



UNHCR

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

DATE: 24 October 2019

REQUEST FOR PROPOSAL: No. RFP 2019-53

FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF

SECURITY GUARD SERVICES FOR UNHCR OFFICES in Kyiv, Slovyansk, and
Sievierodonetsk UKRAINE

CLOSING DATE AND TIME: 15 November 2019 – 23:59 hrs EET

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees 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 seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 11,500 people in more than 128 countries continues to help about 68.5 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, manufacturers and service providers to make a firm offer for the establishment of a service contract for the provision of **security guard services for UNHCR Offices in Kyiv, Slovyansk, and Sievierodonetsk, Ukraine** (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 a further period of 1 (one) year. The successful bidder will be requested to maintain their quoted price model for the duration of agreement.

The estimated annual requirement of UNHCR is specified on **Annex A**.

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 service contract.

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 service 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
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision Services – 2010
- Annex F: Documentation procedures on tax reporting (for companies with VAT payer status)
- Annex G: UNHCR Code of Conduct
- Annex H: Confidentiality undertaking (for services to be signed by all staff assigned to the project)

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this Request for Proposals (RFP) by return e-mail to UNHCR-UKR-Procurement@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 Yurii Gusakov, Supply Associate, at gusakov@unhcr.org. **The deadline for receipt of questions is 23:59 hrs EET on 4 November 2019** . 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 by means of publication on its website or by email to all invited bidders.

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.

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 of the services requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the specifications 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:

- company profile
- registration certificate
- last audit reports
- Vat registration certificate/Single Tax payer certificate
- Year founded
- If multi location company, specify headquarters location
- Number of similar and successfully completed projects
- Number of similar projects currently underway
- Total number of clients

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

- **Understanding of the requirements for goods, 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 organization's capacity to provide the services;
- A description of your organization's experience in the supply of these services.
- Compliance to the requirements stated on the TOR.

- **Proposed personnel to carry out the assignment**

The composition of the team you propose to provide.

- Curriculum Vitae of core staff.

Documented evidence of the minimum take-home salary in amount of 10,000 UAH for Kyiv guards and 6,500 UAH for Slovainsk and Severdonetsk per month (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. During further cooperation with the successful bidder, the contractor should stand ready to provide salary report upon UNHCR request.

Quality control: Company's personnel recruitment including a criminal background check, staff physical fitness for the job, job training and performance management policies.

Implementation plan: Work plan to ensure successful management of the contract;

A description of handling of emergency situations.

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**.

Confidentiality undertaking your acknowledgement of the requirement of your staff to sign the UNHCR confidentiality undertaking shall be demonstrated by signing **Annex H**.

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 J**).

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

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, either in US Dollars, Euros or in Ukrainian Hryvnia or in the currency of your company's country.

In case your company is selected, payments will be made in local currency according to UN operational exchange rate at the date of order. 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 regards, **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 be not 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 project, 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** is divided into two sections. One containing essential criteria with a pass/fail rating and the other containing essential criteria with a score rating.

Criteria listed in the pass/fail section must be fully covered by the proposal, incomplete information or lack of supporting documents may lead to a rating of 'fail'. **All essential criteria require a Pass rating for the proposal to qualify.**

A	<u>Statutory documents</u> <ul style="list-style-type: none"> - Certified copy of the certificate of business registration in Ukraine with a foundation year min 3 years before the tender deadline. - Certified copy of the Licenses to provide security services and or proof of compliance with Regulatory and Industry standards, if any - VAT registration certificate/ Single TAX payer certificate 	Pass/Fail
B	<u>Company Financial Documentation</u> <ul style="list-style-type: none"> - Audited financial statements of the company of at least 1 year (recommended 3 years) including Auditor's opinion (unqualified). 	Pass/Fail
C	<u>Coverage</u> <ul style="list-style-type: none"> • Coverage of required geographical area, that is Kyiv, Sloviansk, Mariupol, Severdonetsk according to the work schedules of the Terms of Reference 	Pass/Fail

C1	<p><u>Experience</u></p> <ul style="list-style-type: none"> - Portfolio of the company including number of employees, year of establishment, key clients. <u>75</u> - Overall experience in providing security services and within the last three (3) years the names of 3 clients (contact person, telephone and email). UN reserves the right to contact each reference and request information on the Security guard company performance; <u>75</u> - Experience of working with international companies and UN/ Diplomatic Missions/ Embassies or similar institutions, if available; <u>20</u> 	
C2	<p><u>Staff Management</u></p> <p>Offer provided number of qualified employees with brief CVs for the key personnel which include Management, Chief of Security Guard, Security Guards and other persons who will be involved in the proposal (copies of Diplomas should be provided upon request), the staff experience should be:</p> <ul style="list-style-type: none"> • Management have minimum of 5 years of police, security or military experience • Supervisory staff have minimum of 3 years of police, security or military experience <p>Demonstration of management capabilities of personnel on the ground. <u>20</u></p> <p>Ability to provide documented evidence of minimum take-home salary as follows: <u>20</u> UAH 10,000/month for Kyiv guards UAH 6,500/month for Slovainsk, Severdonetsk and Mariupol</p> <p>Evidence of employment benefits package according to Ukraine legislation. <u>20</u></p>	
C3	<p><u>Compliance to the terms of reference</u></p> <p>The quality and comprehensiveness of the work plan will ensure successful management of the contract <u>80</u></p> <p>Comprehensiveness of recruitment procedures and thoroughness of background checks including convictions or subject to judicial proceedings, including military. <u>40</u></p> <p>The company's quality control and performance management policies <u>40</u></p> <p>Emergency response capability 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. <u>50</u></p> <p>- Duration and content of security-training program and security training policy and includes operation of security equipment including alarm systems, video surveillance, access control, perimeter intrusion alarms. <u>40</u></p>	

-Capacity to provide additional guards or replace guards at short notice.	<u>20</u>
-Evidence of company Code of Conduct	<u>20</u>
-Capacity to provide uniforms including raincoats, wintercoats, proper footwear.	<u>20</u>
-Acknowledgement to provide flashlights, batteries, whistles, batons and other miscellaneous security items as required;	<u>20</u>
-Direct Phone/Alarm Line with the main security center of the UPSS provider	<u>20</u>
TOTAL POINTS	<u>700</u>

The cut-off point for submissions to be considered technically-compliant will be a minimum of 420 points.

Note: the total score for the **Technical Proposal** will be calculated by the following formula:
 $[\text{points scored}] / [7] \times [0,7] = \text{the total score for the Technical Proposal.}$

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 the minimum of 420 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 1000.

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., $[\text{total Price Component}] \times [\text{US\$ lowest}] \setminus [\text{US\$ other}] = \text{points for other supplier's Price Component.}$

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: Monday 15 November 2019, 23:59 hrs CET.

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 15 November 2019 00:00 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 9424 or 9710 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 engendered by network problems, etc.

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **8 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 2019-53
- 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 2019-53 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 the currency of the winning offer(s). Payment will be made in accordance to 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.

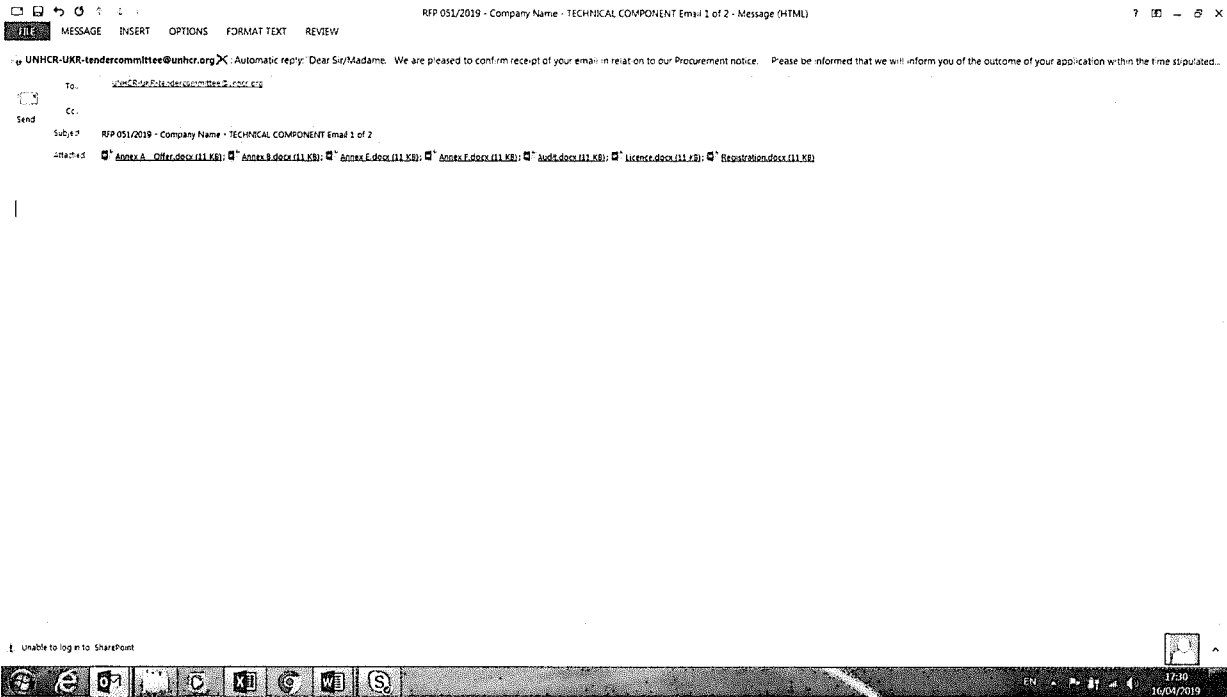
Signature
Claire McNaughton, Supply Officer
Supply Unit
UNHCR Representation in Ukraine, Kyiv



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 follows

Failure to do so may result in disqualification. The UNHCR mailbox can accommodate up to 10,000 emails at any given time. When sending multiple emails make sure your company name is in the subject line OF EACH EMAIL. The illustrations below are for your guidance.



FILE MESSAGE INSERT OPTIONS FORMAT TEXT REVIEW

UNHCR-Ukr-tendercommittee@unhcr.org X : Automatic reply: Dear Sir/Madame, We are pleased to confirm receipt of your email in relation to our Procurement notice. Please be informed that we will inform you of the outcome of your application within the time stipulated.

To: UNHCR-Ukr-tendercommittee@unhcr.org

Cc:

Subject: RFP 051/2019 - Company Name - FINANCIAL COMPONENT Email 2 of 2

Attachment: Annex_C_Financial_proposal_08062018.xlsx (115 KB)

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