



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Addendum I

DATE: 12/04/2024

REQUEST FOR QUOTATION: No. RFQ/GRC/2024/004

Establishment of Frame Agreement(s) for the Provision of Security Services for UNHCR Premises in Lesvos

**Extension of Submission Deadline QUOTATION TO BE RECEIVED BY: Friday 19 April 2024
at 23:59 hrs local Greek time**

The United Nations High Commissioner for Refugees (UNHCR), invites qualified providers to make a firm offer for the provision of Security Services for UNHCR Premises in Lesvos, as specified in this Request for Quotation (RFQ).

1. Requirements

- Description: **Security Services for UNHCR Premises in Lesvos**
- Type of deliverables and quantities: **as per Annex A – Terms of Reference**

Kindly find attached in **Annex A**, additional information about the services required.

UNHCR may award a Frame Agreement Contract for purchase of services. The successful bidders will be requested to maintain their quoted price model for the duration of the contract period.

UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may award Frame Agreement(s) with initial duration of 1 (one) year, potentially extendable for a further period of 1 (one) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s). In case there is a request for a price revision either by UNHCR or the Supplier, this could be done in the second year of the contract and not in the first year. The request for price revision may be initiated by either party, but the agreement of both is required in order to be included in the Frame Agreement. Relevant justification of such a request should be provided by the party initiating the process. In this case, suppliers will be asked to provide a price breakdown to determine what is the portion of the offered price that may be affected by these price components changes (e.g. governmental decision on minimum wage salary etc.) and provide the relevant price index. UNHCR will assess the market situation with the new data and will provide a timeframe for the possible contract amendment or rejection of such request. In principle, both parties should make every effort to ensure prices remain stable for the duration of the Frame Agreement(s).

2. Technical and Financial Offer

2.1 Content of the Technical Offer

- a) Acknowledgement of Annex A "Terms of Reference". Please stamp and sign Annex A, to confirm your acknowledgement and compliance.
- b) Company description and eligibility. Shall have at least 5 years of operational existence and be in possession of up-to-date required legal licenses and documentation necessary to operate as a private security company in Greece.
- c) Must provide at least three references demonstrating satisfactory performance for the provision of similar services.
- d) Must demonstrate that they have an acceptable security-training program and that the personnel offered will have received proper security training (Security Personnel Accreditation) and must provide written certification to UNHCR stating that each personnel that will be assigned to UNHCR has undergone specific training in the areas outlined in Annex A.
- e) Company is registered and licensed by the Greek public Services (Commercial Registration to the Greek public tax services, Tax registration certificate from "TAXISNET" to state the TAX number, the status of the company and company's activity codes (KAD) to provide such services in Greece.

The below administrative documentation will be requested from the awarded supplier and will be assessed by the Supply Unit for any award process to be finalized and contract:

- UNHCR General Conditions of Contract for the Provision of Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services (**Annex C**).
- UN Supplier Code of Conduct: Your technical offer should contain your acknowledgement of the UN Supplier Code of Conduct (**Annex D**).
- Vendor Registration Form: Please complete, sign and submit with your technical proposal the UNHCR Vendor Registration Form (**Annex E**)
If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

Clarifications of Proposals:

To assist in the examination, evaluation, and comparison of proposals UNHCR may at its discretion ask the Bidder for clarification about the content of the proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or accepted.

2.2 Content of the Financial Offer

Please include the following price information in your quote by completing the **Annex B - Financial Offer**:

- Currency: EUR
- Unit Cost of services: all inclusive. **VAT should be indicated separately**
- Total Cost of services: all inclusive. **VAT should be indicated separately**
- Other costs, if any: please specify

The cost of preparing a bid and negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

3. Bid Evaluation

For the award of this project, UNHCR has established evaluation criteria which govern the selection among offers received. Evaluation is made on a technical and financial basis.

The technical part will be evaluated based on the evaluation criteria (PASS or FAIL) mentioned above under point 2.1, based on the requirements of Annexes.

Only Financial offers for the Bidders that will pass to all the above criteria will be considered for financial evaluation.

The Financial Evaluation (only for bidders that passed the technical evaluation) will be conducted based on a predefined financial scenario.

4. Requests for Clarifications

Requests can be received by email only to Supply Unit at GREATPROCURE@unhcr.org and the deadline for receipt of questions is ~~09 April 2024 at 23:59 hrs local Greek time~~. Bidders are requested to keep all questions concise.

UNHCR will compile the questions received and plans to respond to questions by uploading them to UNHCR Site. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once. ~~Deadline for Clarifications passed.~~

5. RFQ Submission

We would appreciate receiving your quotation duly signed and stamped on or before **Friday 19 April 2024 at 23:59 hrs Local Greek time** in PDF format via e-mail to GREATPROCURE@unhcr.org

Please be aware of the fact that the e-mail policy employed by UNHCR limits **the size of received email (attachments and body email) to a maximum of 20 Mb**, so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in the e-mail subject field:

- RFQ/GRC/2024/004
- Name of your company
- Number of e-mails that are sent (example: 1/2, 2/2, 3/3)

IMPORTANT NOTES for the submission:

1. Offers must be submitted electronically.
2. Format: PDF files (Preferred) signed and stamped by the company the financial offer may be also shared in addition to the signed and stamped document in excel format.
3. No document downloading links are accepted. All documents must be attached with the emails.
4. If the supplier is uploading number of small files, please zip the files into a ZIP folder and upload the folder instead of each file individually.
5. All files must be free of viruses and not corrupted
6. UNHCR reserves the right to accept or reject any offers that is not following the email submission instructions.
7. No other person from UNHCR to be copied on the tender emails otherwise the supplier may be disqualified for this tender

Your offer should be in two parts:

1. Technical offer. To be submitted by the Bidder signed and stamped.
2. Financial offer. To be submitted using Annex B form, signed, and stamped by the Bidder.

Both offers should be submitted as separate documents in pdf files.

You are kindly asked to hold your quotation valid for at least 90 days.

Please note that UNHCR has tax and duty exemption status.

The cost of preparing a bid and negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

The standard payment terms of UNHCR are net 30 days upon satisfactory delivery of goods and acceptance thereof by UNHCR (more details provided in Annex A).

UNHCR is not obliged to award a contract for the requested services.

IMPORTANT: Cancellation of Solicitation: UNHCR reserves the right to cancel a Solicitation at any stage of the procurement process prior to final notice of award of a contract. UNHCR may, at its discretion, extend the deadline for the submission of bids by uploading the relevant documents on UNHCR Site. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative.

Please note that UNHCR has tax and duty exemption status.

In addition to any other rights and remedies available to it, UNHCR shall have the right, without prior notice to the Contractor (any such notice being waived by the Contractor), upon any amount becoming due and payable hereunder to the Contractor, to set-off any payment, indebtedness or other claim (including, without limitation, exempted VAT, any overpayment made by UNHCR to the Contractor or any claim for loss or damage to UNHCR property) owing by the Contractor to UNHCR hereunder or under any other agreement between the Parties. UNHCR shall promptly notify the Contractor of such set-off and the reasons therefore, provided, however, that the failure to give such notice shall not affect the validity of such set-off. Should the supplier fail to take steps to refund any amounts due to UNHCR (e.g. VAT waived), UNHCR withholds its right to record such a behavior as a performance matter (low performance under the contract) on the Supplier Performance Evaluation Form based on the Key Performance Indicators (KPIs) and would additionally consider such a performance element with added weight in considering any future awards to the same supplier.

Article 20 of the UNHCR General Conditions for the provision of services (revision July-2018) applies to Tax Exemptions. Additionally, as per local provisions guiding such, upon receipt of the invoice, UNHCR will process it for VAT and tax exemptions according to the applicable regulations. Indicatively (not exhaustively) the currently applicable circulars are "ΠΟΛ" 1268/2011 (ΦΕΚ Β'39/ 20-01-2012) or 1180/2016 (ΦΕΚ 4086 Β'/20-12-2016) and its amendment Decision No. Α. Govt. Gazette 1094/12-07-2022. Upon confirmation of receipt of Goods and/ or Services as per Contract Terms, UNHCR will settle the amounts due. The same process also extends to EU-based suppliers outside Greece.

General Information on UNHCR's Business Transformation Programme:

On 18 September 2023, UNHCR successfully switched to the Cloud ERP! The Cloud ERP Project is part of UNHCR's Business Transformation Programme. The Project replaced UNHCR's past Enterprise Resource Planning (ERP) system for finance-budget and supply management. Cloud ERP introduces new functionalities for Suppliers.

Suppliers will now do business with UNHCR in a secure online environment, called the Supplier Portal, where you can create and update your profiles as needed, manage orders/contracts, and submit invoices. You may find relevant information using the following link:

<https://www.unhcr.org/how-become-supplier>

At the same time please be informed that your company may be registered on the United Nations Global Marketplace (UNGM).

You may find relevant information using the following link: <https://www.ungm.org/>

Attachments:

Annex A: Terms of Reference

Annex B: Financial Offer Form

Annex C: UNHCR General Conditions of Contract for the Provision of Services 2018

Annex D: UN Supplier Code of Conduct

Annex E: Vendor Registration Form (for suppliers not yet registered with UNHCR)

Annex F: Key Performance Indicators

Tender schedule:

| Activity | Date | Mail |
|-------------------------------------|-----------------------------------------|------------------------|
| Tender Open date and | 03/04/2024 | |
| Requests for clarifications | 09/04/2024 until 23:59 local Greek time | GREATPROCURE@unhcr.org |
| Extension Deadline to submit offers | 19/04/2024 until 23:59 local Greek time | GREATPROCURE@unhcr.org |

Thank you for your kind attention.



Georgios Saragas,
Associate Supply Officer
UNHCR Greece