

**UNHCR**United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiésDATE: 18th November 2021**REQUEST FOR PROPOSAL: No. UKRKI/RFP 2021-04****FOR THE ESTABLISHMENT OF SERVICE CONTRACT FOR PROVISION OF
SECURITY GUARD SERVICES AT UNHCR OFFICES IN KYIV, SLOVIANSK,
SIEVERODONETSK AND MARIUPOL UKRAINE****CLOSING DATE AND TIME: 15th December 2021 – 17:00 hrs EET****INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,324 people in more than 135 countries continues to help about 79.5 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Representation in Ukraine (referred to hereinafter as UNHCR), invites qualified suppliers and service providers to make a firm offer for the establishment of a frame agreement for the provision of **security guard services for UNHCR Offices in Kyiv, Slovyansk, Sievierodonetsk and Mariupol** (referred to hereinafter as "Services").

IMPORTANT:

The Terms of Reference (TORs) are detailed in **Annex A** of this document.

UNHCR may award a service contract with initial duration of 1 (one) year, potentially extendable for an additional period of 1 (one) year. The successful bidder will be requested to maintain their quoted price model for the duration of the contract agreement.

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of goods / services. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the frame agreement.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a service contract with other UN Agencies.

IMPORTANT:

When a contract is awarded, either party can terminate the agreement only upon 30 days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 19** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (**Annex E**).

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:**2.1. RFP DOCUMENTS**

The following annexes form integral part of this Request for Proposal (RFP):

- Annex A: Terms of Reference (TORs).
- Annex B: Technical Offer Form.
- Annex C: Financial Offer Form for LOT I and LOT II.
- Annex D: Vendor Registration Form. However, if you are already a UNHCR supplier, please indicate your vendor identification number instead of completing the vendor registration form.
- Annex E: General Conditions of Contracts for Provision of Services rev. July 2018.
- Annex F: Documentation procedures on tax reporting (for companies with VAT payer status).
- Annex G: UN supplier Code of conduct.

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this Request for Proposals (RFP) by return e-mail to ukrkipro@unhcr.org as to: -

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to ukrkipro@unhcr.org. **The deadline for receipt of questions is 17:00 hrs EET on 6th December 2021.** Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **NOT** to be sent to the e-mail address above. Bid Submissions sent directly to the e-mail address above will result in disqualification of the offer.

UNHCR will reply to the questions received as soon as possible. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once by email or by means of publication on its website (<https://www.unhcr.org/ua>).

2.4 YOUR OFFER

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.

Your offer shall be prepared in Ukrainian or English language respectively.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not be taken into consideration and could lead into disqualification.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall compose of **two segregated sets of documents:**

- Technical offer
- Financial offer

2.4.1 Content of the TECHNICAL OFFER

IMPORTANT:

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The terms of reference of the services requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the requirements given.

Your technical offer should be submitted using the technical offer as per **Annex B** and be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- **Description of the company and the company's qualifications**

A description of your company with the following documents:

- Registration documents
- Company profile (organizational structure, number of employees, number of current clients)
- Certified financial statements of the company.
- Company's experience in providing similar security services.

Include any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.



- **Description of the company's staff management**

A description through the following information:

- Qualification of employees (Management, Chief of Security Guard, Security Guards and other persons that will be involved in the provision of security services).
- Documented evidence that guards are/will be employed according to Ukraine legislation.
- Confirmation that the staff salary (take home salary) level is higher than 12,000 UAH per month for Kyiv based guards and 7,000 UAH per month for security guards based in Sloviansk, Sieverdonetsk and Mariupol (for the standard 40-hours week) per each security guard or its correspondent proportional amount if the staff is engaged in less than 40-hours working week schedule. *The contractor should stand ready to provide a salary report upon UNHCR request if selected for further cooperation.*
- Quality control: Company's personnel recruitment including a criminal background check, staff physical fitness for the job, job training and performance management policies.
- Strategy and policy for management of personnel on the ground.

- **Understanding of the requirements listed in ToRs (Terms of Reference), proposed approach, solutions, methodology and outputs.**

Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR :-

- A description of your organization's capacity to provide the required services
- Compliance to the requirements stated on the TOR.
- Implementation plan: Work plan for successful management of the contract
- Company's quality control and performance management policies
- A description of handling of emergency situations
- Company's SOPs (standard operating procedures) regarding use and maintenance of security equipment including alarm systems, CCTV (Closed Circuit Television) products/services, access control, perimeter intrusion alarms
- Company's ability to provide additional guards or replace guards at short notice
- Company's Code of Conduct.
- Company's standards on guard's uniform and provision to guards security items

Sub-contracting: Provide information on whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors. All the information requested under this tender must be provided for subcontractor as well, if any.

Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (Annex D).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

UNHCR General Conditions for Provision of Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E**.

UNHCR Code of Conduct your technical offer should contain your acknowledgement of the UNHCR Code of Conduct by signing **Annex G**.

Documentation procedures on tax reporting (for companies with VAT payer status in Ukraine). Your technical offer should contain your acknowledgement of the documentation procedures on tax reporting (Content defined in **Annex F**).

However, please note that submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods and Services.

2.4.2 Content of the FINANCIAL OFFER.

Your separate **Financial Offer** must contain an overall offer in a single currency, in **US Dollars**.

In case your company is selected for further cooperation, calculations and payments will be made in UAH according to UN operational rate of the month of service provision. UN operational exchange rates can be found following the link:

<https://treasury.un.org/operationalrates/OperationalRates.php>.

The financial offer must cover all the services to be provided (price "all inclusive").

The Financial Offer is to be submitted as per the Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regard, price has to be given without VAT.

You are requested to hold your offer valid for 90 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. An advance notice or information of award is not to be considered as a contract.

UNHCR will not normally provide any advance payments or payments by letter of credit. The standard payment terms are by bank transfer net thirty (30) days after acceptance of contractor's invoice and acceptance by UNHCR of the services.

2.5 BID EVALUATION:

Each proposal from a Bidder will be considered separately and independently. Bidders shall submit a complete proposal for each solicitation in which they wish to participate. References to previous or on-going proposals will not be considered. Award of a previous contract with UNHCR will not be considered in itself as a preference or guarantee for the award of future solicitations on the same subject.

2.5.1 Supplier Registration:

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing.
- Core business.
- Track record;
- Contract capacity.

Failure to provide the abovementioned documentation, might lead to disqualification.

This will be followed later by an annual performance evaluation including but not limited to criteria such as:

- Random / periodic evaluation of the supplier's services,
- Ability to respond quickly to Agency's needs,
- Timely work.

2.5.2 Technical and Financial evaluation:

For the award of this contract, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows: -

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **70%** from the total score.

The criteria for the **Technical Proposal** are divided into two sections. One containing mandatory criteria with a pass/fail rating and the other containing general criteria with a score rating.

Criteria listed in the pass/fail section must be fully met by the proposal, incomplete information or lack of supporting documentation may lead to a rating of 'fail'. **All mandatory criteria require a 'PASS' rating for the proposal to be considered for next evaluation stage and technically compliant.**

<u>RFP Mandatory Criteria.</u>		
M.1	The bidder is registered as a Legal Entity or Private Entrepreneur in accordance with the Ukraine legislation. It has valid job licenses and VAT registration certificate/ Single TAX payer certificate (copies of the documents should be provided).	PASS/FAIL
M.2	Company's foundation date is min 3 years before the tender deadline	PASS/FAIL
M.3	Confirmation that company is able to provide services in all required geographical areas: Kyiv, Sloviansk, Sievierdonetsk and Mariupol according to the work schedules and the Terms of Reference.	PASS/FAIL
M.4	Confirmation that the take-home salary of security guards is equal or higher than UAH 12,000/month for Kyiv based security guards and UAH 7,000/month for security guards based in Sloviansk, Sievierdonetsk and Mariupol (during further cooperation with the successful bidder, the contractor should stand ready to provide salary report upon UNHCR request).	PASS/FAIL

M.5	Evidence that security guard's employment benefits package is according to Ukraine legislation.	PASS/FAIL
M.6	Evidence of the capacity to provide preventive maintenance plan for CCTVs infrastructure already in place in both locations and attend to ad-hoc CCTV systems maintenance activities, including servicing, cleaning, updating, repairs, replacement of expired/faulty equipment and related tasks as necessary.	PASS/FAIL
M.7	Completed Vendor Registration Form, Annex D.	PASS/FAIL
M.8	Acknowledgment of UNHCR's general terms of contracts for the provision of goods and services, Annex E	PASS/FAIL
M.9	Acknowledgment of UN Supplier Code of Conduct, Annex G	PASS/FAIL
<u>RFP Scoring Criteria with Maximum 70 points.</u>		
<u>Company experience (max - 20 points for section)</u>		
S.1	Company's profile, number of employees, number of current clients.	max - 6 points
S.2	Certified financial statements of the company for at least 1 year (recommended for 3 years).	max - 5 points
S.3	The overall experience of company in providing similar security services within the last three (3) years. Number of the contracts.	max - 6 points
S.4	Evidence of experience of working with international companies and UN/ Diplomatic Missions/ Embassies or similar institutions in Ukraine, if available.	max - 3 points
<u>Staff Management (max - 15 points for section)</u>		
S.5	Qualification of employees, brief CVs for the key personnel which include Management, Chief of Security Guard, Security Guards and other persons who will be involved in the services provision (copies of Diplomas should be provided upon request).	max - 6 points
S.6	Detailed description of security guards recruitment procedures and thoroughness of background checks including convictions or subject to judicial proceedings, including military.	max - 4 points
S.7	Detailed description of company's duration and content of security-training program and security training policy.	max - 2 points
S.8	Description of a strategy for management of personnel on the ground, for example an SOP (standard operating procedures) or policy or a written statement.	max - 3 points
<u>Compliance to the terms of reference (35 points for section)</u>		
S.9	Detailed description of the work plan which will ensure successful management of the contract.	max - 5 points
S.10	Detailed description of company's quality control and performance management policies.	max - 5 points
S.11	Detailed description of company's emergency response procedures in case of panic button or emergency call at all the locations of service delivery on 24/7 basis in terms of preliminary observations, presence, securing the site and communicating needs to the police and/or other emergency services.	max - 5 points
S.12	Detailed description of company's SOPs (standard operating procedures) regarding use and maintenance of security equipment including alarm systems, CCTV products/services, access control, perimeter intrusion alarms.	max - 5 points
S.13	Evidence that company has capacity to provide additional security guards or replace security guards at short notice.	max - 5 points
S.14	Description and evidence of company Code of Conduct.	max - 4 points

S.15	Confirmation that company provides uniforms including raincoats, winter coats and proper footwear.	max - 3 points
S.16	Acknowledgement of possibility to provide flashlights, batteries, whistles, batons and other miscellaneous security items as required	max - 3 points
MAXIMUM POINTS		70

The cut-off point for submissions to be considered technically-compliant will be a minimum of 30 points.

IMPORTANT:

All suppliers must have bank account capable of receiving either Ukrainian Hryvna (UAH) or United States Dollars (USD) and must have legal entity registered in compliance with the applicable legal framework of the state. Failure to provide evidence to above two criteria may result in disqualification of your offer from further evaluation.

The financial offer will only be opened for evaluation if the bidder's technical part of the offer has scored minimum 30 points and has been accepted by UNHCR as meeting the technical specifications and requirements of the RFP as contained in this document and its attachments.

Financial proposal will be evaluated using the following criteria and percentage distribution: 30 % from a total score of 100.

The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms. All other price proposals will receive points in inverse proportion to the lowest price, e.g., $[\text{total Price Component}] \times [\text{US\$ lowest}] \div [\text{US\$ other}] = \text{points for other supplier's Price Component}$.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

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.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by e-mail and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.).

The Technical and Financial offers shall be clearly separated in different e-mails and no financial information shall be mentioned in the Technical offer.

Bid must be sent by e-mail ONLY to: UNHCR-UKR-tendercommittee@unhcr.org

IMPORTANT:

The technical offer and financial offer are to be sent in separate folders and/or separate documents. Failure to do so may result in disqualification.

Deadline: Wednesday 15th December 2021, 17:00 hrs EET.

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

Receipt of your emailed bid submission will be acknowledged through an automated reply. Your automated reply must be dated before the deadline of 15th December 2021 17:00 HRS EET. The automated reply is confirmation of receipt of your email in relation to this procurement notice, it does not imply your offer has been accepted. On the other hand, only offers with an automated reply from UNHCR-UKR-tendercommittee@unhcr.org mailbox dated on or before the deadline date/time will be considered for evaluation. In case your submission by email did not generate an automated reply, please call the main Reception at +38 (044) 288 94 24 for assistance. Please do not use this number if you have received an automated reply.

It is your responsibility to verify that all e-mails have been received properly before the deadline. In the case assistance is sought, it is your responsibility to ensure this is done adequately and completely before the deadline. UNHCR does not assume any responsibility for any delays caused by network problems, etc.

Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **10 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- RFP 2021-04
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

For example: RFP 2021-04 Company ABC (email 1 of 3)

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

2.7 BID ACCEPTANCE:

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

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in UAH or USD. Payment will be made in accordance with the General Conditions for the Provision of

Goods and Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 **UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES**

Please note that the General Conditions of Contracts (**Annex E**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

 S. KANOTI
18/11/2020
Signature
Salumeza Cosmas Kanoti,
Supply Officer
UNHCR Representation in Ukraine



YOUR PROPOSAL should be submitted in line with the above instructions in separate emails and folders or documents:

Grouping of the documents in separate emails and separate folders or separate documents must be as required by article 2.6 The illustrations below are for your guidance to submit correct offer.

