of the Bid Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Bid Security may be forfeited by UNDP, and the Bid rejected, in the event of any, or combination, of the following conditions:</p> <ul style="list-style-type: none"> a) If the Bidder withdraws its offer during the period of the Bid Validity specified in the BDS, or; b) In the event the successful Bidder fails: <ul style="list-style-type: none"> i. to sign the Contract after UNDP has issued an award; or ii. 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.
13. Currencies	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Bids are quoted in different currencies, for the purposes of comparison of all Bids:</p> <ul style="list-style-type: none"> a) UNDP will convert the currency quoted in the Bid into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Bids; and b) In the event that UNDP selects a Bid 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. Joint Venture, Consortium or Association	<p>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 Bid, they shall confirm in their Bid 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 Bid; 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.</p> <p>14.2 After the Deadline for Submission of Bid, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>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 Bid.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entities in the joint venture in delivering the requirements of the ITB, both in the Bid 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.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience</p>

	<p>should clearly differentiate between:</p> <ul style="list-style-type: none"> 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. <p>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</p> <p>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.</p>
15. Only One Bid	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Bid, either in its own name or as part of a Joint Venture.</p> <p>15.2 Bids 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"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this ITB; or 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 Bid of another Bidder regarding this ITB process; e) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this ITB process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
16. Bid Validity Period	<p>16.1 Bids shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Bids. A Bid valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Bid validity period, the Bidder shall maintain its original Bid without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
17. Extension of Bid Validity Period	<p>17.1 In exceptional circumstances, prior to the expiration of the Bid validity period, UNDP may request Bidders to extend the period of validity of their Bids. The request and the responses shall be made in writing, and shall be considered integral to the Bid.</p> <p>17.2 If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Bid, in which case, the Bid shall not be further evaluated.</p>

18. Clarification of Bid (from the Bidders)	<p>18.1 Bidders may request clarifications on any of the ITB 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 endeavour 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 Bids, unless UNDP deems that such an extension is justified and necessary.</p>
19. Amendment of Bids	<p>19.1 At any time prior to the deadline of Bid submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the ITB in the form of an amendment to the ITB. Amendments will be made available to all prospective bidders.</p> <p>19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of Bid to give the Bidders reasonable time to incorporate the amendment into their Bids.</p>
20. Alternative Bids	<p>20.1 Unless otherwise specified in the BDS, alternative Bids shall not be considered. If submission of alternative Bid is allowed by BDS, a Bidder may submit an alternative Bid, but only if it also submits a Bid conforming to the ITB requirements. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative Bid.</p> <p>20.2 If multiple/alternative bids are being submitted, they must be clearly marked as "Main Bid" and "Alternative Bid"</p>
21. Pre-Bid Conference	<p>21.1 When appropriate, a pre-bid conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the ITB, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to ITB.</p>

c. SUBMISSION AND OPENING OF BIDS

22. Submission	<p>22.1 The Bidder shall submit a duly signed and complete Bid comprising the documents and forms in accordance with requirements in the BDS. The Price Schedule shall be submitted together with the Technical Bid. Bid can be delivered either personally, by courier, or by electronic method of transmission as specified in the BDS.</p> <p>22.2 The Bid shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Bid.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Bid, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
Hard (manual) submission copy	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <p>a) The signed Bid shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.</p> <p>(b) The Technical Bid and Price Schedule must be sealed and submitted together in an envelope, which shall:</p> <ol style="list-style-type: none"> i. Bear the name of the Bidder; ii. Be addressed to UNDP as specified in the BDS; and iii. Bear a warning not to open before the time and date for Bid opening as specified in the BDS. <p>If the envelope with the Bid is not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Bid.</p>
Email eTendering submissions and	<p>22.5 Electronic submission through email or eTendering, if allowed as specified in the BDS, shall be governed as follows:</p> <ol style="list-style-type: none"> a) Electronic files that form part of the Bid must be in accordance with the format and requirements indicated in BDS; b) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivered as per the instructions in BDS. <p>22.6 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: https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders</p>
23. Deadline for Submission of Bids and Late Bids	<p>23.1 Complete Bids must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognise the actual date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Bid that is received after the deadline for the</p>

	submission of Bids.
24. Withdrawal, Substitution, and Modification of Bids	<p>24.1 A Bidder may withdraw, substitute or modify its Bid 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 Bid 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 Attorney). The corresponding substitution or modification of the Bid, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of Bids, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Bid by Cancelling, Editing, and re-submitting the Bid 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 Bid as needed. Detailed instructions on how to cancel or modify a Bid directly in the system are provided in the Bidder User Guide and Instructional videos.</p> <p>24.4 Bids 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. Bid Opening	<p>25.1 UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members.</p> <p>25.2 The Bidders' names, modifications, withdrawals, the condition of the envelope labels/seals, the number of folders/files and all other such other details as UNDP may consider appropriate, will be announced at the opening. No Bid shall be rejected at the opening stage, except for late submissions, in which case, the Bid shall be returned unopened to the Bidders.</p> <p>25.3 In the case of e-Tendering submission, bidders will receive an automatic notification once the Bid is opened.</p>
D. EVALUATION OF BIDS	
26. Confidentiality	<p>26.1 Information relating to the examination, evaluation, and comparison of Bids, 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 Bids or contract award decisions may, at UNDP's decision, result in the rejection of its Bid and may subsequently be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
27. Evaluation of Bids	<p>27.1 UNDP will conduct the evaluation solely on the basis of the Bids received.</p> <p>27.2 Evaluation of Bids shall be undertaken in the following steps:</p> <ol style="list-style-type: none"> Preliminary Examination including Eligibility Arithmetical check and ranking of bidders who passed preliminary examination by price. Qualification assessment (if pre-qualification was not done)

	<ul style="list-style-type: none"> a) Evaluation of Technical Bids b) Evaluation of prices <p>Detailed evaluation will be focussed on the 3-5 lowest priced bids. Further higher priced bids shall be added for evaluation if necessary.</p>
28. Preliminary Examination	<p>28.1 UNDP shall examine the Bids to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Bids are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Bid 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> <ul style="list-style-type: none"> a) 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; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments; c) They have the necessary similar experience, technical expertise, production capacity, quality certifications, quality assurance procedures and other resources applicable to the supply of goods and/or services required; d) They are able to comply fully with the 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 Bid and prices	<p>30.1 The evaluation team shall review and evaluate the Technical Bids on the basis of their responsiveness to the Schedule of Requirements and Technical Specifications and other documentation provided, applying the procedure indicated in the BDS and other ITB documents. When necessary, and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical Bids. The conditions for the presentation shall be provided in the bid document where required.</p>
31. Due diligence	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, 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:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the ITB 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 completed contracts, including physical inspections of previous works, as deemed necessary;

	<ul style="list-style-type: none"> 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 Bids	<p>32.1 To assist in the examination, evaluation and comparison of Bids, UNDP may, at its discretion, request any Bidder for a clarification of its Bid.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Bid 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 Bids, in accordance with the ITB.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Bid, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Bids.</p>
33. Responsiveness of Bid	<p>33.1 UNDP's determination of a Bid's responsiveness will be based on the contents of the bid itself. A substantially responsive Bid is one that conforms to all the terms, conditions, specifications and other requirements of the ITB without material deviation, reservation, or omission.</p> <p>33.2 If a bid 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.</p>
34. Nonconformities, Repairable Errors and Omissions	<p>34.1 Provided that a Bid is substantially responsive, UNDP may waive any non-conformities or omissions in the Bid that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period, to rectify nonmaterial nonconformities or omissions in the Bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.</p> <p>34.3 For the bids that have passed the preliminary examination, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> 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 of subtotals, the subtotals shall prevail and the total shall be corrected; and 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>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Bid shall be rejected.</p>

E. AWARD OF CONTRACT

35. Right to Accept, Reject, Any or All Bids	35.1 UNDP reserves the right to accept or reject any bid, to render any or all of the bids as non-responsive, and to reject all Bids 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 period of Bid validity, UNDP shall award the contract to the qualified and eligible Bidder that is found to be responsive to the requirements of the Schedule of Requirements and Technical Specification, and has offered the lowest price.
37. Debriefing	37.1 In the event that a Bidder is unsuccessful, the Bidder may request for 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 Bids for UNDP procurement opportunities. The content of other Bids 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 goods and/or services, 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 Bid Security, if any, and on which event, UNDP may award the Contract to the Second highest rated or call for new Bids.
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 http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
41. Performance Security	41.1 A performance security, if required in the BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default within a maximum of 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 standard practice to not make advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per the 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 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&action=default
43. Liquidated Damages	43.1 If specified in the BDS, UNDP shall apply Liquidated Damages for the damages and/or risks caused to UNDP resulting from the Contractor's delays or breach of its obligations as per Contract.
44. Payment Provisions	44.1 Payment will be made only upon UNDP's acceptance of the goods and/or services performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of goods and/or services issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of the contract.
45. Vendor Protest	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: http://www.undp.org/content/undp/en/home/procurement/business/protest-and-sanctions.html
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 goods and/or services, UNDP shall be entitled to the 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 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</p>

SECTION 3. BID DATA SHEET

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

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Bid	English
2		Submitting Bids for Parts or sub-parts of the Schedule of Requirements (partial bids)	Not Allowed
3	20	Alternative Bids	Shall not be considered
4	21	Pre-Bid conference	<p>Will be Conducted</p> <p>Time: 11.00 am</p> <p>Date : February 7, 2022 11:00 AM</p> <p>Venue : Zoom</p> <p>Link :</p> <p>https://undp.zoom.us/j/85345760096?pwd=OWg1bHRISzhLYUp hOWF2dHBLMXRKZz09</p> <p>The UNDP focal point for the arrangement is:</p> <p>Mohammad Masud Parvez Siddique</p> <p>Telephone: 55667788-1934(Extension)</p> <p>E-mail: bd.procurement@undp.org</p>
5	16	Bid Validity Period	120 days
6	13	Bid Security	<p>Required in the amount of BDT 950,000/USD 11085.18(UNORE for January (1 dollar=85.882)</p> <p>Acceptable Forms of Bid Security</p> <ul style="list-style-type: none"> ▪ Bank Guarantee (See Section 8 for template) ▪ Any Bank-issued Check / Cashier's Check / Certified Check
7	41	Advanced Payment upon signing	Not Allowed

		of contract	
8	42	Liquidated Damages	Will be imposed as mentioned in ToR
9	40	Performance Security	Not Required
10	12	Currency of Bid	Local currency Bangladeshi Taka (BDT) or United States Dollars (US\$)
11	31	Deadline for submitting requests for clarifications/ questions	10 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Mohammad Masud Parvez Siddique Address: 19 floor, IDB Bhaban, Agargaon, Dhaka. E-mail address: bd.procurement@undp.org
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the ITB and responses/clarifications to queries	Direct communication to prospective Proposers by email.
14	23	Deadline for Submission	20th February, 2022. For e-Tendering submission - as indicated in e-Tendering system. Note that system time zone is in EST/EDT (New York) time zone.
14	22	Allowable Manner of Submitting Bids	<input type="checkbox"/> Courier/Hand Delivery <input type="checkbox"/> Submission by email <input checked="" type="checkbox"/> e-Tendering
15	22	Bid Submission Address Need to mention event ID	<u>ITB-2021-001</u> <u>[For eTendering method, keep link below and insert Event ID information]</u> https://etendering.partneragencies.org If you have not registered in the system yet, you can register now by logging in using Username: event.guest Password: why2change And follow the registration steps as steps as specified in the attached instruction to bidders/ user guide <u>Insert BU Code and Event ID number BGD 10 ITB-21-001</u>

16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> Format: PDF files only File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. All files must be free of viruses and not corrupted. Max. File Size per transmission: 5 MB Mandatory subject of email: <i>ITB-BD-2022-001</i> Documents which are required in original (e.g. Bid Security) should be sent to the below address with a PDF copy submitted as part of the electronic submission: <i>UNDP Finance cluster, 19 Floor, IDB, Agargaon, Dhaka.</i>
17	25	Date, time and venue for the opening of bid	<p>Date and Time: February 20, 2022 5:00 PM</p> <p>Venue: E-tendering platform</p> <p>In the case of e-Tendering submission, bidders will receive an automatic notification once their Bids are opened.</p>
18	27, 36	Evaluation Method for the Award of Contract	Lowest priced technically responsive, eligible and qualified bid.
19		Expected date for commencement of Contract	<i>March 10, 2022</i>
20		Maximum expected duration of contract	LTA will be concluded with the potential company for a period of maximum 03 Years. The initial contract period will be for one year and further two consecutive extensions on satisfactory performance of potential company
21	35	UNDP will award the contract to:	One Proposer Only
22	39	Type of Contract	<p>Long-Term Agreement (LTA)</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p> <p>Based on actual requirement Purchase Orders for services shall be issued to the selected LTA holder</p>
23	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Contracts</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
24		Other Information Related to the ITB	<i>[All other instructions and information not yet mentioned so far in this Data Sheet but are relevant to the ITB must be cited here, and any further entries that may be added below this table row]</i>

Section 4. Evaluation Criteria

Preliminary Examination Criteria

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

- Appropriate signatures
- Power of Attorney
- Minimum Bid documents provided
- Bid Validity
- Bid Security (if required) submitted as per ITB requirements with compliant validity period

Minimum Eligibility and Qualification Criteria

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

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

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form
Eligibility	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: Bid Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Bid Submission Form
Bankruptcy	Has not declared bankruptcy, is 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: Bid Submission Form
Certificates and Licenses-If applicable	<ul style="list-style-type: none"> ▪ Duly authorized to act as Agent on behalf of the Manufacturer, or Power of Attorney, if bidder is not a manufacturer ▪ Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country. ▪ Patent Registration Certificates, if any of technologies submitted in the Bid is patented by the Bidder ▪ Export/Import Licenses, if applicable 	Form B: Bidder Information Form
Other	<ul style="list-style-type: none"> ▪ Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List; 	
QUALIFICATION		
History of Non-	Non-performance of a contract did not occur as a result of	Form D: Qualification

Performing Contracts¹	contractor default for the last 3 years.	Form
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
Previous Experience	<ul style="list-style-type: none"> ▪ The firm should have at least overall 5 years professional experience of providing similar types of services. Related documents/Work Order/Completion certificate to be provided as a proof of evidence. ▪ The firm should have implemented at least 2 (two) security service contracts for the government, and/or bilateral or UN or multilateral organization(s) of providing similar value, nature and complexity implemented over the last 5 years where each contract value minimum USD 2,00,000. Relevant contract copy <u>must</u> be submitted by the firm as a proof. ▪ Client list including contact details ((email & mobile number of the contact person) completed/ongoing within last 5 years projects name with value, duration of the projects. ▪ Provide CVs of the proposed Supervisors and Receptionists in alignment with the ToR. ▪ An outline of the Contractor's Quality Assurance and Quality Control (QA/QC) plan covering the policy for backup support in case of any emergency. ▪ The contracting company should have a formal organizational set up with adequate number of experienced manpower and logistics. ▪ Submit operational plan to train and mobilize the proposed team with backup team members to ensure uninterrupted Security Services. 	Form D: Qualification Form
	<i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
Financial Standing	<ol style="list-style-type: none"> 1. Minimum average annual turnover² of USD 120K for the last 3 years. 2. Must need to submit last three (3) years audited report within the tenure 2017-2021. 	Form D: Qualification Form

¹ 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.

² Minimum annual turnover should be based on industry standards but modified to reflect market context (e.g. for construction works, it is around 2-3 times the expected value of works contracts).

	<i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	
	<p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
Technical Evaluation	The technical bids shall be evaluated on a pass/fail basis for compliance or non-compliance with the technical specifications identified in the bid document.	Form E: Technical Bid Form
Financial Evaluation	<p>Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the bidders in Form F.</p> <p>Price comparison shall be based on the landed price, including transportation, insurance and the total cost of ownership (including spare parts, consumption, installation, commissioning, training, special packaging, etc., where applicable)</p> <p>Comparison with budget/internal estimates.</p>	Form F: Price Schedule Form

SECTION 5A: SCHEDULE OF REQUIREMENTS AND TECHNICAL SPECIFICATIONS/BILL OF QUANTITIES

Terms of Reference for Security Services

Section-1: General (Duties & Responsibilities)

Background:

1-1. There is need of security services for the protection of the personnel and premises. The requirement of this security service is set based on the guideline of UNDSS Global and Country Specific Security Risk Management (SRM) recommendations. Therefore, UNDP Bangladesh hereby intends to engage a Security Service provider company for the aforesaid services. The potential company will provide security services for all UN Agencies in IsDB Bhaban including UNDP Country Office (CO) and UNDP Project offices all over Bangladesh. UNDP being custodian of common security budget for UN Agencies and responsible for managing common services budget for all UN Agencies in IsDB Bhaban is responsible for arranging security services for UNAFPs based in IsDB Bhaban. UNDSS will assist UNDP in managing operational and technical aspects of the security service provider in the form of advisory role. This LTA will be concluded with potential company for a period of maximum three years. The initial contract period will be for one year and further two consecutive extensions on satisfactory performance of the potential company.

Services to be provided:

1-2. **The Potential 'Security Service Providing Company'** will be required to provide receptionist at 'Pedestrian Access Control' point and personnel for security services (**Security Guards and Supervisors**) for the protection of perimeter, access controls (both pedestrian and vehicle), personnel and assets of the UNAFP/UNDP Offices located within IsDB tower portion, Agargaon Dhaka and UNDP Project Offices located within country to ensure appropriate Safety and Security of personnel and premises as per Security Risk Management (SRM) guideline. UNAFP Offices in IsDB Bhaban includes UNRCO, UNDP CO, WFP CO, UNFPA CO, UNV, UNIC, UNSD, UNCDF, UNIDO, UNODC, UNOPS, ILO and few UNDP Project Offices. Also, IFAD Office (as supported by UNDP) and UNDP Project offices within Bangladesh will come under this contract.

1-3. Duties & responsibilities (rules of engagement) of the **'Security Personnel'** including the action plan of embedded security staffs are mentioned below. The contractor makes itself responsible to manage the posts, tasks and duties as mentioned in sections below.

GENERAL REQUIREMENTS:

1-4. **'Security Personnel'** shall be properly trained and licensed, in accordance with local law, to perform security services. All **'Security Personnel'** must be employees of the security company (not temporary contracted personnel).

1-5. **'Security Service Providing Company'** must obtain necessary police verification/ must ensure that all recruited personnel possess NID (Smart ID) issued by the Government of Bangladesh (GoB). The names of selected

'Security Personnel' shall be shared with **'UNDP Security Focal Point (SFP)'** for further verification if needed.

1-6. **'Security Personnel'** shall be uniformed and wear appropriate identification badges as approved. They will provide 24 hours, 7 days a week security services with a full team to UNAFPO Offices at IDB Bhaban complex and elsewhere as requested by contract administrator.

1-7. For the performance of the security services, **'Security Personnel'** will receive floor/ office keys for UNDP CO/ Project Offices from **authorized SFP of the office**. Contractor shall ensure proper handling / taking over of keys with respective offices.

1-8. The Security Officer/Inspector, Security Supervisors/ Assistant Supervisor, Receptionist and Security Guards shall be able to speak working English to be able to communicate as required.

1-9. The **'Guard Force'** will have to carry out day to day security operations including but not limited to searching of personnel and packages as required. Verification of identification, visitor control and other access control issues will have to be handled by them as needed. Required training must be arranged for this.

1-10. **'Security Service Providing Company'** will **'Inspect the Guard Posts'** a minimum of once daily and immediately implement any observable measures for improvement. The contractor should provide **'On the Job Training'** for all security personnel both prior to being deployed and at least quarterly after deployment/ as needed.

1-11. All security personnel should be in appropriate physical and mental state to be able to deliver the best possible services of the contract. The security guard company will have to ensure proper rotation of the duties as required. As such, the **'Security Personnel Duty Roster'** must be submitted daily to **authorize SFP of the office** for verification and further instructions (if any).

1-12. **'Security Supervisor'** shall ensure that security personnel perform their duties as designated by the **authorized SFP of the office**.

1-13. **'Security Personnel'** will ensure that any person removing equipment from the office premise present's the equipment and valid document with authorized signature which permits removal of that equipment. The gate passes will be submitted to **authorize SFP of the office/** as per Standing Operating Procedure (SOP). This is to be done for record keeping, verification and scrutiny.

1-14. **'Security Personnel'** at the reception (Pedestrian Access Control Area) shall allow access of visitors if they are escorted by staff in person. In no case, they should allow entry of visitors inside premises who does not have an appointment. In such case, visitor must contract staff inside and arrange a formal request from the staff (mail to UNDP Security Team) to arrange access of the visitor. This is in case the staff cannot come in person at the reception. In case the intended staff cannot be contacted, access will not be granted

1-15. **'Security Personnel'** at the reception (Pedestrian Access Control Area) will ensure that all visitors coming inside office premise to visit/ meet any staff are respectfully searched as per set access control guideline irrespective of their identity. They must ensure that the visitors are escorted by the person they are visiting. Visitors must be issued with visitor identification card and will be wearing the visitor identification card visibly. All visitors must hand over a deposit (NID/ Valid Driving License/ Valid Passport) to receive a visitor's ID for access inside the premises. This will be returned while going out after handing over of the visitor's ID by the visitor.

1-16. **'Security Personnel'** at the reception (Pedestrian Access Control Area) shall verify and oversee that all vendors and support staff authorized to provide different services for the office premise during/ after working hours follows agreed security guidelines. All such personnel must be issued with appropriate identification card by the office and that must be displayed visibly. **Daily newspapers** brought to the office premise shall be received at the reception and shall be handed over to person responsible for this. If access of the newspaper vendor is to be accorded on daily basis that must be coordinated with **authorized SFP of the office/ as per SOP**.

1-17. The **'Security In charge'** of the **'Security Service Providing Company'** will closely monitor serviceability of the existing security, safety and communication equipment and systems at posts and reception area, train guards on communication systems, and encourage them to use communication facilities for security purposes. For any difficulties, security in charge must contact authorized SFP of the office immediately to resolve the issue and keep the communication channel functional.

1-18. As the building is in operation for 7 (seven) days a week, **'Security Service Providing Company'** should not allow bulk leave during festivals and religious customs. They may release some of staff without hampering safety and security job of the premises/ post. However, the staff released on leave shall be replaced at their own arrangement. No extra payment will be made by UNAFP for such duty.

1-19. **'Security Service Providing Company'** must ensure that by security supervisor or appropriate appointment holder, post orders are written clearly and are available with all posts. Guards must know, understand, and implement those posts orders.

1-20. **All SOPs and 'Post order'** must be provided in writing by the **'Security Service Providing Company'** to **UNDP SFP** for vetting prior to implementation. This will also be applicable for any amendments to practiced orders.

1-21. Contractor will ensure that on receipt of any operational/ administrative instructions from Agencies Security Focal Points that does not cover within existing SOP, it is verified through UNDP SFP before implementation.

1-22. **'Security Service Providing Company'** will have to understand clearly and convey to Security Inspector/ Supervisor that he/she receives all regular operational instructions directly in writing or verbally and on ad hoc basis for urgent issues or in case of emergency from **UNDP SFP**.

1-23. **'Security Service Providing Company'** will have to ensure that administrative issues relating to guard's, supervisors and receptionist that has been reported or noticed are shared with UNDP Contract Administrator/ SFP for administrative action.

1-24. **'Security Service Providing Company'** will have to perform any other duties as assigned by **UNDP SFP** which forms part of safety and security management.

1-25. **'Security Service Providing Company'** must arrange an initial training and bi-monthly refresher training for capacity building of the Guard Force to attain required qualification to perform the functions mentioned herein.

1-26. **'Security Service Providing Company'** must **employ adequately trained person** for different technical and critical positions as necessary to attend the tasks mentioned against each appointment. Arrangement for on-the-job training, specialized training as needed must be catered.

1-27. UNAFPs maintains **'Gender Balance'** for its employees. **'Security Service Providing Company'** must make all efforts to meet this requirement.

1-28. **'Security Service Providing Company'** must be able to deploy **'Emergency Security Force'** at offices with a short notice of within 24 hours. This is to meet emergency security situations and requirement for such force will not exceed 15 security personnel at any point of time.

1-29. **'Security Service Providing Company'** must be capable of deploying **'Additional Security Forces'** for UNAFPs based in IsDB Bhaban or UNDP field offices as requested. Requirement for such force will not exceed beyond 30 personnel and such deployment will be requested with fifteen (15) days' prior notice.

1-30. **'Security Service Providing Company'** will be responsible for the safe custody and maintenance of equipment that are assigned to them for managing safety and security of the office.

1-31. **‘Daily Basis Event Management’** as a service needs to be added in the proposal for UNAFPs so that such services can be received when needed.

1-32. **‘Timely Replacement of Security Personnel’** when resigning from the service with prior notice of one month must be arranged by **‘Security Service Providing Company’**. This must be in line with the requirements set for security personnel recruitment for UNAFPs at IsDB and elsewhere.

1-33. **‘Security Service Providing Company’** will not re-employ Security personnel removed on disciplinary/ moral ground from IsDB Bhaban and elsewhere.

Section-2: Guard Force Structure for Access Control & Security Management

RECEPTION AREA/ FRONT DESK MANAGEMENT:

2-1. **Reception Room Arrangement:** There will be reception desks at reception room. This will be at the pedestrian access way of the office.

2-2. **Receptionists:** Mostly Shift A and Shift B duty will be performed by receptionists, and this will preferably be performed by female. Shift- A will be from 0700-1500 hours and Shift- B from 1100-1900 hours.

2-3. Requirements for Receptionists:

- a. Age: Between 22 to 35 Years.
- b. Qualification: Higher Secondary Certificate (HSC) as minimum qualification.
- c. Communication Skill: Able to understand and speak Bangla fluently and Moderate English.
- d. Behavior and Conduct: Should be polite, well mannered, well organized.
- e. Training and Skill: Basic security training and job-related training including access controls (i.e., issuance of Visitor’s passes, understanding SOPs guidelines and can implement those).
- f. Experience: Minimum 3 three years relevant job experience with the contractor.
- g. Working Ability: Able to receive and dispatch letters and parcels.
- h. Must demonstrate strong interpersonal and communication skills.
- j. Additional Certifications: Must possess certificate from local chairman, a reference from a known person which must be verified by the local police Station (Thana).

2-4. Duties & Responsibilities/ToR for Receptionists:

- a. Visitor identity check.
- b. Issuing and receive Visitor card.
- c. Maintaining visitor and vendor data on computer placed at reception room.
- d. Perform ‘Physical Security Check’ of female vendors and visitors as needed.
- e. Managing leave, sickness or any emergency duty register for the receptionists.
- f. Maintain minimum 30 minutes overlapping period during any shift changing.
- g. Any other Business (AoB) as deemed necessary within service norms.

2-5. **Reporting Line for the Receptionists:** Receptionists will report to **‘Local Security Assistant’ responsible for ‘Pedestrians Access Control’** while on duty. In case of his absence, they will report to SFP or as assigned by SFP.

Security Personnel (Guard) for General Safety and Security Duty Management:

2- 6. **Security Guard for General Duty: 'Security Service Providing Company'** shall deploy trained security personnel (Security Guards) for managing general safety and security duties of a post/ premises. The preferred composition for such duty would be male and female guards. Number of guards required is to be determined by **authorized SFP of the office and SSW Cluster Head, UNDP**. Duty shift for UNAFP Offices will be in three shifts a day namely Shift- A from 0700-1500 hours, Shift- B from 1500-2300 hours and Shift- C from 2300-0700 hours (next morning). Duty shift and number of guards required will be based on requirement received or as determined by the SFP.

2-7. **Requirements of Security Guards (General Security Duty):**

- a. Age: 25 to 40 Years
- b. Qualification: Minimum Secondary School Certificate (SSC)
- c. Job Experience: Minimum 2(two) year's relevant job experience with the contractor's company
- d. Communication Skill: Should be able to communicate in working English.
- e. Behavior and Conduct: Should be polite, well mannered, well organized.
- f. Training and Skill: Basic security training and generalized job-related training.
- g. The personnel should be fit for the duties to which he/ she is assigned.
- h. Working Ability: Guard must be trained on strong sense of security and responsibility.
- j. Must demonstrate strong interpersonal and communication skills.
- k. Additional Certifications: Must possess certificate from local chairman, a reference from a known person which must be verified by the local police Station (Thana).
- l. The guards shall be properly trained and licensed, in accordance with local law, to perform security services.
- m. The guards shall be uniformed and wear appropriate identification badges.

2-8. **Duties & Responsibilities/ToR for Security Guards (General Security Duties):**

- a. Be in time for duty in post. Perform duty as per post order. Post order contains elaborate list of duties.
- b. Watch /observe inner and outer area of the office and report to supervisor immediately if anything suspicious is noticed.
- c. Ensure visitors are registered before entry inside office, display their visitors ID and staff available inside to receive the visitor.
- d. Watch /observe, do surveillance to safeguard Office against any intruders.
- e. Must know safety devices in place and be ready to operate those in case of an emergency.
- f. Must ensure if any office items is taken out of the office, is supported by an authorized gate pass.
- g. Must remain vigilant, operate radio provided to communicate with supervisor and receptionist as needed to maintain required level of safety and security.
- h. Ensure proper handover/takeover of duty at the post.
- j. Any other Business (AoB) as deemed necessary within service norms.

2-9. **Reporting Line for the Security Guards:** Security Guards will report to '**Duty Supervisor**' responsible for overall security management of the premises while on duty.

Perimeter Security Management of the Office:

2-10. **Perimeter Security Guard:** Contractor shall deploy trained security personnel (guards) within the office covering the perimeter of the complex. The preferred composition for this post is male staffs. Number of guards required is to be determined by **authorized SFP of the office and SSW Cluster Head, UNDP**. Duty shift for UNAFPO Offices will be in three shifts namely Shift- A from 0700-1500 hours, Shift- B from 1500-2300 hours and Shift- C from 2300-0700 hours (next morning).

2-11. **Requirements for Perimeter Security Guard:** Same as '**Security Guard- General Duty**'.

2-12. **Duties & Responsibilities/ToR for Outer Perimeter Security Guard:**

- a. Perform duty according to the post order.
- b. Keep spaces in front of entry and exit gate clear of traffic for the premise.
- c. Watch /observe inner and outer area of the office and report to supervisor immediately if any irregularity is noticed.
- d. Watch /observe, do surveillance to safeguard Office against any intruders.
- e. Any other Business (AoB) as deemed necessary within service norms.

2-13. **Reporting Line for Perimeter Security Guard:** Perimeter Security Guard will report to 'Duty Supervisor' responsible for overall security management of the office while on duty.

Pedestrian Access Control Area Security Management:

2-14. **Pedestrian Access Control Area Security Guard:** Pedestrian Access Control Area will encompass 'Entry Gate' and 'Exit Gate' for personnel and routes pertaining to these areas. Contractor shall deploy trained security personnel (guards) at the approach of these gates and surrounding areas to manage security of the office. The preferred composition for this post is male staffs. Duty shift and number of guards required is to be determined by **authorize SFP of the office and UNDP SFP.**

2-15. **Requirements for Pedestrian Access Control Area Security Guard:** Same as '**Security Guard- General Duty**'.

2-16. **Duties & Responsibilities/ToR for Pedestrian Access Control Area Security Guard:**

- a. Perform duty according to the post order.
- b. Ensure pedestrian access control requirements are met in terms of security.
- c. Watch /observe duty area of and report to supervisor immediately if any irregularity is noticed.
- d. Any other Business (AoB) as deemed necessary within service norms.

2-17. **Reporting Line for Pedestrian Access Control Area Security Guard:** Pedestrian Access Control Area Security Guard will report to 'Duty Supervisor' responsible for overall security management of the office while on duty.

Vehicle Entry/ Exit Gate Security System Management

2-18. **Vehicle Entry/ Exit Gate Security Guard:** '**Security Service Providing Company**' shall deploy trained security personnel (Security Guards) for managing Vehicle Entry Gate. This post will be manned for 24 hours and will be used as common entry and exit post at night (third shift) and during holidays/weekend days. The preferred composition for this post is male staffs. Duty shift and number of guards required is to be determined by **authorize SFP of the office and UNDP SFP.**

2-19. **Requirements for Vehicle Entry/ Exit Gate Security Guard:** Same as '**Security Guard- General Duty**'.

2-20. **Duties & Responsibilities/ToR for Vehicle Entry/ Exit Gate Security Guard:**

- a. Perform duty as per post order

- b. Allow access of vehicle between the boom barriers/ gate (one vehicle at a time).
- c. Inspect the vehicle within the boom barrier. Inspect of vehicle bonnet, interior and staff ID, bottom, and exterior with Mirror.
- d. Ensure no vehicle enters office without valid parking sticker/prior special permission.
- e. Ensure person on driving seat (staff or driver) with valid ID card enters office inside the vehicle.
- f. Ensure vehicles are parked as per authorized sticker.
- g. Watch /observe the duty area and report to supervisor immediately if any irregularity is noticed.
- h. Any other Business (AoB) as deemed necessary within service norms.

2-21. **Reporting Line for Vehicle Entry/ Exit Gate Security Guard:** Will report to 'Duty Supervisor' responsible for overall security management of the office while on duty.

Security Supervisor for Office:

2-22. **Duty Security Supervisor for Overall Security Management of Office Premise:** Contractor shall deploy trained **Security Supervisors** for overall security management of Office Premise. The preferred composition for this post is male staffs. Duty shift and number of supervisors required will be determined by UNDP SFP through office survey. The Duty supervisor always will move around inside office premise area to ensure that all guards, receptionists are performing their duties properly. The supervisor will move around all the floors; oversee guards' duty at entrance gate and other posts during day and night as needed.

2-23. Requirements for Security Supervisor:

- a. Age: 35 to 50 Years
- b. Qualification: Minimum Higher Secondary Certificate (HSC)
- c. Job Experience: Minimum 5 (Five) year's job experience with the contractor's company. This may be relaxed for retired personnel from Armed Forces.
- d. Communication Skill: Should be able to communicate in working English (read & write).
- e. Behavior and Conduct: Should be polite, well mannered, well organized.
- f. Training and Skill: Basic security training and generalized job-related training.
- g. The personnel should be fit for the duties to which he/ she is assigned.
- h. Working Ability: Must be trained on strong sense of security and responsibility.
- j. Must demonstrate strong interpersonal and communication skills.
- k. Must possess a certificate from school/ collage/ university, a certificate from local chairman, a reference from a known person which must be verified by the local police Station (Thana).
- l. Must have good knowledge about security equipment and items.
- m. Must possess good supervisory/ managerial skill.

2-24. Duties & Responsibilities/ToR for Security Supervisor:

- a. Perform duty as per post order
- b. Must have a clear understanding of SOPs and Post Orders and be able to ensure those are followed by the guards.
- c. Security Supervisor shall ensure so that the guards perform their duties at designated places namely in the front of the building, at the parking area and at other places at the sides of the building as shall be notified by **authorized SFP of the office and UNDP SFP**.
- d. Security Supervisor will ensure that in case of persons removing equipment from Office will show the equipment and display permission document duly authorized with signature for this. The gate passes will be submitted to agencies security focal points daily for verification/scrutiny.
- e. Security Supervisor to ensure that all visitors coming to the building/ office or wishing to pay a visit shall, irrespective of their identity, are searched properly. He also should ensure that the visitors do not go to the other places for which s/he has not been given a pass.
- f. Security Supervisor shall be provided with the list of names of the staff and their car plate numbers

to control the entries to the building and those to the parking lot accordingly (if applicable).

- g. Security Supervisor shall not act in an informal way with staff, contractors, and visitors for any reason whatsoever.
- h. To check the cleaning firm's personnel and any other support staffs who come/ stay office after working hours. Each cleaning personnel has been issued with an entrance card drawn up in their names.
- j. Daily newspapers brought to the building shall be received at the reception and shall be handed over to responsible person by approved means.
- k. For the performance of the security services herein, the guards will be given keys (cards) to the offices / main and rear entrance gates of the office. In such case, the Contractor shall issue a written receipt to the guards indicating that the key/cards have been handed over.
- l. Security Supervisor/ Guards shall in no case allow entry into the office premise such persons as salesmen, beggars, peddlers, etc.
- m. The guard company shall ensure through Security Supervisor to provide daily written report to **authorized SFP of the office and UNDP SFP** (if applicable). Any serious security issue/ incident must be immediately reported to authorize SFP of the office, UNDP SFP and 24/7 Radio Room located at IDB Bhaban (if applicable).
- n. Oversee operation of different security equipment placed in Office to monitor and manage security.
- p. Able to report to UNDP SFP / 24/7 UNDSS Radio Room located at IDB Bhaban (if needed) of any security situation.
- q. Arrange and coordinate different training for the guards as needed.
- r. Review of post orders.
- s. Capable of Crowd control, mob disperses Hostile surveillance & reconnaissance detection.

2-25. **Reporting Line for Security Supervisor:** Security Supervisor will report to authorized SFP of the office for offices outside IDB Bhaban. For UNAFPO Offices at IDB Bhaban, they will report to 'Local Security Assistant (LSA)' under overall supervision of UNDP SSW Cluster Head.

Section-3: Guard Force Management- Deployment Guideline

Administrative Control and Management for Deployed Guard Forces:

3-1. **Contract Management and Administration:** This will be managed by UNDP as practiced. Instruction on administrative issues including contract modalities, formulation and extension, performance evaluation of the '**Security Service Providing Company**' will be coordinated and managed by 'UNDP Safety, Security and Wellbeing (SSW)' Cluster. The performance will be assessed quarterly as per below format.

3-2. **Standard Operating Procedure (SOP):** '**Security Service Providing Company**' must prepare a Standard Operating Procedure (SOP) and get it vetted by UNDSS / UNDP SFP. This SOP should cover whole range of operational, training, and administrative issues in details. This SOP should act as the basis of conducting their duties and clarify details in case of any difficulty.

3-3. **Dress/ Uniform:** At a minimum, the company shall ensure that the guards are provided with proper company uniform as specified by the government rule. The uniform should include but not be limited to Jacket (Summer and Winter), Trouser, name tags, raincoats, boots, caps, batons, whistles, and flashlights.

3-4. **Personnel Management:**

- a. The Contractor shall be fully responsible for all work and services performed by its security guards, and shall for this purpose employ qualified, competent, and well-trained guards to perform the services under the Contract.

- b. The Contractor shall take all reasonable measures to ensure that the Contractor's personnel conform to the highest standards of moral and ethical conduct. UNDP authorized official may, at any time, request in writing the withdrawal or replacement of any personnel of the Contractor assigned to perform work or services under this Contract. The Contractor shall, at its own cost and expense, withdraw or replace such personnel forthwith. A request by UNDP for withdrawal or replacement of the Contractor's personnel shall not be deemed a termination of this Contract.
- c. UNDP shall not be liable for any action, omission, negligence or misconduct of the Contractor's employees, agents, servants, or subcontractors nor for any insurance coverage which may be necessary or desirable for the purpose of this Contract, nor for any costs, expenses or claims associated with any illness, injury, death or disability of the Contractor's employees, agents, servants, or subcontractors performing work or services in connection with this contract.
- d. Clear performance indicators that reward performance above expectations for individual guards will have to be provided. UN will impose a contractual obligation that provides financial consequences for the contractor in the event of poor performance.
- e. **'Security Service Providing Company'** must have regional offices outside Dhaka at least at the Divisional Headquarters and be able to aid on deployment of security personnel and other safety and security related functions, monitoring, and supervision of deployed forces from those offices for UNDP and UNAFPs.

3-5. **Some Dos and Don'ts for Security Personnel on Duty:**

- a. Guards will be firm, courteous, and efficient always in the performance of his/her duty.
- b. They will never engage in arguments with any persons and will refer disagreement and misunderstanding through the Duty Security Supervisor.
- c. A guard is not allowed to leave duty post without being relieved by reliever or without informing supervisor.
- d. A guard is not expected to have friend, family members or off duty guards on the post with him/her while performing duty.
- e. A guard must know and fully understand the general and special post order (PO will be issued by the contractor as per requirements of different posts in and around the IDB Bhaban).
- f. A guard should not eat while at post. Meals should be taken during scheduled break of the day.
- g. A guard must not drink alcoholic beverage while on duty or will not be allowed to perform duty if found alcoholic.
- h. A guard is not allowed to conduct any activity which is not related to official duties while on duty.
- j. Before assuming post, guard must report for inspection and briefing conducted by shift supervisor.
- k. A guard must remain alert and never sleep while on duty.
- l. A guard will ensure that all visitors have respective floor's visitor cards.
- m. Ensure the floor is open on time in every working day.
- n. Contact and confirm with staffs before sending any guests.
- p. Help authorized visitors by swapping access card for entering the respective floors.
- q. Ensure no outsiders are gossiping without work on the floor.
- r. A guard may use a radio set and telephone only for official calls.
- s. A guard is responsible for the uniform and equipment assigned to him/her and for property/supplied items in custody.

- t. A guard will report orally to supervisor or authorized staffs if anything goes wrong.
- u. Guard will notify duty supervisor if any event occurs in his/her respective floor.

3-6. **Guard Force Welfare:**

- A. The Contractor must provide documentation that it pays agreed wage to each employee.
- B. The Contractor shall ensure that the security personnel are awarded annual leave as per company policy.
- C. Ensure that, Training days are paid for.
- D. Replace non-performing guards and supervisors immediately upon notification by the client.
- E. Ensure that guards who do not repeat on duty or sick are replaced within one hour of notification by the client.
- F. Ensure that guards are relieved at the end of their shift and no guards are employed for the successive roster of duty.

Salary and Other Benefit Management:

3-7. **'Salary of Security Personnel'** must be disbursed by 01st day of each month. Closing of duty for this may be made on 25th day of the previous month so that after completing all processes, salary reaches at bank accounts of the personnel on 1st day of the month.

3-8. **'Rented Accommodation for Security Personnel'** will be hired and managed by **'Security Service Providing Company'**. Followings are to be met:

- A. This is applicable for IDBB based UNAFPO office security personnel deployment only.
- B. UNAFPO will compensate 75% of the rent and rest 25% will be borne by the security personnel occupying the accommodation.
- C. Utility bills to be borne by guards.
- D. Accommodation location should be reasonably close to IDB Bhaban.
- E. Security Service Providing Company' will supervise guards' wellbeing at the accommodation

3-9. **'Annual Leave'** and **'Paid 'Day Off'** will be arranged by **'Security Service Providing Company'** as below:

- a. Security personnel will be entitled for **'One Day Paid Leave Per Week'**.
- b. They will also be entitled for 12 days annual leave per year which will be paid.
- c. **'One Day Paid Leave Per Week'** be allowed to be accumulated so that security personnel can go on planned leave as needed.
- d. The Off Day and Annual Leave amount should be calculated based on the working hours (08 hours) per day and on take home salary of the personnel.

3-10. **'Security Service Providing Company'** must cater for **'Medical Allowance'** for the security personnel.

3-11. **'Festival Allowances'** will be paid by the **'Security Service Providing Company'** to all security personnel. There will be two festival allowances for two Eid for Muslims. This will be an amount equal to one month take home salary for individual for each Eid. Non-Muslims may follow the same time or set as convenient time within the year.

Settlement of Disputes:

3-12. The Employer and the Contractor shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation. Any dispute between the parties to the Contractor that may not be settled amicably will be referred to Arbitration at the initiative of either of the parties. The Arbitration shall be

conducted in accordance with the Arbitration Act 2001 of Bangladesh as at present in force.

Compensation due to Damage and other Causes:

3-13. If any damage of equipment/property is caused due to mishandling/ negligence etc. by deployed security personnel, the **'Security Service Providing Company'** shall have to compensate that.

3-14. If any security services are hampered due to late attendance/shortage of security personnel/poor performance/lack of supervision, etc. The security service providing company shall be penalized in the following manner:

A. 1(One)% of the Contract value will be deducted against first warning.

b. 2 (two)% of Contract value will be deducted against second warning.

Retention of Security Personnel:

3-15. 'Security Service Providing Company' must ensure retention of security personnel for the duration of the contract. Frequent turnover of security personnel is subject to deduction of contract value. 2 (two)% deduction of contract value is proposed in case of monthly turnover of security personnel is more than 5%.

Safety and Security Task Management for the Premises:

3-16. **'Security Service Providing Company'** must 'Develop a Mechanism to Monitor Security Situations' in country and should be able to present security situation analysis/ assessment on quarterly basis. This should be presented formally at IDBB in a session attended by IDBB and UNDP/UNDSS Senior Management and Security Officials.

3-17. **'Security Service Providing Company'** must 'Create a System of Generating SMS' on spot critical security situations (a service extended by some other security service providers). This is to be shared with IDBB and UNDP/UNDSS Security Focal Points. List of the focal points be shared with the vendor and updated as needed.

3-18. **'Security Service Providing Company'** must arrange and attend daily/weekly, as required meetings with **authorized SFP of the office and UNDP SFP** to discuss issues and for decisions on important issues.

3-19. **'Security Service Providing Company'** must provide weekly report to **UNDP SFP** highlighting incident or major issues/ concerns and covering security related issues.

3-20. **'Security Service Providing Company'** must have a systematic reporting procedure on current risk/ threat analysis including any other factors/ situation having effect on safety and security of the personnel and offices within IDB Bhaban (tower portion) and for the UNDP Offices across the country. The contractor should make suggestions to UNDP SFP and the **authorized SFP of the office** well in advance on possible measures to be taken for any special occasion/ events with security implications for personnel and premise.

3-21. **'Security Service Providing Company'** must have to investigate any theft, burglary, break-in, or unusual act if that involves personnel of his company and will submit report to **authorize SFP of the office and UNDP SFP** within 24 hours of the incident.

3-22. For all the cases mentioned below, **'Security Service Providing Company'** will develop detailed SOPs which will have to be approved by UNDP SFP.

3-23. **In case of fire**, Security Inspector/ Supervisor of **'Security Service Providing Company'** with the help of security personnel on duty will identify the place of fire and use nearest fire extinguisher of the floor to extinguish fire if possible. At the same time, request people near the scene to leave for safe area and close the area. In case that fire is beyond his control, Security Inspector/ Supervisor will contact **authorize SFP of the office** to notify about the

incident to announce building evacuation and appropriate action is taken by the office. They will also check if anybody is there around the scene and request them to leave the area and inform Fire Brigade and Civil Defense for assistance

3-24. **In case of building evacuation is ordered** during any disaster/ contingency, Security Inspector/ Supervisor of the **'Security Service Providing Company'** with the help of security personnel on duty will follow the instructions set in SOP or as received from **authorize SFP of the office and UNDP SFP / Fire Marshall**. They will also press the emergency button to release the floor exit doors of the building staircase (if any) and assist people in smooth and uninterrupted evacuation from the premises. They will not allow any unauthorized person to enter the premises during such evacuation.

3-25. In case of office invasion or any such situation, Security Inspector/ Supervisor of **'Security Service Providing Company'** with the help of security personnel on duty by all possible means will try to contain and immediately inform **authorize SFP of the office and UNDP SFP** about the incident. In such a case, performance of supervisor must be prompt, smart and will try to give accurate and precise information as far as possible.

3-26. In case of any stranger/ intruders/ visitor, Security Inspector/ Supervisor of the **'Security Service Providing Company'** with the help of security personnel on duty will behave polite; listen carefully to their requests and inform that their requests are going to be forwarded to appropriate UN Official. They will try to keep intruders in lobby and won't allow them to enter in any other parts of the office and will follow instruction received from **authorize SFP of the office and UNDP SFP**.

3-27. **Safety & Security Management Meeting with Top Management of 'Security Service Providing Company'**: Meeting must be held with the top management at least once in every quarter and as needed in case of critical security situations. 'Security Service Providing Company' must submit a report prior to the date of the meeting on the following for discussion/decision:

- a. Performance of the previous month.
- b. Issues, if any, during the previous meeting for discussion.
- C. Overall Security improvement.
- d. Security lapses, if any.
- e. New security concern, if any.

3-28. **Safety & Security Operations Meeting with Mid Management of 'Security Service Providing Company'**: Meeting must be held with mid management at least once in every month and as needed in case of critical security situations. 'Operations/ Mid Managers Team' to visit posts and guide, monitor performances of deployed security personnel for better alertness/awareness. 'Security Service Providing Company' must submit an agenda prior to meeting on the following for discussion/decision:

- a. Performance of the previous month.
- b. Update on 'Overall Security Situation' and any action points therefrom.
- c. Issues, if any, during the previous month for discussion.
- C. Overall guard duty and improvement needed.
- d. Security lapses if any and way forward.
- e. Positive/negative review and change the pattern of the duty post deployed for IDBB, UNDP.

Training and Development- Guard Forces:

3-29. **Mandatory Training Requirement for Security Personnel:** All security personnel assigned will have successfully undergone an approved training with standard syllabus prior to deployment. The contractor will be responsible for training of selected security personnel. Company will arrange both induction training and in-service training for development.

3-30. **Induction Training.** This should include:

- a. Orientation: Introduction to the training program, objectives of the training, role of the guards, conduct (ethics, honesty, and professionalism).
- b. UN regulations for access control.
- c. Types of threats they may face and actions on that.
- d. Fire training including emergency response, locations of alarms, use of fire extinguishers. Vehicle inspections (in the event needed).
- e. Crowd control (as needed).
- f. Building evacuation.
- g. Bomb threat/IED threat.
- h. Theft/ Burglary/Armed robbery.
- j. Access Control (Archway door, Handheld metal detector, Scanning, Body searching, Parcel checking, plus information on the specific site such as visitor control measures etc.
- k. Basic guard duties: Denial of access to unauthorized persons, maintenance of logs, restraint of disorderly persons, etc.
- l. Review of post orders.
- m. Basic first aid training.
- n. Hostile surveillance and reconnaissance detection (as needed).

3-31. **On the Job Training.** This should include:

- a. Detailed access control procedures and review including visitor control and badging.
- b. Package and mail search: bomb, contraband detection through manual or electronic search.
- c. Response, notification procedures and alarms.
- d. Vehicle access control and search procedures.
- e. Bomb threat response.
- f. Guard actions in emergencies.
- g. Self-defense.
- h. Restraint of persons and use of handcuffs.
- j. Threat detection.
- k. Advanced first aid including CPR and use of AED.
- l. Elements of guard supervision.
- m. Communications: use of handheld radios and communications discipline.

3-32. Refresher Training: 'Security Service providing company' must arrange:

- a. Refresher Training at least once in every three months
- b. **Prepare** a Training Manual based on security system and procedures of IDB Bhaban site, Standard Operating Procedures (SOP). The manual should be updated/modified from time to time incorporating improvements and new security issues/concerns.
- c. The number of participants in refresher training should not exceed 30 per session.
- d. Refresher Training will be conducted in three groups. Each group will contain 30 participants. Groups will be trained in consecutive three weekends in a quarter.
- e. Equipment Training for the selective security personnel to be conducted on 3rd day of the Refresher Training along with the practical exercise.
- f. Evaluation will be taken after each Refresher Training. The Security Guards who will not be able to qualify in the examination, they will be replaced by other good quality of Security Guards.

3-33. **'Safety Management Trainings':** The service provider must develop a robust system of 'On Site Training'

on safety management for the security personnel. This should include ability to detect smoke and fire, operate portable fire extinguishers to quell local fire situations and participate in firefighting and building evacuation case it is turned to a general fire situation.

3-34. **‘Security Equipment Management Training’:** The service provider must develop a robust system of ‘On Site Training’ on security equipment placed at pedestrian access control and vehicle access control management way for the deployed security personnel. This should include ability to operate equipment correctly and manage critical security situations based on situations developed on object detection on the equipment. Equipment Training must be carried out engaging well qualified external trainers. Training should include appropriate training materials addressing updated/current security concerns using external resources/experts.

3-35. **‘Security Situation Management Training’:** The service provider must develop a robust system of ‘On Site Training’ on security situation management. This should include ‘Hostile Surveillance and Detection’ at limited scale, ‘Crowd Control and Management’ ‘Critical Security Incident Management’ etc. for the deployed security personnel. This should include ability to respond to different critical security situations.

3-36. **Quality External Resources Personnel for Training:** The service provider must plan to arrange these trainings with external resources (qualified trainers from Police and Army based trainers, expert on specific equipment etc.) to be effective.

3-37. **‘Building Evacuation and Fire Drill’:** ‘Security Service Providing Company’ must arrange ‘Building Evacuation and Fire Drill’ for all personnel in IDB Bhaban twice in a year. This will be arranged in coordination with the tenants of IDB Bhaban and concerned department of Fire Service & Civil Defense twice in a year. Necessary payment to the concerned department will be paid by IDBB. Overall coordination will be made by IDBB Management.

Number of Security Personnel to be Deployed:

3-38. **Complete Guard Force Requirement for Security Management of UNDP Offices:** The contractor shall deploy different category of personnel as per ToR above. Tentative deployment (not limited to) is as below:

Ser	Name of the Project / Office	Address	Security Guard	Receptionist	Security Supervisor	Total
01	UNAFPO Offices at IDB Bhaban	IDB Bhaban, E/8-A Begum Rokeya Sharani, Agargaon, Sher-e-Bangla Nagar, Dhaka-1207	37	02	04	43
02	CHTDF Rangamati Regional Office	Rajbari Road, Rangamati Sadar Rangamati Hill Districts, CHT	22	01	03	26
03	Human Rights Programme (HRP) Project	BTMC Bhaban, 7-9, Karwan Bazar Dhaka-1215	02	00	00	02
04	UNDP RRU Cox’s Bazar	Cox’s bazar	10	00	02	12
			71	03	09	83

SECTION 5B: OTHER RELATED REQUIREMENTS

Further to the Schedule of Requirements in the preceding Table, Bidders are requested to take note of the following additional requirements, conditions, and related services pertaining to the fulfillment of the requirements: *[check the condition that applies to this ITB, delete the entire row if condition is not applicable to the goods being procured]*

Delivery Term [INCOTERMS 2020] (Pls. link this to price schedule)	DAP
Exact Address of Delivery/Installation Location	IDB based UNAFP Offices and various project offices of UNDP.
Post-Qualification Actions	<input checked="" type="checkbox"/> Verification of accuracy, correctness and authenticity of the information provided by the bidder on the legal, technical and financial documents submitted; <input checked="" type="checkbox"/> Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; <input checked="" type="checkbox"/> Inquiry and reference checking with Government entities/ UN/ INGOs with jurisdiction on the bidder, or any other entity that may have done business with the bidder; <input checked="" type="checkbox"/> Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed; <input checked="" type="checkbox"/> Physical inspection of the bidder's plant, factory, branches or other places where business transpires, with or without notice to the bidder
Conditions for Release of Payment	<input checked="" type="checkbox"/> Others Monthly release of Payment on actual invoice basis (upon submission of Invoice with supporting documents)
Payment Terms	Payment will be made on monthly basis throughout the contract period.
All documentations, including catalogues, instructions and operating manuals, shall be in this language	English

SECTION 6: RETURNABLE BIDDING FORMS / CHECKLIST

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

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

Technical Bid:

Have you duly completed all the Returnable Bidding Forms?	
▪ Form A: Bid 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 Bid/Bill of Quantities	<input type="checkbox"/>
▪ Form G: Form of Bid Security	
▪ [Add other forms as necessary]	<input type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Price Schedule:

▪ Form F: Price Schedule Form	<input type="checkbox"/>
-------------------------------	--------------------------

FORM A: BID SUBMISSION FORM

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

We, the undersigned, offer to supply the goods and related services required for [Insert Title of goods and services] in accordance with your Invitation to Bid No. [Insert ITB Reference Number] and our Bid. We hereby submit our Bid, which includes this Technical Bid and Price Schedule.

Our attached Price Schedule is for the sum of [Insert amount in words and figures and indicate currency].

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 Bid are true and we accept that any misinterpretation or misrepresentation contained in this Bid may lead to our disqualification and/or sanctioning by the UNDP.

We offer to supply the goods and related services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Schedule of Requirements and Technical Specifications.

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

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

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

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

FORM B: BIDDER INFORMATION FORM

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) <i>(If yes, provide a Copy of the valid Certificate):</i>	[Complete]
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? <i>(If yes, provide a Copy of the valid Certificate):</i>	[Complete]
Does your Company have a written Statement of its Environmental Policy? <i>(If yes, provide a Copy)</i>	[Complete]
Does your organization demonstrates significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues	[Complete]
Is your company a member of the UN Global Compact	[Complete]
Contact person that UNDP may contact for requests for clarifications during Bid evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]

Please attach the following documents:

- Company Profile including organogram, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods and/or services being procured
- Certificate of Incorporation/ Business Registration
- 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
- Trade name registration papers, if applicable
- Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any.
- Environmental Compliance Certificates, Accreditations, Markings/Labels, and other evidences of the Bidder's practices which contributes to the ecological sustainability and reduction of adverse environmental impact (e.g., use of non-toxic substances, recycled raw materials, energy-efficient equipment, reduced carbon emission, etc.), either in its business practices or in the goods it manufactures-(If applicable)
- Patent Registration Certificates, if any of technologies submitted in the Bid is patented by the Bidder-(if applicable)
- Certification or authorization to act as Agent on behalf of the Manufacturer, or Power of Attorney.
- Export Licenses, if applicable-(if applicable)
- Local Government permit to locate and operate in assignment location, if applicable-(if applicable)
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country (if applicable)
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country, if applicable
- Offer from an insurance company for the death and disability insurance policy including detailed description of the coverage, if applicable
- Offer from an insurance company for the medical insurance policy Duly Accomplished Form as provided in Section 2, and in accordance with the Terms of Reference, if applicable.
- Financial Proposal in in accordance with the format provided on relevant Section.

FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM

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

To be completed and returned with your Bid if the Bid 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 goods and/or services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

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

We have attached a copy of the below referenced 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: ELIGIBILITY AND QUALIFICATION FORM

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

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

History of Non- Performing Contracts

<input type="checkbox"/> Non-performing contracts did not occur during the last 3 years			
<input type="checkbox"/> Contract(s) not performed in 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)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		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

Annual Turnover for the last 3 years	Year	USD
	Year	USD
	Year	USD
Latest Credit Rating (if any), indicate the source		

Financial information (in US\$ equivalent)	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:

- Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- Historic financial statements must be audited by a certified public accountant;
- 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 Bid

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

The Bidder's Bid should be organized to follow this format of the Technical Bid. 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 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).
- 1.2 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.3 Quality assurance procedures and risk mitigation measures.
- 1.4 Organization's commitment to sustainability.

SECTION 2: Scope of Supply, Technical Specifications, and Related Services

This section should demonstrate the Bidder's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; and demonstrating how the proposed bid meets or exceeds the requirements/specifications. All important aspects should be addressed in sufficient detail.

- 2.1 A detailed description of how the Bidder will deliver the required goods and services, 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 Explain whether any work would be subcontracted, to whom, how much percentage of the requirements, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.3 The bid shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.4 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 3 Demonstrate how you plan to integrate sustainability measures in the execution of the contra

Annex-1: Terms of Reference/Technical specification compliance response sheet

Under the Column "a", please list items from Section 5a (Terms of Reference). Related services and requirements

Goods and services to be Supplied and ToR/Technical Specifications		Your response	
		Yes, we comply	No, we cannot comply <i>(indicate discrepancies)</i>
Component Name	Terms of Reference/Technical Specification		
Section-1: General (Duties & Responsibilities)	As mentioned in the ToR		
Section-2: Guard Force Structure for Access Control & Security Management	As mentioned in the ToR		
Section-3: Guard Force Management- Deployment Guideline	As mentioned in the ToR		
Working Hour:	As mentioned in the ToR		
Leave Policy/Insurance policy/benefits policy	As mentioned in the ToR		

Qualifications required for Key Personnel					
Srl	Position	Minimum Academic qualification	Minimum Experience requirement	Training and Certification	Comply/Not comply
1	Receptionist/Front Desk Manager	HSC	3 years	Basic Security Training	
2	Security Guard-General	SSC	2 years	Basic Security Training	
3	Perimeter Security Guard	SSC	2 years	Basic Security Training	
4	Pedestrian Access Control area security guard	SSC	2 years	Basic Security Training	
5	Vehicle Entry/Exit security system guard	SSC	2 years	Basic Security Training	
6	Security Supervisor	HSC	5 years	Basic Security Training	
Other Related services and requirements <i>(based on the information provided in Section 5b)</i>		Compliance with requirements		Details or comments on the related requirements	
		Yes, we comply	No, we cannot comply <i>(indicate discrepancies)</i>		
Required documents as mentioned in minimum eligibility field					
Required Experience					
Required financial capacity					
CVs of Proposed Supervisors and Receptionists.					
Operational and work plan					
Conditions for Release of Payment					
Bid validity (120 days)					
Bid Security submitted					

Name of Bidder: _____

Authorised signature: _____

Name of authorised signatory: _____

Functional Title: _____

Annex-2: (The performance of the awarded firm will be assessed by UNDP periodically in below format)**Performance Evaluation Checklist- Safety and Security Services**

Name of Contractor: _____

Services Provided: _____

Assessment Period: _____

Rating:

Excellent--- 10; Good---8; Needs improvement---- 6; Dissatisfactory----5 and below

Performance Evaluation	Rating	Remarks
Criteria		
1. Quality of Services- Delivery and timeliness		
2. Arrangement of Replacements to meet Shortfalls/ Additional Requirements		
3. Updating SOP and Post Orders as and when required		
4. Regular Inspection of the Posts and Guards and conduct Briefings on Post		
5. Management of Safety and Security of the Premises up to the Mark		
6. Handling of Critical Safety and Security Situations of the Premises		
7. Check and Inspection of Safety and Security Equipment on its Function ability		
8. Assistance on Handling/ Managing Safety and Security Situations in Coordination with Host Government Law Enforcing Agencies		
9. Arrangement of Regular and Specialized Training for Security Personnel		
10. Dress, Appearance, Communications skill of Deployed Security Personnel		
TOTAL:		
Maximum obtainable score:	100	
obtainable score in %		
RECOMMENDATION		
85%-100% - Continue to provide services in the furniture		
75% - 84% - Need advice for improvement (please provide information on areas for improvement)		
65% - 74% - Issue warning letter (please provide further information) and repeat performance evaluation in 6 months' time.		
64% and below - Not recommended for future employment (please provide further information/evidence)		

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 goods and/or services.

Format for CV of Proposed Supervisors and Receptionist (Please fill this form for all)

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/Qualifications	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
Professional certifications	<i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i> <ul style="list-style-type: none"> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/Experience	<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]
References	<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, the data provided above correctly describes my qualifications, my experiences, and other relevant information about myself.

 Signature of Personnel

 Date (Day/Month/Year)

FORM F: PRICE SCHEDULE FORM

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

The Bidder is required to prepare the Price Schedule following the below format. The Price Schedule must include a detailed cost breakdown of all goods and related services to be provided. Separate figures must be provided for each functional grouping or category, if any.

Any estimates for cost-reimbursable items, such as travel of experts and out-of-pocket expenses, should be listed separately.

Currency of the Bid: [Insert Currency]

Price Schedule

Cost Summary							
Srl	Position	No. of Personnel required	Unit cost/ month(Take Home Salary)	Total Cost/month	Total Cost/1 year	Total Cost/2 year(5.5% increase to 1 year cost)	Total Cost/3 year((5.5% increase to 2 year cost)
1	Receptionist/Front Desk Manager	03	BDT18000				
2	Security Guard-General	71	BDT14000				
3	Security Supervisor	09	BDT 21000				

Breakdown of Service Charges

	Category – Security Supervisor (i)	Amount (BDT)
a.	Take Home Salary	21000
	<i>Other Benefits</i>	
1	Uniform	
2	Insurance (Life term and Workmen compensation)	
3	Provident Fund	
4	Festival Bonus (2 times)	
5	Leave Coverage (52 days weekly holiday+12 days leave)	
b.	Total other benefits	
c.	Equipment Cost (Battery, repair, maintenance and replacement)	
d.	Service Charge- BDT (IT, Company OHC, Profit)-Fixed/Person	
e.	Total (a+b+c+d)	
f.	VAT 10%	
	Monthly Total per person per day for 8 hours duty (i) [e+f]	

	Category – Receptionist (ii)	Amount (BDT)
a.	Take Home Salary	18000
	<i>Other Benefits</i>	
1	Uniform	
2	Insurance (Life term and Workmen compensation)	
3	Provident Fund	
4	Festival Bonus (2 times)	
5	Leave Coverage (52 days weekly holiday+12 days leave)	
b.	Total other benefits	
c.	Equipment Cost (Battery, repair, maintenance and replacement)	
d.	Service Charge- BDT (IT, Company OHC, Profit)-Fixed/Person	
e.	Total (a+b+c+d)	
f.	VAT 10%	
	Monthly Total per person per day for 8 hours duty (ii) [e+f]	

*No weekend calculation of Receptionist, will be on UN
Holidays

	Category – Security Guard (iii)	Amount(BDT)
a.	Take Home Salary	14000
	<i>Other Benefits</i>	
1	Uniform	
2	Insurance (Life term and Workmen compensation)	
3	Provident Fund	
4	Festival Bonus (2 times)	
5	Leave Coverage (52 days weekly holiday+12 days leave)	
b.	Total other benefits	
c.	Equipment Cost (Battery, repair, maintenance and replacement)	
d.	Service Charge- BDT (IT, Company OHC, Profit)-Fixed/Person	
e.	Total (a+b+c+d)	
f.	VAT 10%	
	Monthly Total per person per day for 8 hours duty (i) [e+f]	

Category – Others (iv)	Total (BDT)
Rental Subsidy	Need to mention
Monthly total	

Summary of Total Cost

Category	Cost component	Total for 1 st year	Total for 2 nd year	Total for 3 rd year
A	Category – Security Supervisor (i)			
	Category – Receptionist (ii)			
	Category – Security Guard (iii)			
	Category – Others (iv)			
B	Management Cost/ Profit from the service			
C	Other Costs (if any)			
D	Total VAT			
	Grand Total(Sum of Category-A,B,C,D)			

Name of Bidder: _____

Authorised signature: _____

Name of authorised signatory: _____

Functional Title: _____

Annex - 3

Declaration

Date:

United Nations Development Programme
UNDP Registry, IDB Bhaban, Agargaon
Sher-E-Bangla Nagar, Dhaka, Bangladesh

Assignment: _____

Reference: ITB-BD-2022-001

Dear Sir,

I declare that is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

Yours Sincerely,

[Name and Signature of the Supplier's Authorized Person]
[Designation]
[Date]

FORM G: FORM OF BID SECURITY

**Bid Security must be issued using the official letterhead of the Issuing Bank.
Except for indicated fields, no changes may be made on this template.**

To: UNDP
[Insert contact information as provided in Data Sheet]

WHEREAS [Name and address of Bidder] (hereinafter called "the Bidder") has submitted a Bid to UNDP dated [Click here to enter a date](#) to execute goods and/or services [Insert Title of Goods and/or Services] (hereinafter called "the Bid"):

AND WHEREAS it has been stipulated by you that the Bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security if the Bidder:

- a) Fails to sign the Contract after UNDP has awarded it;
- b) Withdraws its Bid after the date of the opening of the Bids;
- c) Fails to comply with UNDP's variation of requirement, as per ITB instructions; or
- d) Fails to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the contract effective.

AND WHEREAS we have agreed to give the Bidder such Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Bidder, up to a total of *[amount of guarantee] [in words and numbers]*, such sum being payable in the types and proportions of currencies in which the Price Bid is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of *[amount of guarantee as aforesaid]* without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid up to 30 days after the final date of validity of bids.

SIGNATURE AND SEAL OF THE GUARANTOR BANK

Signature: _____
Name: _____
Title: _____
Date: _____
Name of Bank _____
Address _____

[Stamp with official stamp of the Bank]
[insert: address and email address]