



**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

**UNHCR**

Representation in Ethiopia  
P. O. Box 1076

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Email: ethad@unhcr.org

Notre/Our code:

## **INVITATION TO BID NO. ITB/AA/002/2013**

### **TO: ALL ELIGIBLE SECURITY GUARDENING AND CLEANING COMPANIES/FIRMS**

1. The United Nations High Commissioner for Refugees Representation Office in Ethiopia invites sealed bids from eligible bidders with past performance for the under mentioned services:  
  
*(a) SECURITY GUARDENING SERVICE*  
*(b) CLEANING AND GARDENING SERVICE*
2. Please collect the tendering documents from the UNHCR BO Addis Ababa at Bole Road, near Saay Pastery<sup>12</sup> and UNHCR Sub Offices in Assosa, Jijiga, Shire, and Alamata during working hours beginning from 25 January 2013 on submission of a written application with a copy of a license valid for the current year.
3. For the Security Guardening Services, only the companies/firms duly authorised by the United Department Safety and Security Services (UNDSS) to provide security services will be considered.
4. Bids will be received in sealed envelop by the office of the UNHCR Representation Office in Ethiopia Addis Ababa, Assosa, Jijiga Shire and Alamata from 0900 to 1600 hrs by the closing deadline 7 February 2013.
5. All bids must be submitted in accordance with the instructions contained in the bid documents. The United Nations High Commissioner for Refugees Representation Office in Ethiopia has the right to reject any or all bids.

**UNHCR REPRESENTATION OFFICE IN ETHIOPIA**

**P.O. BOX 1076, Tel. +251 116 61 28 22,**

**Fax +251 116 61 16 66**

**Email: [ethad@unhcr.org](mailto:ethad@unhcr.org)**

**ADDIS ABABA**



**UNHCR**

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 21 /01/13

REQUEST FOR PROPOSAL: No. RFP/AA/02/13

FOR THE ESTABLISHMENT

OF A FRAME AGREEMENT FOR THE PROVISION OF

SECURITY GUARD SERVICE

CLOSING DATE AND TIME: 7 FEBRUARY 2013 at 05:00 PM

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### 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 6,600 people in more than 110 countries continues to help about 34 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>.

In this context, UNHCR operation in Ethiopia, in close collaboration with the Government of Ethiopia, works with the Somali, Sudanese refugees and other mixed nationalities.

### 1. REQUIREMENTS

In this context, the Office of the United Nations High Commissioner for Refugees (UNHCR), Representation Office in Ethiopia, invites qualified service providers to make a firm offer for the establishment of Frame Agreement(s) for the provision of Security Guard service (referred to hereinafter as services).

**IMPORTANT:**

Terms of Reference (TOR) are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with initial duration of 1 (one) years, potentially extendable for a further period of 1 (one) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

**IMPORTANT:**

When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days (3 months) notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 18** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of

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 D).

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 Invitation to Bid:

Annex A: Terms of Reference (TOR)  
Annex B: Financial Form  
Annex C: Vendor Registration Form  
Annex D: UNHCR General Conditions of Contracts for the Provision of Services – 2010

### **2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this RFP by return e-mail to [ndayisab@unhcr.org](mailto:ndayisab@unhcr.org) as to:

- Your confirmation of receipt of this invitation to bid
- 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:

- 1- Anicet Ndayisaba, Senior Supply Officer (e-mail ID: [ndayisab@unhcr.org](mailto:ndayisab@unhcr.org))
- 2- **deadline for receipt of questions is January 28, 2013 at 05:00PM.** 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.

UNHCR will compile the questions received. UNHCR will compile the questions received and plans to respond to questions shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

## 2.4 **YOUR OFFER**

Your offer shall be prepared in English.

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

**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 comprise the following two 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 (TOR) of the services requested by UNHCR can be found in **Annex A**. Your technical offer should 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:

company profile, registration certificate and last audit reports:

- Year founded; affiliations to associations & councils,
- If multi location company, specify headquarters location;
- Similar services provided to NGOs
- Total number of clients; reference to any humanitarian work undertaken,

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

- **Understanding of the requirements for services, 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 firm's capacity to provide the service ;
- A description of your firm's experience in these services.

The bidders have to show that they can provide the adequately skilled people to assume the responsibilities and perform the full range of tasks included in the TOR. No substitutions will be made without prior written consent from UNHCR. Please note that it is the responsibility of the service provider for the provision of the relevant visa and work permits for the proposed resources. The firm shall guarantee that the services will be uninterrupted for the duration of the contract. Absences due to an emergency situation need to be approved by UNHCR and a solution agreed so that the on-going project is not adversely affected.

- **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 C**).

- **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 D**.

#### **2.4.2 Content of the FINANCIAL OFFER**

Your separate **Financial offer** must contain an overall offer in US Dollars.

The bidder should take the following into consideration in submitting the financial offer:

- a) The contractual fee will be processed within 30 days upon receipt of the monthly invoice along with supporting documentation.
- b) Any other costs related to clearance of UNHCR shipment will be reimbursed based on actual costs incurred upon submission of receipts along with the monthly invoice.
- c) The bidder should provide the monthly service fee in the attached bidding form for the provision of services outlined in the TOR.

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

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.

#### **2.5 BID EVALUATION:**

##### **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:

- Potential capacity of the firm to deliver the scope of services required
- Staffing strength and relevant experience
- Track record and current clientele;

## 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: **50%** from the total score

	Points obtainable
1. Content	10
1. Company Profile / Qualifications	10
2. Staffing and experience	15
3. Current Clientele	15
<b>Total:</b>	<b>50</b>

Remark: The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The **Financial offer** will use the following percentage distribution: **50%** from the total score.

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 [US\$ lowest] \ [US\$ other] = points for other supplier's Price Component.

## 2.6 SUBMISSION OF BID:

**Bids must be submitted only in ENGLISH in an outer and two separately sealed inner envelopes as follows:**

- **First inner sealed envelope containing technical part of the offer** (The content of the technical offer to strictly comply with the documentation outlined under bullet point 2.4.1 above)
- **Second inner sealed envelope containing financial part of the offer** (The content of the Financial offer to strictly comply with the documentation outlined under bullet point 2.4.2 above)

The outer envelope containing the above two inner envelopes should be securely sealed, clearly marked and addressed as below:

Reference Number: **RFP/AA/02/13, FOR THE PROVISION OF SECURITY GUARDS SERVICE** in the top left hand corner of the envelopes.

Addressed to:

**The Secretary of the Local Committee of Contracts,**  
UNHCR Representation Office in Ethiopia  
P.O.Box 1076, Tel: 0116 61 28 22  
Addis Ababa, Ethiopia

Both inner and outer envelopes must also bear the Service Provider (Bidder's) company name and address.

**Depositing of bids:** The sealed envelopes to be deposited in to the tender box located in the UNHCR reception prior to the deadline. Tender receiving form kept in the reception to be filled by the Supplier's representative at the time of depositing the bids.

**Important:** Please note that sealed outer envelopes containing the bids, require to be less than A3 size and 7cm in thickness, in order to be able to deposit the bid in the tender box. Therefore all bidders are strictly advised to prepare their bids accordingly and to restrict the size of their sealed envelopes to the dimensions given above.

**All bids must be received latest by: February 7, 2013 at 05:00PM.**

**LATE SUBMISSION OF BIDS:** Bids received after the deadline for submission of bids and bids transmitted in any other manner than those indicated above will not be considered.

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

**IMPORTANT:**

- Any bid received after this date / time will be rejected.
- Bids that are addressed and/or copied or sent to other addresses or individuals will be marked invalid and will not be considered for evaluation.
- Hand-written or incomplete offers which do not comply with our invitation to bid may not be considered.
- The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.
- UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.
- Any bid received after this date or sent to another UNHCR address may be rejected.

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.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

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**

Payment will be made in accordance to the General Conditions for the Purchase of 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 SERVICES**

Please note that the General Conditions of Contracts (**Annex D**) 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.

Name: Anicet Ndayisaba, Senior Supply Officer  
Supply Chain unit,  
UNHCR Representation Office in Ethiopia



**TERMS OF REFERENCE FOR PRIVATE  
SECURITY GUARD COMPANIES**

The bidding company should seal along its quotation official documents, other evidences and explanations to certify its fulfillment of the following terms of reference:

1. Legal authorization from the Ethiopian government for its exercise as a professional security company/firm to enable it to sign contract with a UN agency. Since the role of the UNHCR security guard force will be complementary to that of the Ethiopian law enforcement agencies, your company's detailed plan of collaboration and coordination with the local security agencies in each location will be important. In addition, the company will perform security tasks in accordance with the UN security rules and guidelines provided by the organization. Such guidelines include Standard Operating Procedures and other directives from the office.
2. The security guards it employs should have the training that enables them to become security guards and should produce its training programs. Regular retraining of guards is to be carried out. Type of training provided to the security guards should be described. Such training will include , but not be limited to : basic guard duties, law and powers of arrest, bodyguard duties, use of personal security equipment, self defense, use of handcuffs, access control procedures, personnel identification, search procedures, communication (including radio communication), maintenance of various log books, fire fighting, etc.
3. Health insurance scheme for the guards and list of the security guards showing the age of every security guard and certificates of last grade attended. Guards should be at least 21 years old and maximum 45 years old when recruited. Guards should be physically and mentally fit to perform security tasks. A medical report should be submitted during recruitment and periodically every year.
4. The company/firm should have legally supported personnel practices of recruitment through termination. The company should employ sufficient staff members to relieve sick guards and those on leave/holiday.
5. The guards the company recruits should be able to communicate effectively in English.
6. The guards should have the issuance of proper guard uniforms, at least two uniforms/year. Uniforms damaged should be replaced as requested.
7. The company/firm should have an established procedure for disciplinary measures. Guards should be free from alcohol and illegal substance abuse. No guard shall report to work while under the influence of alcohol and illegal substances. Guards shall not engage in criminal activities at work place and outside work environment. Guards are required to submit a background check certificates from police which clears them of criminal history.

8. The companies/firms should have an authorization for provision of security services from the United Department Safety and Security Services (UNDSS).
9. The company/firm should have a proper organizational structure.
10. The Company/firm should have at least five years' work experience with a UN agency.
11. The company/firm should have similar years of work experience in the field out of Addis Ababa.
12. The Company/firm should be able to provide 24/7 guard service to UNHCR premises and property and should be able to bear responsibility through proper public liability insurance.
13. The company/firm should be able to pay at least 85% of what it gets as salary per guard per month.
14. The number of guards, not including the extra guard force to replace those who are on leave or are sick, in each of the UNHCR duty stations will be as follows:

S.N	Location	No. of Guards	Remarks
1	SO Assosa	<b>Office:</b> Men Security = 18+2 Supervisor Women Security = 2 <b>Guest House</b> Men Security = 7 Women Security = 1	
2	FO Sherkole	<b>Office:</b> Men Security = 9 Women Security = 1	
5	FO Bambasi	<b>Office:</b> Men Security = 10 Women Security = 2	
6	FO Tongu	<b>Office:</b> Men Security = 8 Gardner = 2	
8	SO Shire	<b>Office:</b> Supervisor = 1 Day-Night time Sguard = 13	

		Warehouse = 7	
9	FO Mia-Aini	<b>Office:</b> Supervisor = 1 Day-Night time = 7 Embamadri guest house = 9 Adi-Harush Office = 7	
10	FO Shemelba	<b>Office:</b> Supervisor = 1 Office and Guest House = 9	
11	FO Endabaguna	Screening/Registration Center = 2	
12	SO Jijiga	<b>Office:</b> Daytime = 3+1 Supervisor Night time = 4 <b>Residence:</b> Daytime = 2 Night time = 2	
13	FO Kebrebeyah	<b>Office:</b> Daytime = 2+ 1 supervisor Night time = 2 <b>Screening:</b> Daytime = 2 Night time = 2 <b>Satelite Office:</b> Day time = 2 Night time = 2	
14	FO Sheder	<b>Office:</b> Day time = 2 + 1 supervisor <b>Screening:</b> Day time = 2 Night time = 2 <b>Satelite Office:</b> Day time = 2 Night time = 2	
15	FO Awbere	<b>Office:</b> Daytime = 2 + 1 Supervisor Night time = 2 <b>Satelite Office</b> Day time = 2 Night time = 2	
16	FO Alamata	<b>Office/Guest House</b> Day and Night time = 13 + supervisor	

15. Security guards working during out of work hours in the duty stations out of Addis will be assigned the responsibility of handling radio communication. Therefore, they should be trained to work with emergency communications systems in their place of deployment.
16. The firm/company should produce a detailed description of guarding equipment it possesses and intends to deploy to its staff members. The company will be required to furnish and maintain the following:
  - i) Uniforms and weather –protective clothing, the colour of which will need to be agreed with UNHCR;
  - ii) Flashlights, batons and whistles;
  - iii) Radio communications equipment; and
  - iv) Vehicles equipped with radio communications equipment. The vehicles will be used for supervisory functions, mobile patrols or rapid response as required.
- 17 Description of telecommunication equipment the firm/company owns should be available.
- 18 No rotation of guards from one duty station to another will be permissible.
- 19 The company should employ Security Officers who will act as supervisors and liaison officers between the company and UNHCR in the Field Offices and in Addis Ababa. The Security Officers should be competent in report writing in the English language.
- 20 The guards will substitute the radio man or deal with radio communication after working hours, on weekends and holidays.

