

**DATE: 15/04/2024**

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

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

**- CLARIFICATIONS -**

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**Questions - Answers**

**Q1 :** What is the invoice/VAT process?

**A1:** The invoice should be issued without VAT (net amount only) bearing the regulatory note “Απαλλαγή βάσει ΑΓΓΔΕ ΠΟΛ 1180/2016” as provided by Ministerial Circular (‘ΠΟΛ’) 1180/2016 Article 1 para. 7. UNHCR will provide the supplier with the applicable VAT exemption document no later than the month following the invoice receipt date.

**Q2 :** What is the purpose of Annex F – Key Performance Indicators?

**A2:** Annex F – KPI’s, outlines which evaluation criteria will be used in order for UNHCR to evaluate the supplier after a period of time once the Frame Agreement is established and implemented.

**Q3 :** In “Annex A – Terms of Reference” at section “Qualifications of the company/principles” under point B could you please elaborate in terms of the certifications?

**A3:** If requested from UNHCR, the supplier should be in position to provide a “solemn declaration” that each personnel assigned to UNHCR has undergone specific training in the requested areas.

**Q4 :** In “Annex A – Terms of Reference” at section “Qualifications of the company/principles” under point B vi) could you please elaborate in terms of “mail screening”?

**A4:** Personnel assigned to UNHCR should have specific training in terms of physical correspondence such as envelopes and parcels addressed to UNHCR premises (UNHCR Lesvos Office).

**Q5 :** In “Annex A – Terms of Reference” at section “Qualifications of the company/principles” under point B 3) could you please elaborate in terms of “Background investigation information”?

**A5:** If and when requested from UNHCR the “Background investigation information” regarding the proposed guard personnel can be provided with a “solemn declaration” of clean criminal record.

**Q6 :** Which documentation is required under 2.1 “Content of the Technical offer” ?

**A6:** At this stage of the RFQ/GRC/2024/004 the documentation required under 2.1 “Content of the Technical offer” is the following:

- 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.

NOTE:

**In principle UNHCR General Conditions of Contract for the Provision of Services (Annex C) should be acknowledged under the technical proposal. As per the tender document (page 2) this is a document that will be requested by the awarded supplier during the award process and prior the establishment of the Frame Agreement. In case awarded Supplier wishes to discuss/negotiate any of the articles of Annex C, this will be done prior of contract signatures.**