REQUEST FOR PROPOSAL: RFP#002-2020
ESTABLISHMENT OF A TWO (2) YEARS FRAME AGREEMENT FOR THE PROVISION OF UNARMED PRIVATE SECURITY SERVICES EXTENDIBLE FOR ONE (1) YEAR
INQUIRY RESPONSES

Q.1. At how many places a security guard must be present at the same time? For example, in your Ankara Case Office there are 5 points stated (offices, parking lot, etc.) and 14 security guards working there, and we would like to know on how many points at the same time you want security guards to be deployed during day and night hours?

A.1. The security personnel deployed at UNHCR Offices are mainly located at the main entrance/gate point(s) of the premises, the main duty of the security guards is access control. It should be noted that Table 2, in Annex-A/Terms of Reference indicate both day and night shift meaning total number of shifts/premises. However, in line with the operational requirements security guards may be deployed at the main building entrances, floor entrances and garage entry locations where UNHCR is not the only building tenant.

Q.2. Are the building owners provide security services for the buildings? Are there any other security services on duty in these buildings or only UNHCR is the tenant and/or owner of the buildings?

A.2. In case UNHCR is not the only tenant of the premises, such as Ankara/Yildizkule, Istanbul, Hatay and Sanliurfa premises, building management also provides security services at the main gate/entry point(s).

Q.3. What is the number of staff specified in the private security protection commission permission?

A.3. Respective permissions from police department and/or any other Government Entities, are mainly obtained for non-UN premises or locations (DGMM/PDMM), Partner Premises and Mission deployments in line with the local applicable laws. Giving an estimated total of 405 security personnel deployed excluding the temporary mission deployments to accompany UNHCR staff.

Q.4. What is the scope of to support the delivery of required services to refugees through government institutions is defined in the Annex-A Page-1 Paragraph 4? Could you elaborate?

A.4. The details of the current security support (including the estimated number of personnel) provided to Directorate General of Migration Management (DGMM/PDMM) and the partners (ASAM and HRDF) are provided in Annex-A/Terms of Reference document of the tender package. In case other projects are required to be supported by UNHCR, official communication shall be held with the awarded company(ies) to share the information of additional tasking prior to deployment of security guards.

Q.5. In the title of clothing and equipment, what is the content of additional equipment? Could you exemplify according to the current security projects?

A.5. The details of the current clothing/equipment requirement is clearly indicated in the Annex-A/Terms of Reference of the tender package. Any additional requirement/request for the clothing and/or equipment shall be communicated by the awarded company(ies) throughout the FA period.
REQUEST FOR PROPOSAL: RFP#0002-2020
ESTABLISHMENT OF A TWO (2) YEARS FRAME AGREEMENT FOR THE PROVISION OF UNARMED PRIVATE SECURITY SERVICES EXTENDIBLE FOR ONE (1) YEAR
INQUIRY RESPONSES

Q.6. Although we find out many security personnel numbers in tender document, we would like to clarify the numbers of total security personnel deployed.

A.6. As indicated in the Annex-A/Terms of Reference of the tender package, the overall estimated number of security personnel deployed is 465 (including all projects), this does not take into account the temporary mission deployments to accompany UNHCR staff. It is also worth noting that the number of security personnel may be increased or decreased in line with UNHCR requirements throughout the FA period.

Q.7. Finally, we would like to enquire how many security personnel are servicing on each shift mentioned in Table-2? (Annex-A Page-6).

A.7. The number of security personnel details currently working at UNHCR offices provided in the Table-2 is inclusive of day and night shifts, thus, total number of personnel details are made available. The length of the shifts are all 10 or 12 hrs for all security personnel.