INVITATION TO BID

Security Guard Service for the Green One United Nations House in Ha Noi, Viet Nam

ITB No.: 2-220201
Project: Common Services Project
Country: Viet Nam
Issued on: 24 February 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

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

Please acknowledge receipt of this ITB by sending an email to luu.ngoc.diep@undp.org, indicating whether you intend to submit a Bid or otherwise. You may also utilize the “Accept Invitation” function in eTendering system, where applicable. This will enable you to receive amendments or updates to the ITB. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Data Sheet as the focal point for queries on this ITB.

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

Issued by

Name: Luu Ngoc Diep
Title: Procurement Associate
Date: February 24, 2022

Approved by:

Name: Tran Thi Hong
Title: Head of Procurement Unit
Date: February 24, 2022
## Section 2. Instruction to Bidders

### GENERAL PROVISIONS

#### 1. Introduction

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](https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d)

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.

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.

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](http://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.

#### 2. Fraud & Corruption, Gifts and Hospitality

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_and_investigation.html#anti](http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti)

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.

2.3 In pursuance of this policy, UNDP:

   (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;

   (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.

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](https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct)

#### 3. Eligibility

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
### 4. Conflict of Interests

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.

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:

- 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.

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.

4.3 Similarly, the Bidders must disclose in their Bid their knowledge of the following:

- 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. Failure to disclose such an information may result in the rejection of the Bid or Bids affected by the non-disclosure.

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.

### B. PREPARATION OF BIDS

5. General Considerations

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.

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.
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:

   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**

10.1 The Bidder is required to submit a Technical Bid using the Standard Forms and templates provided in Section 6 of the ITB.

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.

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.

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.

11. **Price Schedule**

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.

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.

12. **Bid Security**

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.

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.

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.

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.

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:

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:
   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

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:

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

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.

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.

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.

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
14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:
   a) Those that were undertaken together by the JV, Consortium or Association; and
   b) Those that were undertaken by the individual entities of the JV, Consortium or Association.

14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.

15. Only One Bid

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.

15.2 Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:
   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; or
   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

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.

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.

17. Extension of Bid Validity Period

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.

17.2 If the Bidder agrees to extend the validity of its Bid, it shall be done without any change to the original Bid.
| 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. |
| 18. Clarification of Bid (from the Bidders) | 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. |
| | 18.2 | UNDP will provide the responses to clarifications through the method specified in the BDS. |
| | 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. |
| 19. Amendment of Bids | 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. |
| | 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. |
| 20. Alternative Bids | 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. |
| | 20.2 | If multiple/alternative bids are being submitted, they must be clearly marked as “Main Bid” and “Alternative Bid” |
| 21. Pre-Bid Conference | 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. |
## c. SUBMISSION AND OPENING OF BIDS

### 22. Submission

| 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. |
| 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. |
| 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. |

#### Hard copy (manual) submission

| 22.4 | Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows: |
|       | 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. |
|       | b) The Technical Bid and Price Schedule must be sealed and submitted together in an envelope, which shall: |
|       | 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. |

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.

#### Email and eTendering submissions

| 22.5 | Electronic submission through email or eTendering, if allowed as specified in the BDS, shall be governed as follows: |
|       | 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. |
| 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](https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders) |

### 23. Deadline for Submission of Bids and Late Bids

| 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. |
| 23.2 | UNDP shall not consider any Bid that is received after the deadline for the
### 24. Withdrawal, Substitution, and Modification of Bids

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.

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.”

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.

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.

### 25. Bid Opening

25.1 UNDP will open the Bid in the presence of an ad-hoc committee formed by UNDP of at least two (2) members.

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.

25.3 In the case of e-Tendering submission, bidders will receive an automatic notification once the Bid is opened.

### D. EVALUATION OF BIDS

### 26. Confidentiality

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.

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.

### 27. Evaluation of Bids

27.1 UNDP will conduct the evaluation solely on the basis of the Bids received.

27.2 Evaluation of Bids shall be undertaken in the following steps:

- **a)** Preliminary Examination including Eligibility
- **b)** Arithmetical check and ranking of bidders who passed preliminary examination by price.
- **c)** Qualification assessment (if pre-qualification was not done)
a) Evaluation of Technical Bids  
b) Evaluation of prices  
Detailed evaluation will be focused on the 3 - 5 lowest priced bids. Further higher priced bids shall be added for evaluation if necessary

### 28. Preliminary Examination

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.

### 29. Evaluation of Eligibility and Qualification

29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).

29.2 In general terms, vendors that meet the following criteria may be considered qualified:

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

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.

### 31. Due diligence

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:

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;

- Physical inspection of the Bidder’s offices, branches or other places where business transpires, with or without notice to the Bidder;
- Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.

### 32. Clarification of Bids

**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.

**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.

**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.

### 33. Responsiveness of Bid

**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.

**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.

### 34. Nonconformities, Reparable Errors and Omissions

**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.

**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.

**34.3** For the bids that have passed the preliminary examination, UNDP shall check and correct arithmetical errors as follows:

- a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case, the line item total as quoted shall govern and the unit price shall be corrected;

- b) if there is an error in a total corresponding to the addition or subtraction 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.

**34.4** If the Bidder does not accept the correction of errors made by UNDP, its Bid shall
### 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](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 and available at [https://popp.undp.org/_layouts/15/WopiFrame.aspx?source= &auth= /UNDP_POPP DOCUMENT LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default](https://popp.undp.org/_layouts/15/WopiFrame.aspx?source= &auth= /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
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:


46. **Other Provisions**

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.

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.

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

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.

<table>
<thead>
<tr>
<th>BDS No.</th>
<th>Ref. to Section.2</th>
<th>Data</th>
<th>Specific Instructions / Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>7</td>
<td>Language of the Bid</td>
<td>English</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Submitting Bids for Parts or sub-parts of the Schedule of Requirements (partial bids)</td>
<td>Not Allowed</td>
</tr>
<tr>
<td>3</td>
<td>20</td>
<td>Alternative Bids</td>
<td>Shall not be considered</td>
</tr>
</tbody>
</table>
| 4       | 21                | Pre-Bid conference | Will be Conducted  
A highly recommended Pre-bid meeting followed by a site visit will take place on:  
Time: **10:30 am**  
Date: **March 1, 2022 10:30 AM**  
Venue: **Green One UN House, 304 Kim Ma street, Ba Dinh district, Ha Noi, Viet Nam**  
The UNDP focal point for the arrangement is:  
Luu Ngoc Diep (Ms.)  
Telephone: +84 2438500200  
E-mail: **Luu.ngoc.diep@undp.org** |
<p>| 5       | 16                | Bid Validity Period | 90 days |
| 6       | 13                | Bid Security | Not Required |
| 7       | 41                | Advanced Payment upon signing of contract | Not Allowed |
| 8       | 42                | Liquidated Damages | Will not be imposed |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>40</td>
<td>Performance Security</td>
<td>Required in the amount: 10% of semi-annual contract value within 10 days after the contract award and will be valid beyond three months of expiry of the contract. The Performance Security will be released three months after expiry of the contract if not otherwise extended on mutual understanding.</td>
</tr>
</tbody>
</table>
| 10 | 12 | Currency of Bid | United States Dollar (USD)  
Local Currency (VND)  
a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and  
b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP’s preference, using the conversion method specified above. |
| 11 | 31 | Deadline for submitting requests for clarifications/questions | 05 days before the submission deadline |
| 12 | 31 | Contact Details for submitting clarifications/questions | Focal Person in UNDP: Luu Ngoc Diep  
Address: 304 Kim Ma street, Ha Noi, Viet Nam  
E-mail address: luu.ngoc.diep@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 and Posting on the websites and on e-tendering  
Choose an item. |
| 14 | 23 | Deadline for Submission | 10 March 2022 - As indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.  
PLEASE NOTE:  
1. Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. The bid closing time is as indicated in the e-tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system. |
| 14 | 22 | Allowable Manner of Submitting Bids | ☐ Courier/Hand Delivery  
☐ Submission by email  
☒ e-Tendering  

**PLEASE NOTE:** Proposals submitted by courier/hand delivery or email will be rejected. |
| 15 | 22 | Bid Submission Address | https://etendering.partneragencies.org  

Bitte note: Proposals submitted by courier/hand delivery or email will be rejected.|

Insert below BU Code and Event ID number:  
**BU Code:** VNM10  
**Event ID number:** 2-220201  

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  

If already registered, go to https://etendering.partneragencies.org and sign in using your username and password. Use “Forgotten password” link if you do not remember your password. Do not create a new profile.  

If you have never registered in the system before, you can register by visiting the link below and follow the instructions in the user guide (attached): https://etendering.partneragencies.org  
- Username: event.guest  
- Password: why2change  

It is strongly recommended to create a username with two parts: your first name and last name separated by a “.”, (similar to the one shown above). Once registered you will receive a valid password to the registered email address which you can use for signing in and changing your password.  

**Please note that your new password should meet the following criteria:**  
- Minimum 8 characters  
- At least one UPPERCASE LETTER  
- At least one lowercase letter  
- At least one number  

You can view and download tender documents with the guest account as per the above username and password. However, if you
<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 16 | 22 | Electronic submission (email or eTendering) requirements | Format: Word, Excel, PDF files  
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. |
| 17 | 25 | Date, time and venue for the opening of bid | **Bidders will receive an automatic notification once their Bids are opened.** |
| 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 | **April 1, 2022** |
| 20 |   | Maximum expected duration of contract | Three (03) years with an initial term of one (1) year, renewable for two terms of similar duration subject to satisfactory performance and availability of funds. |
| 21 | 35 | UNDP will award the contract to: | One Proposer Only |
| 22 | 39 | Type of Contract | Contract for Goods and/or Services for/to UN Entities  
| 23 | 39 | UNDP Contract Terms and Conditions that will apply | UNDP General Terms and Conditions for Contracts  
| 24 |   | Other Information Related to the ITB | Administrative Requirements: Bids will be first reviewed on “Pass” or “Fail” criteria to determine compliance with the following formal criteria / requirements:  
☑ Bid is properly submitted as per instructions  
☑ Completeness of bid: completed, signed, stamped and submission of the following:  
- Bid Submission sheet (Section 6 - Form A)  
- Bidder Information Form (Section 6 - Form B)  
- Joint Venture/Consortium/ Association Information Form (where applicable)  
- Eligibility document form (Section 6 - Form D)  
- Technical Bid (Section 6 - Form E)  
- Financial Bid (Section 6 - Form F)  
- Supporting documents e.g. company profile, legal registration, Licences, audited financial statements, CVs etc.  
☑ Bid meeting the required Bid Validity (Section 6 - Form A) |
| ☑ Acceptance of UNDP General Terms & Conditions |
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
- Minimum Bid documents provided and authorized appropriately
- Bid Validity: 90 days

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.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Criteria</th>
<th>Document Submission requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELIGIBILITY</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Legal Status             | Bidder must be duly registered and licensed to provide the security services in Vietnam. | Form B: Bidder Information Form  
Provision of a copy of current and valid Business Registration Certificate and/or other relevant Certificate(s) as a proof of the legal status |
|                          | International bidders can either be respectively licensed on their own or setup a Joint Venture with a local security service provider duly registered and licensed to provide security services in Vietnam. |                                                                                |
| 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| ▪ Proof that the Bidder is duly registered and licensed to provide the security services in Vietnam  
▪ Proof that the Bidder has at least five years of providing security service prior to submission of its bid  
▪ Official appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country | Form B: Bidder Information Form  
(attach current and valid license(s) within the 5-year period). |

QUALIFICATION
<table>
<thead>
<tr>
<th><strong>History of Non-Performing Contracts</strong>¹</th>
<th>Non-performance of a contract did not occur as a result of contractor default for the last 3 years.</th>
<th>Form D: Qualification Form</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Litigation History</strong></td>
<td>No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.</td>
<td>Form D: Qualification Form</td>
</tr>
<tr>
<td><strong>Previous Experience</strong></td>
<td>Minimum 05 years of relevant experience.</td>
<td>Form D: Qualification Form</td>
</tr>
<tr>
<td></td>
<td>Minimum 01 contract of similar value and nature implemented over the last 05 years (contract value should not be less than USD 200,000/contract). <em>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</em></td>
<td>Form D: Qualification Form</td>
</tr>
<tr>
<td></td>
<td>Having experience(s) in providing security service to diplomatic missions or international organizations / companies of significant size and be able to carry out similar projects</td>
<td>03 Satisfactory Performance References from current and/or previous clients, of which at least 02 references by diplomatic missions or international organizations / companies</td>
</tr>
<tr>
<td><strong>Financial Standing</strong></td>
<td>Minimum average annual turnover of USD 200,000 for the last 3 years. <em>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</em></td>
<td>Form D: Qualification Form</td>
</tr>
<tr>
<td></td>
<td>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <em>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</em></td>
<td>Form D: Qualification Form</td>
</tr>
<tr>
<td><strong>Technical Evaluation</strong></td>
<td>The technical bids shall be evaluated on a pass/fail basis for compliance or non-compliance with the technical specifications (Section 5a) identified in the bid document.</td>
<td>Form E: Technical Bid Form</td>
</tr>
<tr>
<td><strong>Financial Evaluation</strong></td>
<td>Detailed analysis of the price schedule based on requirements listed in Section 5 and quoted for by the bidders in Form F. Comparison with budget/internal estimates.</td>
<td>Form F: Price Schedule Form</td>
</tr>
</tbody>
</table>

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.
Section 5a: Schedule of Requirements and Technical

I. SEE ANNEX 1 – SCOPE OF WORK

II. ESTIMATED Required Positions and Guards Posts with Hours/Days of Service

<table>
<thead>
<tr>
<th>Position</th>
<th>Function</th>
<th>Language requirements</th>
<th>Hours of coverage</th>
<th>Note of Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site supervisor</td>
<td>In charge of the daily activities of security team</td>
<td>English and Vietnamese</td>
<td>10 Mon - Fri</td>
<td>01 male or female supervisor Service provider must comply with Labor law on the extra working hours and have back-up plan of the supervisor is on leave</td>
</tr>
<tr>
<td>Patrolling guards</td>
<td>Perform the patrolling activities in the compound, described in the ToR</td>
<td>Vietnamese</td>
<td>24/7</td>
<td>At least 03 staff working in shifts. Service provider must comply to Labor law on the extra working hours. Also have a back-up plan for staff on leave or reach the limit of overtime</td>
</tr>
<tr>
<td>Security staff at Security Operation center</td>
<td>Work in the Security Operation Center, described in the ToR</td>
<td>English and Vietnamese</td>
<td>24/7</td>
<td>At least 03 English speaking staff working by shifts. Service provider must comply to Labor law on the extra working hours. Also have a back-up plan for staff on leave or reach the limit of overtime</td>
</tr>
<tr>
<td>Security staff at Entry building</td>
<td>Work in the Entry security station, described in the ToR</td>
<td>English and Vietnamese</td>
<td>24/7</td>
<td>At least 03 English speaking staff working by shifts. At least 01 female security staff is required for morning shift. Service provider must comply to Labor law on the extra working hours. Also have a back-up plan for staff on leave or reach the limit of overtime</td>
</tr>
<tr>
<td>Security staff</td>
<td>Work in the service area, described in the ToR</td>
<td>Vietnamese</td>
<td>10 Mon – Fri</td>
<td>01 security staff Service provider must comply with Labor law on the extra working hours and have back-up plan of the security staff is on leave</td>
</tr>
<tr>
<td>Security staff</td>
<td>Work in the scanning area, described in the ToR</td>
<td>Vietnamese</td>
<td>10 Mon – Fri</td>
<td>01 security staff Service provider must comply with Labor law on the extra working hours and have back-up plan of the security staff is on leave</td>
</tr>
<tr>
<td>Security staff</td>
<td>Work in the front area, described in the ToR</td>
<td>Vietnamese</td>
<td>10 Mon – Fri</td>
<td>01 security staff Service provider must comply with Labor law on the extra working hours and have back-up plan of the security staff is on leave</td>
</tr>
</tbody>
</table>
### III. TECHNICAL REQUIREMENTS

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Minimum Required</th>
<th>Supporting Documents to be provided</th>
<th>Type of criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| 1.1.     | Company capacity (size, organization chart, number of staff by category, places) and structure of the service offer by your company. Focus on similar security services required in this ITB. | Have a minimum of five years of security experience, specialized in diplomatic missions or international organizations/companies of significant size and be able to carry out similar projects at the time of submission | - Corporate Profile Company - Organization Chart  
- Copy of current and valid license(s) and/or other relevant certificate(s) to prove that the company has at least five years of providing security service and is able to provide the service to the UN in Viet Nam  
- Copy of 01 contract in the past 5 years with value ≥ USD 200K  
- 03 Satisfactory Performance References from current and/or previous clients, of which at least 02 references by diplomatic missions or international organizations/companies |
| 1.2.     | Describe the Company's radio communication Facilities: Radio/Walkie Talkie with standards and number of radios in service | The company must:  
- have a radio contact solution in its premises which can cover all the site of GOUNH to be monitored (for permanent contact with its guards placed on these sites)  
- have an authorized frequency  
- have a communication procedure Radio | - List of communication equipment  
- Copy of frequency authorization |
| 1.3a.    | Describe in detail the uniforms that will be worn by the staff as well as all the individual Equipment. Specify the number and frequency of renewal | - Uniforms must appear professional and conform to local standard safety standards (trousers, short-sleeved shirt, jacket, Safety shoes...)  
- At least 2 complete kit (as cap/hat/beret/helmet, jacket, raincoat, trousers, shirt and boots etc. minimum of 2 pairs of shoes) - their renewal must be effective every year. | - Detailed list and modalities of renewal  
- Pictures of guards dressed in their outfits/uniforms |
<p>| 1.3b.    | Describe in detail the equipment that will be provided by the company for the performance of the Contract. Give as many details as possible (model, brands, etc.). | The equipment list must meet the expectations described in the Scope of Work (Annex 1) and the type of equipment is low risk. The supplier will dispose of the equipment in inventory or commit to supply them within the maximum 15 days following the signing of the Contract. | Detailed list and terms of renewal (if applicable) and images/photos of individual key equipment |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>2.1. Describe the organization of the teams as well as the roles and responsibilities according to the staffing table</td>
<td>The organizational plan must conform to the staffing table detailed in Section E &amp; F of the Scope of Work.</td>
<td>Organizational Plan of the teams for the coverage of the positions with at least one female staff present during office hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>MANDATORY Y/N</td>
</tr>
<tr>
<td>2.2. Describe your mobilization plan for this project, including the hiring or relocating of staff, the implementation process, the acquisition of equipment, training schedules, etc.</td>
<td>The mobilization plan must be comprehensive and cover all aspects to ensure the start-up of high-quality services and be considered as Low-risk. This mobilization program must clearly indicate the number of calendar days to complete the full deployment and which may not exceed 15 days</td>
<td>Detailed technical submission, as indicated in Section 6 (technical submission Form)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>MANDATORY Y/N</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.1. Describe your company’s approach to staff management, including employment, contracts, staff benefits, social security, etc.</td>
<td>The approach must comply with all legal requirements relating to the Labour Laws of Viet Nam as well as the Government’s regulations on security services provision.</td>
<td>- Sample contracts with some key personnel whose names are included in the bidder’s proposals&lt;br&gt;- Sample criminal record / background checks of some key personnel</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>MANDATORY Y/N</td>
</tr>
<tr>
<td>3.2. Describe in detail the regular training program for security staff</td>
<td>The training program must show that adequate regular trainings are conducted for security staff, including Professional training as well as Fire Safety &amp; First Aid training.</td>
<td>- A training program that meets the mentioned training requirements&lt;br&gt;- Training record of the past 2 years for assigned security guards&lt;br&gt;- Sample training certificates of some key personnel in the bidders’proposals</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>MANDATORY Y/N</td>
</tr>
<tr>
<td>3.3. Describe your company’s code of conduct in relation to the rule of law, respect for human rights, protection of the interests of the client and disciplinary measures</td>
<td>The code of conduct exists and is accessible and compliance with UN code of conduct</td>
<td>The code of conduct</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>MANDATORY Y/N</td>
</tr>
<tr>
<td>3.4. Describe in detail your approach to emergency exercises. Description of the Company’s ability to respond to emergencies</td>
<td>Provide contingency plan which must meet the expectations described in the Scope of Work - Annex 1</td>
<td>Emergency operational Plan for three (3) cases listed below: &lt;br&gt;- fire, bomb alert, &lt;br&gt;- riots, criminal intrusions, and explosive incidents &lt;br&gt;- evacuation of the building</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>MANDATORY Y/N</td>
</tr>
<tr>
<td>3.5. Qualifications of the Site Supervisor</td>
<td>Level of Education: High school or higher education; Minimum of 5 years in security service; Minimum of 2 years’ experience in supervisory / management positions; Having experience in a security team at diplomatic missions,</td>
<td>Detailed Curriculum Vitae of the Site Supervisor with copies of relevant certificate(s) if any. (Interview will be conducted for the English communication skills evaluation at the pre-award stage.</td>
<td>MANDATORY Y/N</td>
</tr>
</tbody>
</table>
international organizations / companies; Having good English communication skills.

The GOUNH management team may require to replace the supervisor if he or she does not have sufficient English communication skills.

3.6. Qualifications of the Operators at the Security Operation Center and Entry building (6 staff)

Level of Education: High school or higher education; Minimum of 1 year in security service; Having good communication skills in Vietnamese and English.

Detailed Curriculum Vitae of the proposed Operators at the Security Operation Center and Entry building with copies of relevant certificate(s) if any.

Interview will be conducted for the English communication skills evaluation at the pre-award stage. The GOUNH management team may require to replace the dis-qualified security staff.

**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:

| Payment Terms | 100% within 30 days upon UN’s acceptance of the goods delivered as specified and receipt of invoice |
| Conditions for Release of Payment | ☒ Written Acceptance of Services based on full compliance with ITB requirements |
**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:**

<table>
<thead>
<tr>
<th>Have you duly completed all the Returnable Bidding Forms?</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Form A: Bid Submission Form</td>
</tr>
<tr>
<td>▪ Form B: Bidder Information Form</td>
</tr>
<tr>
<td>▪ Form C: Joint Venture/Consortium/ Association Information Form</td>
</tr>
<tr>
<td>▪ Form D: Qualification Form</td>
</tr>
<tr>
<td>▪ Form E: Format of Technical Bid/Bill of Quantities</td>
</tr>
<tr>
<td>▪ CVs of the listed key personnel</td>
</tr>
<tr>
<td>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Price Schedule:</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Form F: Price Schedule Form</td>
</tr>
</tbody>
</table>
Form A: Bid Submission Form

<table>
<thead>
<tr>
<th>Name of Bidder:</th>
<th>[Insert Name of Bidder]</th>
<th>Date:</th>
<th>Select date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITB reference:</td>
<td>[Insert ITB Reference Number]</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th><strong>Legal name of Bidder</strong></th>
<th>[Complete]</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Legal address</strong></td>
<td>[Complete]</td>
</tr>
<tr>
<td><strong>Year of registration</strong></td>
<td>[Complete]</td>
</tr>
</tbody>
</table>
| **Bidder’s Authorized Representative Information** | Name and Title: [Complete]  
Telephone numbers: [Complete]  
Email: [Complete] |
| **Are you a UNGM registered vendor?** | ☐ Yes ☐ No  
If yes, [insert UNGM vendor number] |
| **Are you a UNDP vendor?** | ☐ Yes ☐ 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)** (If yes, provide a Copy of the valid Certificate): | [Complete] |
| **Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment?** (If yes, provide a Copy of the valid Certificate): | [Complete] |
| **Does your Company have a written Statement of its Environmental Policy?** (If yes, provide a Copy) | [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** | Name and Title: [Complete] |
Please attach the following documents:

- Company Profile, which should not exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods and/or services being procured
- Copy of current and valid license(s) and/or other relevant certificate(s) to prove that the company has at least five years of providing security service and is able to provide the service to the UN in Viet Nam
- 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
- Copy of 01 contract in the past 5 years with value ≥ USD 200K
- 03 Satisfactory Performance References from current and/or previous clients, of which at least 02 references by diplomatic missions or international organizations / companies
- Radio Room Communication protocol list of equipment with a copy of frequency authorization
- Detailed list of uniforms and modalities of renewal pictures of guards dressed in their outfits/uniforms
- Detailed list of equipment that will be provided and terms of renewal (if applicable) and images/photos of individual key equipment
- Organizational Plan of the teams for the coverage of the positions with at least one female staff present during office hours
- Detailed mobilization plan as indicated in Section 6 (technical submission Form)
- Sample contracts and criminal record / background checks of some key personnel
- A training program that meets the training requirements
- Training record of the past 2 years for assigned security guards with Sample training certificates of some key personnel
- The company’s code of conduct
- The Emergency operational Plan as indicated in the Technical Evaluation requirements
- Detailed CVs of the proposed personnel with copies of relevant certificate(s) if any
- 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 any)

- Export Licenses, if applicable
- Local Government permit to locate and operate in assignment location, if applicable
- Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country
Form C: Joint Venture/Consortium/Association Information Form

<table>
<thead>
<tr>
<th>Name of Bidder:</th>
<th>[Insert Name of Bidder]</th>
<th>Date:</th>
<th>Select date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITB reference:</td>
<td>[Insert ITB Reference Number]</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>No</th>
<th>Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)</th>
<th>Proposed proportion of responsibilities (in %) and type of goods and/or services to be performed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>[Complete]</td>
<td>[Complete]</td>
</tr>
<tr>
<td>2</td>
<td>[Complete]</td>
<td>[Complete]</td>
</tr>
<tr>
<td>3</td>
<td>[Complete]</td>
<td>[Complete]</td>
</tr>
</tbody>
</table>

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: ______________________________
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

☐ Non-performing contracts did not occur during the last 3 years

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Non-performed portion of contract</th>
<th>Contract Identification</th>
<th>Total Contract Amount (current value in US$)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Name of Client:  
Address of Client:  
Reason(s) for non-performance:

Litigation History (including pending litigation)

☐ No litigation history for the last 3 years

☐ Litigation History as indicated below

<table>
<thead>
<tr>
<th>Year of dispute</th>
<th>Amount in dispute (in US$)</th>
<th>Contract Identification</th>
<th>Total Contract Amount (current value in US$)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Project name &amp; Country of Assignment</th>
<th>Client &amp; Reference Contact Details</th>
<th>Contract Value</th>
<th>Period of activity and status</th>
<th>Types of activities undertaken</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Annual Turnover for the last 3 years</th>
<th>Year</th>
<th>USD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Latest Credit Rating (if any), indicate the source</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Financial information (in US$ equivalent)</th>
<th>Historic information for the last 3 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 1</td>
<td>Year 2</td>
</tr>
<tr>
<td>Information from Balance Sheet</td>
<td>Information from Income Statement</td>
</tr>
<tr>
<td>Year 1</td>
<td>Year 2</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>Name of Bidder:</th>
<th>[Insert Name of Bidder]</th>
<th>Date:</th>
<th>Select date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITB reference:</td>
<td>[Insert ITB Reference Number]</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

| 1.1. | Company capacity (size, organization chart, number of staff by category, places) and structure of the service offer by your company. Focus on similar security services required in this ITB. | Have a minimum of five years of security experience, specialized in diplomatic missions or international organizations/companies of significant size and be able to carry out similar projects at the time of submission | Corporate Profile Company - Organization Chart - Copy of current and valid license(s) and/or other relevant certificate(s) to prove that the company has at least five years of providing security service and is able to provide the service to the UN in Viet Nam - Copy of 01 contract in the past 5 years with value ≥ USD 200K - 03 Satisfactory Performance References from current and/or previous clients, of which at least 02 references by diplomatic missions or international organizations / companies | MANDATORY Y/N |
| 1.2. | Describe the Company’s radio communication Facilities: Radio/Walkie Talkie with standards and number of radios in service | The company must: - have a radio contact solution in its premises which can cover all the site of GOUNH to be monitored (for permanent contact with its guards placed on these sites) - have an authorized frequency | List of communication equipment - Copy of frequency authorization | MANDATORY Y/N |
**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  The bid shall also include details of the Bidder’s internal technical and quality assurance review mechanisms.

2.3  Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.

2.4  Demonstrate how you plan to integrate sustainability measures in the execution of the contract.

| 1.3a. | Describe in detail the uniforms that will be worn by the staff as well as all the individual Equipment. Specify the number and frequency of renewal | Uniforms must appear professional and conform to local standard safety standards (trousers, short-sleeved shirt, jacket, Safety shoes...) At least 2 complete kit (as cap/hat/ beret/helmet, jacket, raincoat, trousers, shirt and boots etc. minimum of 2 pairs of shoes) - their renewal must be effective every year. | Detailed list and modalities of renewal Pictures of guards dressed in their outfits/uniforms | MANDATORY Y/N |
| 1.3b. | Describe in detail the equipment that will be provided by the company for the performance of the Contract. Give as many details as possible (model, brands, etc.). | The equipment list must meet the expectations described in the Scope of Work (Annex 1) and the type of equipment is low risk. The supplier will dispose of the equipment in inventory or commit to supply them within the maximum 15 days following the signing of the Contract. | Detailed list and terms of renewal (if applicable) and images/photos of individual key equipment | MANDATORY Y/N |
relocating of staff, the implementation process, the acquisition of equipment, training schedules, etc. services and be considered as Low-risk. This mobilization program must clearly indicate the number of calendar days to complete the full deployment and which may not exceed 15 days

<table>
<thead>
<tr>
<th>Services to be Supplied and Technical Specifications</th>
<th>Compliance with technical specifications and requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scope of Works</td>
<td>Yes, we comply</td>
</tr>
<tr>
<td>Mobilization to take maximum of 15 days from contract award</td>
<td>No, we cannot comply (indicate discrepancies)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Related services and requirements</th>
<th>Compliance with requirements</th>
<th>Details or comments on the related requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>(based on the information provided in Section 5b)</td>
<td>Yes, we comply</td>
<td>No, we cannot comply (indicate discrepancies)</td>
</tr>
<tr>
<td>Payment Terms: 100% within 30 days upon UNDP’s acceptance of the services delivered as specified and receipt of official invoice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acceptance of UNDP terms and conditions</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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.

<p>| 3.1. Describe your company’s approach to staff management, including employment, contracts, staff benefits, social security, etc. | The approach must comply with all legal requirements relating to the Labour Laws of Viet Nam as well as the Government’s regulations on security services provision. | Sample contracts with some key personnel whose names are included in the bidder’s proposals Sample criminal record / background checks of some key personnel |
| 3.2. Describe in detail the regular training program for security staff | The training program must show that adequate regular trainings are conducted for security staff, including Professional | A training program that meets the mentioned training requirements Training record of the past 2 years for assigned security guards |</p>
<table>
<thead>
<tr>
<th></th>
<th>training as well as Fire Safety &amp; First Aid training.</th>
<th>- Sample training certificates of some key personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.3.</td>
<td>Describe your company’s code of conduct in relation to the rule of law, respect for human rights, protection of the interests of the client and disciplinary measures</td>
<td>The code of conduct exists and is accessible and compliance with UN code of conduct</td>
</tr>
<tr>
<td>3.4.</td>
<td>Describe in detail your approach to emergency exercises. Description of the Company’s ability to respond to emergencies</td>
<td>Provide contingency plan which must meet the expectations described in the Scope of Work - Annex 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.5.</td>
<td>Qualifications of the Site Supervisor</td>
<td>Level of Education: High school or higher education; Minimum of 5 years in security service; Minimum of 2 years’ experience in supervisory / management positions; Having experience in a security team at diplomatic missions, international organizations / companies; Having good English communication skills.</td>
</tr>
<tr>
<td>3.6.</td>
<td>Qualifications of the Operators at the Security Operation Center and Entry building (6 staff)</td>
<td>Level of Education: High school or higher education; Minimum of 1 year in security service; Having good communication skills in Vietnamese and English.</td>
</tr>
</tbody>
</table>

### Format for CV of Proposed Key Personnel

<table>
<thead>
<tr>
<th>Name of Personnel</th>
<th>[Insert]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position for this assignment</td>
<td>[Insert]</td>
</tr>
<tr>
<td>Nationality</td>
<td>[Insert]</td>
</tr>
<tr>
<td>Language proficiency</td>
<td>[Insert]</td>
</tr>
<tr>
<td>Education/Qualifications</td>
<td>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</td>
</tr>
<tr>
<td></td>
<td>[Insert]</td>
</tr>
<tr>
<td></td>
<td>[Provide details of professional certifications relevant to the scope of goods and/or services]</td>
</tr>
<tr>
<td>Professional certifications</td>
<td></td>
</tr>
<tr>
<td>-----------------------------</td>
<td></td>
</tr>
<tr>
<td>• Name of institution: [Insert]</td>
<td></td>
</tr>
<tr>
<td>• Date of certification: [Insert]</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Employment Record/Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>[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.]</td>
</tr>
<tr>
<td>[Insert]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>References</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Provide names, addresses, phone and email contact information for two (2) references]</td>
</tr>
<tr>
<td>Reference 1:</td>
</tr>
<tr>
<td>[Insert]</td>
</tr>
<tr>
<td>Reference 2:</td>
</tr>
<tr>
<td>[Insert]</td>
</tr>
</tbody>
</table>

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)
ANNEX 1: SCOPE OF WORK

SECURITY GUARD SERVICE FOR THE GREEN ONE UNITED NATIONS HOUSE
304 KIM MA STREET, HA NOI, VIET NAM

A. BACKGROUND:

- The Green One United Nation House (GOUNH) is located at #304 Kim Ma Street, Ha Noi, Viet Nam and serves as the Common UN Compound. The office building in the GOUNH contains 6 floors including the ground floor. There are approximately 400 individuals of 16 UN agencies and service providers working in the GOUNH. Numerous meetings with counterparts and partners, conferences and workshops involving Government counterparts, donors and other international organizations, embassies, and NGOs are regularly held within the Compound.

- It is expected that occasional small protests and demonstrations related to various local disputes and international issues will sometimes occur, leading to the delivery of petitions or requests to meet UN Officials.

- Noting the extant safety and security situation and, some recent changes of environment around the GOUNH, the UN in Viet Nam requires a qualified unarmed private security contractor which can provide a variety of security services for the GOUNH to mitigate against, but not limited to crime, civil unrest, fire, natural disasters and terrorist activities.

- The security services are provided primarily for the GOUNH but may also be used by UN Agencies which are not located in the GOUNH or for UN residences.

B. MANAGEMENT ON SECURITY SERVICE PROVISION

- The bidding, contracting and payment for security services provision will be processed through the United Nations Development Program (UNDP) in Viet Nam. The UN shall delegate the Common Back Office Manager (CBOM) as the Officer’s responsible for managing this contract representing the UN party.

- Security services provision is under the direct management of the UN Common Back Office Manager/Country Security Focal Point and operational supervision by the Common Back Office Facility Manager (FM) supported by technical security advice from the United Nations Department for Safety and Security (UNDSS).

C. CONTRACT OBJECTIVES AND SCOPE

The objective of this security service is to provide 24/7 protection to the GOUNH. The general scope of services will ensure the implementation of related UN security procedures, physical security measures, joint security measures, perimeter security, internal security patrols and access control systems in accordance with related valid UN provided Standing
Operation Procedures (SOPs) and guidance;
The details and extent of the work is defined under scope of work and the requirement from
the bidders are also outlined under the requirements of this TOR as follows:

1) Access control to deter, prevent and report unauthorized personnel entry into the UN
controlled areas.

2) Patrol and monitoring of the compound.

3) Provide security support for the UN conferences/ workshops and social events and UN and
other VIPs. And provide extra security staff as required.

4) Initiate immediate actions in the event of a security incident and implement any other Ad
Hoc security related tasks considered essential to ensure or to maximize the security and
safety of UN staff communicated to the Security Service Provider by UNDSS in advance or
at the time of incident.

5) Operate the Security Operation Center (SOC) – UN Security Call Center, CCTV and Alarm
System monitoring

6) Maintain and operate Fire/ Explosion control and prevention and related provided
equipment

7) Act as on site 24-hour First Aid/First Responder, including the Cardiopulmonary
Resuscitation (CPR)

8) Screening support of goods, mail and parcel reception, registration, and delivery systems
with security check (X – ray scan, physical check…) under the guidance. Also check the
material, tools and equipment bring in/out the premise by contractors

9) Maintain close liaison with and report to the FM/UNDSS of any evidence of safety and
security incidents, any suspect and any other occurrences affecting UN Agency personnel
and/or property.

10) Establish and maintain liaison and coordination with the local related functional units such
as Police Guard, Fire Police, Area Police, Ambulance…. in case of emergency, security
incidents.

11) Other security services as per mutual discussion and agreement with UN party.

12) Reports to FM on daily basis

D. REQUIRED QUALIFICATIONS AND RESPONSIBILITIES OF THE SUCCESSFUL BIDDER

I. MINIMUM REQUIRED QUALIFICATIONS:

1) Company profile:
   a. Legal status: Bidder must be duly registered and licensed to provide the
      security services in Vietnam.
International bidders can either be respectively licensed on their own or setup a Joint Venture with a local security service provider duly registered and licensed to provide security services in Vietnam. International bidders can either be respectively licensed on their own or setup a Joint Venture with a local security service provider duly registered and licensed to provide security services in Vietnam.

b. Experience: At least 05 year experience in providing the security guard services.

c. References - Satisfactory security service: The interested bidders shall provide at least three satisfactory performance references of current and/or previous clients on security service for the past 3 years, of which at least 02 references by diplomatic missions or international organizations/companies. References shall focus on their responsiveness to security interests and problems, the quality of the services performed and the dependability of meeting security needs.

2) Security guard selection and provision capacity:

- **The Contractor shall commit to providing a pool of qualified and full-time employed staff** who will be approved by the United Nations (UN) in Viet Nam. This pool should be of sufficient size to permit replacements in the event of absenteeism, disciplinary removal and comply with the local laws on number of working hours etc. The UN reserves the right of final approval of the personnel proposed by the Contractor.

- The Contractor shall be able to provide additional back up security guards on and as when required basis and a quick response team on standby 24/7 for any emergency or urgent request for a specific security service from UN agencies.

- **Personnel employment process:** The Contractor shall maintain an appropriate employment record for security staff with the following screening during the employment:
  - A criminal background record checked with the person’s current country of residence, the country of current employment and the country (or countries) of nationality;
  - A verification of the person’s place of employment for the past five years
  - An assessment of appropriate psychological and physical qualifications

- **Training and work plan:** The Contractor shall maintain regular training plan for security guards and a specifically effective work plan on implementing the security service including training on Gender aspects aligned with UN policy.

- **Insurance:** The Contractor shall implement insurance policy requirements for the company and all security guard personnel in accordance with local insurance law.
II. RESPONSIBILITIES OF THE CONTRACTOR:

THE CONTRACTOR SHALL:

- Comply fully with the Contract’s terms and conditions and UN guidelines relating to the security service (annex 2).
- Provide qualified and experienced security staff for posts designated as per this TOR and maintain an approved security staff list for all post in GOUNH as indicated in the TOR and for the back up support in emergency as well.
- Ensure that only approved security staff by the UN with an issued UN ground pass card will work at the GOUNH. Provide all necessary training the security staff need to perform his/her work.
- Be responsible for familiarization and updating with current provided UN SOP’s and guidance/procedures relating to the security services provision for all security guards.
- Maintain Logs and Records on Weekly Guard Post Schedule, operational Records, administrative files and X-Ray machine operation / maintenance on a daily, weekly, monthly basis.
- Ensure that daily incident reports are submitted immediately to the FM and UNDSS.
- Provide adequate on-site supervision of employees to inspect each post during daylight and night hour shifts, assuring that the duty performance of all posts meet requirement as per this TOR.
- Be compliant with national security industry regulations.
- Ensure that all security guards supplied will be employees of the service provider and including but not limited to all statutory liabilities will be fully paid for by the company, such as their monthly salary, medical insurance and other compensations as required by the Viet Nam labor laws.
- Be required to provide all other life support allowances for all contracted security staff
- Be liable to cover insurance for its security personnel for personal accident and death while performing their duties as required by the Viet Nam labor laws.
- Agreed to undertake any disciplinary measures recommended by UN against any guard whose conduct is considered unsatisfactory. The service provider shall hold a sufficient number of qualified standby guards or security personnel at no additional cost.
- Withdraw or replace any personnel of the service provider performing work or services under this Contract at its own cost and expenses upon request from the UN.

GUARD FORCE EQUIPMENT

All security personnel should be provided by the Contractor with all equipment and/or supplies necessary to meet the requirements of performance under this TOR, including the following as a minimum: **full uniform, weather-protective clothing, flashlights, whistles**, etc.
notebook and pencil, VHF radio, cell phone, logbooks, batons, hand held metal detector, vehicle inspection mirrors, mask, etc.

COMMUNICATIONS
The Service Provider will provide handheld communications (UHF/VHF) for external roaming patrols. Coordination for frequencies, routine maintenance and emergency repair must be undertaken periodically by the Service Provider.

DISCIPLINARY MEASURES
The Service Provider agrees to undertake any disciplinary measures recommended by the UN against any guard whose conduct is considered unsatisfactory. The UN must be informed of any new recruitment made by the Service Provider and the proposed replaced staff must be approved by UN before actual replacement made.

E. ROLES AND REQUIREMENTS FOR THE SECURITY STAFF

I. Qualifications and Requirements:

a) All Security personnel
The security service provider is responsible for selecting candidates for employment in accordance with the below qualification/criteria. All security personnel hired will be required to go through the approval process conducted by the UN.

- **Age and physical appearance**: Must be at least 21 years of age, be physically fit, with no visible tattoos.
- **Gender**: A minimum of one female staff must be present during office hours.
- **Citizenship**: Is a citizen of Viet Nam or possesses a valid work permit if a foreigner.
- **Experience**: Must be a fulltime staff with at least one year of experience in security service or in a police force, military or similar organizations; Knowledge of security operation and procedures to be able to perform all general posts duties, functions and activities.
- **Health**: In good health and physically being free from all communicable diseases, as evidenced by a valid health inspection certificate.
- **Drug dependency and medication**: Shall not be dependent on alcohol or other drugs.
- **Education training**: Completion of secondary school is desired but not compulsory, with a good working knowledge of English whilst fluent in Vietnamese; Have received a pre-deployment training as required for all designated general posts.
- **Skills**: Able to operate VHF hand set, basic first aid trained, fire prevention and fighting trained (as evidenced by a valid certificate on fire prevention and fighting). Have
the background knowledge to handle and operate sophisticated security equipment; Hold a basic first-aid certificate, including Cardiopulmonary Resuscitation (CPR).

- **Capacity:** Must have the ability to follow instructions, communicate effectively, being reliable, firm, courteous and tactful; Must be able to comprehend orders and directives quickly; Must have the ability to take clear and decisive action especially during emergency situations.

- **Criminal history:** Must not have a criminal record/background, as evidenced by a criminal record check (Lý lịch tư pháp) to be submitted within 30 days since the contract signing.

b) **Operator at the Security Operation Center (SOC) – UN Security Call Center, CCTV and Alarm System monitoring.**

In addition to requirements for all security guards as mentioned in Item a, further following requirements are needed for this position:

- Have sufficient English, communication skills and security knowledge to handle effectively and efficiently all incoming calls in English and Vietnamese - **interview will be required at the pre- upon the contract award stage. The GOUNH management team may require to replace the dis-qualified security staff if he or she does not have sufficient English communication skills.**

- Active listening skills, ability to assess and evaluate situations effectively, stay call when working under pressure, to identify critical issues quickly and accurately, discretion and attention to detail.

- Must have ability to follow instructions, and communications effectively, being reliable, firm, courteous and tactful.

- Must be able to comprehend orders and directives promptly and quickly. Ability to take clear and decisive action especially during emergency situations.

c) **Site Supervisor:**

In addition to requirements for all security guards as mentioned in Item a and .b the further following requirement are needed for this position:

- **5 years of service experience** in security service or in a police force, military, or similar organization.

- **2 years of experience in supervising and managing** a guard force/security team in an international organization / company or diplomatic missions.

- Ability to manage a small team of security guards, including training guards and mentoring. Ability to act independently and as a member of a small team, including an ability to set priorities and take appropriate action. Ability to undertake new tasks
quickly, be flexible and respond effectively to challenges and meet deadlines; quickly observe a situation and make the appropriate response.

- Knowledge of and experience with international standards of security practices and procedures.
- Ability to communicate effectively both orally and in writing in both English and Vietnamese – **interview will be required at the pre-upon the contract award stage. The GOUNH management team may require to replace the supervisor if he or she does not have sufficient English communication skills.**
- Basic level of computer literacy particularly in the use of Microsoft Word and Excel.
- High school education is required.

II. Job Descriptions for Security Staff:

1) **Security Guards:**

a) **Time and required working shifts:**

- 1st Shift (Monday – Sunday): 0700 – 1500 local time
- 2nd Shift (Monday – Sunday): 1500 – 2300 local time
- 3rd Shift (Monday – Sunday): 2300 – 0700 local time
- 4th shift (Monday – Friday): 0800 – 1800 local time

b) **Duties and responsibilities:**

Security guards shall be supervised directly by the site supervisor and shall carry out the following duties and responsibilities, but not limited to:

- Screen, control all arrival and exit of staff and visitors; ensure all persons entering, exiting the UN compound comply with the security procedures
- Control and monitor vehicle’s access into and out of the GOUNH.
- Patrol the GOUNH premises to prevent and detect intrusion and ensure security of doors, windows, and gates.
- Inspect equipment and ensure that the compound safety and security (fire extinguishers, smoke detectors, fire alarms, etc.) inspection should take note on expiry dates.
- To monitor the adjacent street and boundary within the physical limits of the GOUNH for any activity affecting safety and security of the UN staff/visitor, their property and react promptly.
- To inspect incoming/outgoing goods, parcels, mail, equipment, and items
- Respond promptly and effectively to fire and other alarm systems
- Packages and bags screening clearance
- Monitoring the CCTV system, detecting and alerting any imminent incident
- Report incidents immediately to the Shift Supervisor/Site Supervisor or UNDSS
- Activate the appropriate emergency procedures in accordance with the provided UN SOP
Monitor and manage vehicular movement and parking

2) **Operator at the Security Operation Center (SOC) - 24/7 service:**

   a) **Time and required working shifts:**

   - 1st Shift (Monday – Sunday): 0700 – 1500 local time
   - 2nd Shift (Monday – Sunday): 1500 – 2300 local time
   - 3rd Shift (Monday – Sunday): 2300 – 0700 local time

   b) **Duties and responsibilities:**

   - Monitor and operate the provided UN Security Call Center to deal with all coming calls for immediate actions.
   - Monitor and operate the provided CCTV system for immediate action.
   - Monitor and activate the Alarm system upon receiving the order from the FM/CBOM and UNDSS
   - Ensure that a log sheet is maintained at the SOC and CCTV monitoring room,
   - Report immediately safety and security incidents and other equipment/device failures relating to the safety and security of the GOUNH to the FM/CBM and UNDSS for advice.

3) **Site Supervisor:**

   a) **Time and required working shifts:**

   *Monday – Friday: 0800 – 1800 local time*

   b) **Duties and responsibilities:**

   Under the guidance and supervision of the FM/CBOM or designated officer, the Site Supervisor’s day-to-day major duties and responsibilities include all but not limited to:

   - Supervises and ensures full security service operation within the GOUNH in assigned shift as being outlined and required in this TOR.
   - Acts as a point of contact for the service provider to receives and implements orders or instructions from UNDSS on the operation, protection, and security of assigned areas.
   - Informs and reports immediately to the FM/CBOM and UNDSS in the event of emergency or a security incident.
   - Prepares a written log of all security events and weekly schedule of the guard’s deployment.
   - Controls the access and deals with difficult visitors/staff in the first instance with follow up to the FM/CBOM/UNDSS; Manage the control and operation of the alarm system, emergency exit doors
   - Oversees logistical requirements to ensure their proper disposition (e.g., explosive detectors, X-ray, and metal detectors)
• Inspect the logbook and key register for offices and vehicles regularly; Account for all keys which have issued to the security guard section.
• Conducts patrol and inspections of guards and guard posts
• Prepare reports and makes recommendations regarding discipline and termination actions,
• Manages emergency drill exercises in accordance with the FM/CBOM and UNDSS’ direction whilst maintaining compliance and drill log for the fire, suspicious parcels, evacuation of office and compound, telephone threat and demonstrations/crowd control
• Any other security duties deemed essential by UNDSS

F. WORKING ARRANGEMENTS/SHIFTS

Time and required working shifts

• 1st Shift: 0700 – 1500 local time (Monday – Sunday)
• 2nd Shift: 1500 – 2300 local time (Monday – Sunday)
• 3rd Shift: 2300 – 0700 local time (Monday – Sunday)
• 4th shift: 0800 – 1800 (Monday – Friday)

The requirement for each shift is elaborated under each post as above.

Important Notes: The service provider must comply with the labor laws of Viet Nam on required working hours when formulating their shift structure and determining the hours each person required to work per 24-hour period and 7 days per week.

It is up to the bidders to plan the numbers of Site Supervisor(s), Operator(s) at the SOC and the Guard(s) to provide optimal security service for the GOUNH ensuring the requirements of the labor laws of Viet Nam on working hours.

Although time schedules of the shifts are provided, the Service provider must ensure their service staff have adequate time for handover/briefing between two shifts to maintain the normal service continuity.

G. TRAININGS

• Responsibility for all guard training rests with service provider and evidence of completion must be provided to the UN party. UN may at their discretion provide additional training.
• Prior to taking up assignment in the GOUNH, all security personnel of the service provider must satisfactorily complete a program of basic training approved by the UN party. The basic trainings shall contemplate both security related aspect and soft skill including training on Gender aspects aligned with UN guidance.
• The service provider shall advise the UN on the development of a training program that meets the above-mentioned requirements for UN approval prior to the commencement of any training program.
• The service provider shall ensure all security guard are provided the refreshment annual training during security service provision.

H. DURATION OF THE CONTRACT

• The envisaged starting date is 1st April 2022.

• Duration of contract: Three (3) years. Each contract period will be for one (1) year and may be renewed on yearly basis based on satisfactory performance against this TOR.

• The Service Provider agrees to comply with and arrange the service schedule in accordance with 09 UN holidays in a year. The UN holidays are different from Viet Nam national holidays and varied each year. The list of UN holidays will be sent to the Service Provider in advance for necessary arrangement.

In general, the list is like below, noting that if the UN holidays fall on Saturday or Sunday, these might be moved to the following Monday (or in some cases Tuesday).

i. 01 January - New Year’s Day
ii. 31 January, 01 3 February (lunar calendar) – 02 National Tet Holidays
iii. 30 April - Liberation Day
iv. 1 May - Labour Day
v. 03 May - Eid Al-Fitr
vi. 2 September - Independence Day
vii. 10 July - Eid Al-Adha
viii. 25 December - Christmas Day

• The Service Provider will not claim for overtime or any additional charges when the regular service is provided during UN and Viet Nam national holidays.

I. PAYMENT TERMS

• Monthly payment (equal to the total cost per year divided into 12) will be made upon the submission of official invoice and the satisfactory acceptance of the Contracting Officer’s Representative on the monthly service report.

• Payment for ad-hoc services will be made separately by the requesters upon the actual service completion according to the unit rates indicated in the Contractor’s financial offer.
J. REFERENCE DOCUMENTS:

1. Annex 1: Site plan
2. Annex 2 - UN guidelines relating to the security service

- Local Regulation on security service business condition as defined in the Decree 96/2016/ND-CP (mainly Article 7, 11, 12, 25, 32).
- CHECKLISTS FOR ENTRY AND EXIT CONTROL AT GOUNH (below section)
- SOP Facility Security at GOUNH (enclosed)
CHECKLISTS FOR ENTRY AND EXIT CONTROL AT GOUNH

PEDESTRIAN ENTRY/EXIT PROCEDURE:

Important:

- Ensure that all UNSMS Personnel/ Non–UN staff and visitors are identified to have a valid ground pass or authorization before being permitted entry into the house.
- No personal belongings, bag scanning is required for the UNSMS Personnel and GOUNH resident non-UN staff.
- Personal items/baggage of visitors except for the VIP ones are subject to the security scanning.
- Information of persons being issued with Visitor Card (Blue or Red) are recorded in the logbook.
- No weapon is allowed in the UNSMS facilities. Eventual need to bringing weapons into UNSMS facilities must be approved by the UN Security Advisor.

- **UNSMS Personnel/ Non–UN staff with a valid Ground Pass:**
  - Present Grounds Pass to security guards for verification.
  - Staff scan ground pass for entry into and exit from the facility.

- **UNSMS personnel on mission holding a valid UN Laissez-Passer (LP)**
  - Presents LP to the security guards outside of pedestrian entrance building for verification to enter pedestrian entrance building.
  - Security Guard calls office to be visited to verify visit to issue BLUE visitor pass to staff member and keeps the LP as collateral.
  - Return the Blue Visitor Pass to security guards and get back the collateral upon exit.

- **UNSMS personnel holding a GOUNH non-resident Ground Pass**
  - Present Grounds Pass to security guards outside of pedestrian entrance building for verification to enter pedestrian entrance building.
  - Issue BLUE visitor pass and keep the Ground pass as collateral.
  - Return the Blue Visitor Pass to security guards and get back the collateral upon exit.

  - **UNSMS Personnel with expired or non-functioning grounds pass or is in the registered list for a new ground pass application or forget ground pass:**
    - Identified by your recognition or with active ground pass folder updated by UNDSS or verified with their ASFP/HR Focal Point or UNDSS to issue a BLUE Visitor Pass and hold any type of his/her identification as collateral.
    - Return the Blue Visitor Pass to security guards and get back the collateral upon exit.
- All registered dependents of all UNSMS personnel are issued a daily BLUE visitor pass and any type of his/her identification will be accepted in exchange for this card.

- Children/relatives of UNSMS Personnel (requester) under 18 years old:
  - With pre-filled form: Checks the form to issue a BLUE visitor pass and record a copy at U:\Visitors\Waiver for children to access GOUNH
  - Without pre-filled form: Hand out the form to the requester for filling, check the completed form to issue a BLUE visitor pass and record a copy at U:\Visitors\Waiver for children to access GOUNH

- Visitors:
  - Single visitor at pedestrian entrance outer door is identified by Visitor Registration List provided by CSU or by request from a resident BLUE pass holder and is granted RED pass.
  - VIP Visitor is identified by the announcement from CSU, a RED pass is pre-granted/ handed out to the BLUE pass holder who escort the visitor.
  - Visitors attending conference in the GOUNH are identified by the announcement from CSU and Conference paper pass is granted by the BLUE pass holder who is the organizers.
  - The identified visitor is allowed inside Pedestrian Building for visitor processing (visitor pass, identification card to be held as collateral, entering details in the visitor log, baggage screening process, escort into facility).
  - Only UNSMS personnel with Blue Ground Pass are allowed to pick up, sign for and escort visitors.

SENSITIVE SITUATIONs, CALL/ WALK - IN AT GOUNH (Asylum seekers), Security Guards to:

- Get to know assistance requirement, full name, phone number, email address of person concerned at external entrance building.
- Tell the person to send their request to: servicedesk.vn@one.un.org (for Ha Noi) or HCMC@iom.int (for HCMC) if he/she has an email address.
- Tell the person that he/she will be contacted by UN officials in charge or respond to his (her) email and orient them to leave and wait for the UN contact.
- Relay the all received information and inform the service desk/ reception by phone at 0243800100 and/or email to the Reception/ Service desk at servicedesk.vn@one.un.org.
- The GOUNH receptionist immediately report the case to the Head of RCO / CSU Manager and/or IOM as backup (in Ha Noi) and/or IOM (in Ho Chi Minh City) and copy to UNDSS/local advisor.
- If the person is identified and invited for a face to face interview in the UN premises, remind the UN interview officer on the secret alert bell to the security guard in the meeting room and more attention should be paid during security check – in and interview meeting.
SECURITY CHECK ON INCOMING GOODS/PACKAGES INTO GOUNH COMPOUND

- Ensure that all incoming goods, packages, freight, mails, box and suitcase of staff/office should be checked manually or scanned and given a security checked stamp before being brought inside the house.
- Not accept any packages, freight, mails, box from messenger without information of the sender.
- The delivery of goods by vehicle is pre – registered with and identified by announcement from CSU.
- Delivery/contractor vehicles can only remain on the premises whilst loading and unloading and must immediately depart thereafter.
- The information is recorded in the logbook.

REMOVAL OF PROPERTY FROM FACILITY

- Ensure only authorized equipment/items are removed from UNSMS facilities.
- Gate Pass (GP) to be completed with signature of UN Organization authority and the GOUNH Facility Manager and to be provided to security guard at the exit gates. The property must be checked with the GP before being removed from the house (completed gate pass copy to be kept in relevant folder. File name: date-UN name-hour)

VEHICLES ENTRY/EXIT

- Ensure that authorized UNSMS vehicles (driven only by UNSMS member with valid Grounds Pass) and pre – register VIP vehicles are identified upon entry into or exit from the GOUNH parking area (by physical recognition by pedestrian or vehicle entrance guards.
- VIP vehicle is identified by CSU’s announcement
- One vehicle for one UN agency parks in one assigned lot. If vehicle is not a UNSMS authorized vehicle nor is it a registered vehicle for visit access, other parking must be found by driver.

PREMISES AND PERIMETER PATROL

Note: Patrons are to be carried out at irregular intervals, in the alertness and thoroughness of the officer, to ensure that patterns are not established which may be monitored by others.

<table>
<thead>
<tr>
<th>Location</th>
<th>Check list</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal compound</td>
<td>Doors to be locked.</td>
<td>Between the hours of 20:00-06:00</td>
</tr>
<tr>
<td>Internal</td>
<td>The rear perimeter exit gate to be locked</td>
<td>24-hour period</td>
</tr>
<tr>
<td>compound</td>
<td>Action</td>
<td>Frequency</td>
</tr>
<tr>
<td>----------</td>
<td>--------</td>
<td>-----------</td>
</tr>
<tr>
<td>Internal compound</td>
<td>The front of the perimeter to ensure new packages or other items have been left in front of or near the facility</td>
<td>between the hours of 06:00-20:00</td>
</tr>
<tr>
<td>Internal compound</td>
<td>Walk the entire perimeter wall, on the inside of the perimeter <em>(to spot out any abnormal happens)</em></td>
<td>24-hour period</td>
</tr>
<tr>
<td>Internal compound</td>
<td>Randomly check each section where the cleaning services are being provided <em>(to observe the cleaners)</em></td>
<td>During cleaning service hours</td>
</tr>
<tr>
<td>Internal compound</td>
<td>Visitors found to be without escort and the office/person they are visiting notified to come to collect their visitor.</td>
<td>24-hour period</td>
</tr>
<tr>
<td>Internal Offices</td>
<td>Foot patrols to all office sites</td>
<td>Working hours</td>
</tr>
<tr>
<td>Internal Offices</td>
<td>UN staffs, serviced staff and visitors are wearing their valid passes within the compound.</td>
<td>Working hours</td>
</tr>
<tr>
<td>Internal Offices</td>
<td>Offices are secured during the quiet hours and seal those found unsecured and notify SOC of the office found unsecured.</td>
<td>Working hours</td>
</tr>
<tr>
<td>Internal Offices</td>
<td>Firefighting equipment is available at the designated locations and report any immediate fire hazards to the SOC.</td>
<td>Working hours</td>
</tr>
<tr>
<td>Internal Offices</td>
<td>Check and verify the identity of any person found on UN premises during the quiet hours</td>
<td>Working hours</td>
</tr>
<tr>
<td>Boundary Fence</td>
<td>Continuous check the state of the external fence line</td>
<td>24-hour period</td>
</tr>
<tr>
<td>Boundary Fence</td>
<td>Report any defective areas to the SOC and request repairs;</td>
<td>24-hour period</td>
</tr>
<tr>
<td>Boundary Fence</td>
<td>All security lights are functioning correctly and notify the SOC and request replacement of bulbs or repair as required.</td>
<td>24-hour period</td>
</tr>
<tr>
<td>Boundary Fence</td>
<td>Check and coordinate with the SOC that all security cameras are operating normally and free from obstruction</td>
<td>24-hour period</td>
</tr>
<tr>
<td>Boundary Fence</td>
<td>Respond to any request for assistance received in any zone and to provide additional support as required.</td>
<td>24-hour period</td>
</tr>
<tr>
<td>Boundary Fence</td>
<td>No person is conducting surveillance of the UN and report suspicious persons or activity to the Team Leader and SOC</td>
<td>24-hour period</td>
</tr>
<tr>
<td>Parking area</td>
<td>Wrong parking to record in logbook and to report to the CSM/FM/FSA if any.</td>
<td>Working hours</td>
</tr>
</tbody>
</table>
EMMERGENCY RESPONSE:

• Emergency medical aid:

If the emergency medical aid at the GOUNH is required:

→ Notify the SOC:
  - Phone to the CSM or FM for approval to call for emergency medical support from the FMP at 3843074
  - Notifies security guards at the entrances to be ready to receive and allow access of the incoming ambulance once approved.

→ Ensure the victim is safe, ask others to step back and begin first aid

→ Upon relief by medical personnel or the situation is resolved notify SOC and annotate incident in logbook.

• Fire / Emergency Evacuation;

When fire alarm sounds in the GOUNH, the Security Control Center (SOC) should inform the patrolling guard to go to the location the alarm comes from and check if there is a fire or not.

*If there is no fire*:
  - The patrolling guard has to eliminate the reason of fault alarm if any.
  - Advise Technical FM team to reset all technical systems back to normal condition.

*If there a fire*:
  - The SOC shall activate the fire alarm to the building and immediately report to the Fire Focal Point/Building Fire Warden for approval to call fire police at 114 and medical ambulance from the FMP at 38430748.
  - Suppress the fire with available fire extinguishers.
  - Stop all incoming traffic (vehicle and pedestrian)
  - Call and escort the local fire police/medical ambulance vehicles into the compound upon approval from the Fire Focal Point/the CSM or the Facility Fire Warden/the FM.
  - Provide visitor’s list to the Building Fire Warden/Evacuation Team, assist the building evacuation towards the assembly area and also to go around the compound to check for other fires.
  - Be extra vigilant to suspicious persons within and outside the compound and advise immediately the CSM/FSA of any threats inside or outside the compound

• Receiving an outsider call regarding to security incidents assistance:
- If an UNSMS personnel is involved in an incident and cannot get assistance from Agency Security Focal Point or the Local Police or the Fire Department, the SOC Operator immediately call the requested assistance and then brief the ASFP/UNDSS FSA.

- The Operator on duty must remain calm to ensure that the appropriate and most accurate information is captured in asking question such as Who? - details of the caller with full name, address, telephone number where they can be contacted, Where? - Exact location of the incident, What? - Nature of the incident, Name of victim or suspect, where they are or have been taken, When? - Time of incident.

**INCIDENT REPORT, Security guards to:**

- Ensure that Incident Reports are completed when any person reports an incident or missing or loss of property to the Security Section or when the security section is involved in or witnesses an event in or around their area of responsibility.

- Immediately after any incident, the security guard in that incident shall verbally inform the UNDSS and GOUNH Common Services Manager and then will draft written incident reports regarding the incident.

- All incident reports shall be prepared using the standard Incident Report form and sent by email to the CSM at mh.mizuno@one.un.org and UNDSS FSA at thuyen.le@un.org

- A record of incident and the lost & found item is made in the Logbook.