



2018/HCR/HKG/RFP/10108

Annex A: Terms of Reference

Office Security Services in Hong Kong Special Administrative Region
(HKSAR) of China for UNHCR

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1 Introduction

1.1 Background

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on 14 December 1950 by the United Nations General Assembly. UNHCR is mandated by the United Nations to lead and coordinate international action for the worldwide protection of refugees and the resolution of refugee problems. UNHCR is an impartial organization, offering protection and assistance to refugees and others on the basis of their needs and irrespective of their race, religion, political opinion or gender. In all of its activities, UNHCR pays particular attention to the needs of children and seeks to promote the equal rights of women and girls. In its efforts to protect refugees and to promote solutions to their problems, UNHCR works in partnership with governments, regional organizations, international and non-governmental organizations.

1.2 Statement of Purpose & Objectives

In order to ensure the outstanding quality of security of the UNHCR Sub-Office Hong Kong, UNHCR is seeking to enter into a service agreement for an initial period of twelve (12) months and will be extended at the sole discretion of UNHCR for additional twelve (12) months, upon satisfactory evaluation of performance, for the office security in Hong Kong SAR of China.

The agreement will be signed with the successful bidder for an initial period of twelve (12) months tentatively planned to start on 1 January 2019 until 31 December 2019, potentially extendable for a further period of twelve (12) months from 1 January 2020 to 31 December 2020.

2 Requirements

2.1 Core requirement

The Contractor will need to deliver the following services:

- Provide office security service to UNHCR Sub-Office Hong Kong;
- Provide office security services from 08:00 to 20:00 every Monday to Friday (except 10 UN Holidays, which will be provided when signing agreement);
- Provide one (1) uniformed Gurkha Security Officer with relevant expertise (hereinafter referred to Section 2.2);
- The assignment of the Gurkha Security Officer shall be fixed;
- Perform efficient security check when visitors arrive at UNHCR Office;
- Perform regular patrol within the UNHCR Office;
- Ensure all the exits of UNHCR Office are locked properly before and after office hour;
- When Typhoon signal No. 8 or above, or Black Rainstorm signal is effective, the assigned Gurkha Security Officer is required to standby at home and wait for UNHCR focal point's further instruction, and the Gurkha Security Officer is required to resume duty within two (2) hours when the warning is cancelled before 12:45 noon;
- Design and perform the customized methodology and systems for delivering stable and qualified office security service;
- Design and perform the customized methodology and systems for handling emergencies;
- Provide a focal point for handling 7/24 emergencies;
- Contractor will be required to mobilize qualified Gurkha Security Officer when the assigned Gurkha Security Officer takes leave in order to ensure the office security services to be delivered remains high quality;
- Identify Operation Manager(s) to serve as a focal point to supervise the delivery of office security services;
- Contractor will be required to provide personnel information of assigned Gurkha Security Officer(s); and
- Provide regular reports.

2.2 Other services, required for the performance of the key requirements

Contractor is expected to provide the above services based on the following standards:

Hong Kong Rules and Regulations

- Contractor is required to fulfill the Security and Guarding Services Ordinance and other related regulations of Hong Kong SAR;

- Gurkha Security Officer(s) to be assigned shall hold a valid Security Personnel Permits; and
- Contractor shall provide the above certificates upon requested.

Recruitment of Gurkha Security Officer(s)

- Hold a valid Security Personnel Permits issued by qualified organisation;
- Proven experiences in providing office security services in Hong Kong SAR;
- With relevant experiences in providing office security services to UN agencies, NGOs or other international organizations is preferred;
- Detail-minded;
- Physically well; and
- Fluent in English.

Recruitment of Operational Manager(s)

- Proven experiences in providing office security services in Hong Kong;
- Proven management experiences in providing office security services in Hong Kong; and
- Proven experiences in handling emergencies.

2.3 Customer Responsibilities

UNHCR is responsible for providing the following:

- Access keys and cards to assigned Gurkha Security Officer(s) for entering the premises of UNHCR Hong Kong;
- Visitors information to Gurkha Security Officer(s) for daily operation;
- Information and assistance reasonably necessary to enable office security services to be provided including but not limited to:
 - Education and training as reasonably required by the Contractor; and
 - Materials for Contractor to develop customized security methodology and system.

3 Content of the Technical Offer

Your Technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- ❖ No pricing information or fees can be included into the technical proposal. Failure to comply with this requirement will result in disqualification.

3.1 Company Qualifications

A description of your company with evidence of your company's capacity to perform the services required, including:

- Year founded;
- Company profile, registration certificate and last audit reports;
- If a multi-location company, specify headquarters location, as well as location(s) and registration date(s) of your local office(s) in Hong Kong SAR that will be involved in the project work;
- Number of similar and successfully completed projects;
- Number of similar projects currently underway;
- Any relevant experience working with UNHCR, other UN Agencies and NGOs should be included;
- Total number of existing clients, please provide a list;
- Three (3) or more letters of reference or client testimonials, and/or three (3) references with contact details (including phone number and email address) that we will contact from your current list; If submitting a partnership proposal, please provide references for each firm that is participating in the proposal bid; and
- Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

3.2 Proposed Services

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

- A description of your organization's capacity to provide the services;
- A description of your organization's experience in these services;
- A description of methodology and systems to be used in delivering stable and qualified services;
- A description of current systems in place for handling emergencies;
- A description of systems to be used in providing regular reports; and
- Any other services offered that bring value to office security services.

3.3 Personnel Qualifications

Please indicate the composition of the team (project managers, operational manager, security officers, subcontractors, consultants) you propose to provide for the project. In particular:

- The composition of the team you propose to provide;
- Describe the qualification and experience of the security officer(s) to be assigned for providing on-site office security services;
- Describe the qualification and experience of the management team for supervising the services to be delivered in a satisfactory degree;
- Describe their experience and expertise in working with UN/international organisations/non-profit organisations; and
- Indicate availability of resources.

3.4 Vendor Registration Form

Please complete, sign, and submit with your Technical Proposal the Vendor Registration Form (Annex C) along with your company certificate of business registration.

3.5 Applicable General Conditions

Please indicate your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services by signing this document (Annex D) and including it in your submitted Technical Proposal.

3.6 Special Data Protection Conditions

Please indicate your acknowledgement of the UNHCR Special Data Protection Conditions by signing this document (Annex E) and including it in your submitted Technical Proposal.

4 Evaluation

4.1 Technical Evaluation

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

❖ Company Qualifications (20%)	<ul style="list-style-type: none"> • General liability/capacity of the company (5%) • Overall relevant experience/time in different businesses including private-sectors, NGOs or/and other international organizations (15%)
❖ Proposed Services (40%)	<ul style="list-style-type: none"> • Comprehensiveness of proposal (5%) • Strategy of providing stable and qualified services based on the requirements listed (15%) • Current systems in place for handling emergencies (10%) • Systems to be used in regular reports (5%) • Quality, creativity and technology of providing advanced office security services (5%)
❖ Project staff (10%)	<ul style="list-style-type: none"> • Qualification and experience of core people who will work on project (including experience with similar projects, and UN/international/non-profit organizations)
Total:	70%

The minimum technical threshold is 42 points out of 70. Offers not reaching the minimum technical thresholds will be deemed technically non-compliant and will not proceed to the financial evaluation.

A conference will be held on 30 October 2018 at 11:00 hrs Hong Kong Time in the office of UNHCR Hong Kong (Address: Room 911, Yau Ma Tei Carpark Building, 250 Shanghai Street, Kowloon, Hong Kong) to familiarize interested parties with the requirements. Representatives of interested parties are encouraged to attend and requested to confirm their presence. It is of utmost importance that **no financial information is disclosed** at this point of the process by either parties.

4.2 Financial Evaluation

Your financial proposal is to be submitted on Annex B. Only this form can be used to providing pricing, fees etc. Please fill in the form as per instructions:

- Cost proposal is to be conformed on sheet Financial Offer;
- The total cost of the two (2) years services fees included:
 - Fixed amount of monthly rate X 12 months for 2019;
 - Fixed amount of monthly rate X 12 months for 2020; and
- Cost of overtime service shall be provided with detailed calculation formula but excluded from the total amount.
- ❖ Referring to the Financial Offer form (Annex B), please put zero (0) if not applicable.

The Financial Offer will use the following percentage distribution: **30%** from the total score.

Financial proposals will be evaluated on the basis of the total amount for the twelve (12) months services, excluding the overtime service cost.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., [total Price Component] x [HKD lowest] / [HKD other] = points for other supplier's Price Component.

5 Key Performance Indicators

5.1 Performance Evaluation

UNHCR expects to monitor the performance of the selected Contractor on a regular basis

- Services to be provided will be monitored by the Admin. team of UNHCR Hong Kong;
- Contractor is required to fulfill the related requirements listed in Section 2;
- Regular and detailed reports provided by selected Contractor.