REQUEST FOR PROPOSAL: RFP#013-2023
FOR THE ESTABLISHMENT OF TWO (2) YEARS FRAME AGREEMENT FOR THE PROVISION OF UNARMED PRIVATE SECURITY SERVICES EXTENDABLE FOR 1+1+1 YEARS

INQUIRY RESPONSES

Q1. In Annex B (Technical Proposal Form), there is a “Technical Evaluation Criteria” section that identifies the security service proposal quality. In order to identify that service in a definable shape, we kindly request for;

1. Current number of the Security Guards and Supervisors in
   a. 10 locations in Gaziantep
   b. 3 locations in Hatay
   c. 3 locations in Şanlıurfa
   d. 1 location in Adana
   e. 1 location in Mersin
   f. 1 location in Malatya
   g. 1 location in Adıyaman
   h. 9 locations in Ankara
   i. 4 locations in Istanbul
   j. 3 locations in İzmir
   k. 1 location in Edirne.

A1. Please refer to Annex-A/ToR for the details made available on the security guards’ numbers per UN Agency in the above listed locations.

Q2. Please identify the offices that there will be no need for security services at the weekends and holidays in order to predict the cost precisely.

A2. As indicated in the Annex-A/ToR document, current need for the security services is required on a 7/24 hrs basis. Any changes and/or any other requirements such as excluding weekends or night shifts etc. shall be communicated with the awarded company during the contract phase individually by each UN Agency.

Q3. Although you specified and classified the Security Guards and Supervisors with respect to their working periods (10 or 12 hours), will the vendor be paid for the overtime period of the Security Guards and Supervisors?

A3. As detailed in the ToR document of the tender; “Working hour details of and other partners/entities shall be communicated to the awarded company. In case any additional deployment is required, official request should be received from UN Authorized Personnel regardless of the requesting party (UN Agencies and /or Government Entities). Any additional deployment, termination, personnel change requests, location changes and/or overtime and or additional deployment without official request from UN Authorized Personnel shall not be accepted and cannot be invoiced. For work beyond the stipulated agreed time, over time will be paid on either hourly basis or daily basis upon prior authorization from UN Authorized Personnel / Contract Manager.”

Q4. In case of continuing to work with existing personnel; Will the personnel legal rights like seniority, annual leave, etc. from the previous period be fully paid by the previous company and the previous contract period’s labor receivables belong to the old company?

A4. The personnel rights from the previous period and the Frame Agreement are under the current contractor’s responsibility.
Q5. Could you please clarify the contract establishment date / start job date?
A5. With the aim to comply with the minimum wage rates officially announced by the Government of Türkiye, the expected contract establishment date is 01 January 2024.

Q6. For Proven Experience documents; Do you request 10 and more references letters/contracts for 90 points? Or 5 or more?
A6. The requirement for the award of 90.00 points is 10 or above reference letters/contracts.

Q7. Are the rates (%10, %12.5) stated in the Financial Proposal fixed or recommended?
A7. The percentages are fixed as indicated in the tender documents. Any changes and/or revisions are subject to each UN Agencies' operational requirements and approvals.

Q8. Regarding the life standards of the different regions of Türkiye, shall the wages be the same for the employees or is it possible to make changes/increase for metropole/touristic locations i.e. Istanbul, Antalya e.t.c by the awarded company?
A8. Considering that the unarmored private security services are falling under minimum wage job category, there can not be any changes on the pricing for different cities since the job requirement/duty details are the same for all security personnel in Türkiye. Any adjustments can be processed by the awarded company without falling below the official rates and the pre-set thresholds indicated in the tender package in terms of financial figures.

Q9. Will you please kindly clarify the exact time to start payment term? After the invoice sent or the receipt of documents provided or the satisfactory implementation? When will the 30 days be started? Will there be a time limit for checking the documents?
A9. As indicated in Annex-A/ToR “UN shall, on the fulfillment of the delivery terms, unless otherwise provided in the Contract or purchase order, make payment within thirty days of receipt of the Contractor’s original monthly invoice for the services supported by UN and/or its partner’s confirmation of satisfactory service delivery in the form of certified presence timesheet. The payments for each deliverable shall be based on the number of monthly timesheets provided. The payments shall be affected only if the deliverables required in these ToRs are submitted to UN Agencies within the time frames stipulated in the ToRs and UN approves that, based on receiving entities’ certification, the services are successfully delivered. Without submission of the certified timesheet and confirmation of service delivery by the receiving section of UN Agency and/or partner, the Contractor shall not receive any payment even if the employees invest time for this assignment.”

Q10. Will there be the interest charge for the late payments?
A10. Unfortunately, no interest charges are applicable for late payments.

Q11. When the tender is awarded, if the current salaries of the guards working for other UN Agencies may remain above the minimum wage +10%, Will the UN Agencies have direction for the legal labor risks that will arise?
A11. Please refer to A7.