

**DATE: 24 November 2019**

**Request for Proposal No. HCR/IRQ/BGD/2019/SUP/RFP/470**

**For the establishment of a Frame Agreement for provision of Armed Security Services by deploying Third Country National (TCN) Armed Guards to UNHCR Bartella Office in Mosul, Iraq for two years extendable for an additional year**

**Closing Date and Time: 21 December 2019 -23:59 hrs Iraq Time**

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**1. INTRODUCTION TO UNHCR**

- 1.1 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.
- 1.2 In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 15,000 people in more than 128 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>

**2. REQUIREMENTS**

- 2.1 The Office of the United Nations High Commissioner for Refugees (UNHCR) in Baghdad, Iraq, invites qualified **Armed Private Security Companies (APSCs)** duly registered with the Government of Iraq to make a firm offer for establishment of Frame Agreement for provision of armed security services by deploying Third Country National (TCN) armed guards, referred to hereinafter as services, to UNHCR Bartella Office in Mosul for a period of two (2) years with possibility of extension for an additional year.

**IMPORTANT:**

Requirements to be fulfilled by the Armed Private Security Companies (APSC) and Terms of Reference (TORs) are attached as Annex A and Annex B respectively with this tender document.

- 2.2 UNHCR may award Frame Agreement with an initial duration of two (2) years, with possibility of extension for an additional year, making it a total for three (3) years. The successful bidders will be required to maintain their quoted price model for the duration of the Frame Agreement.
- 2.3 As of November 2019, the estimated annual requirement is as per Annex C - Details of Third Country National (TCN) Armed Security Personnel Required. Please note that this number may change upward or downward depending upon the requirement.
- 2.4 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 services. Numbers may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.
- 2.5 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 Frame Agreement with other UN Agencies.

**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 (Annex-E) shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

- 2.6 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.
- 2.7 Sub-Contracting: No sub-contracting is accepted for this service.

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

**3. BIDDING INFORMATION:**

**3.1 RFP DOCUMENTS**

The following annexes form integral part of this Request for Proposal.

Annex A: Requirement for Armed Private Security Companies (APSC) to be fulfilled

Annex B: Terms of Reference (TOR)

Annex C: Details of Third Country National (TCN) Armed Security Personnel Required

Annex D: Financial Proposal Form

Annex E: UNHCR General Conditions of Contracts for the Provision of Services - July 2018 (11 Pages)

Annex E1: UNHCR General Conditions of Contracts for the Provision of Services Arabic Ver-(14 pages).

Annex F: UNHCR Suppliers Code of Conduct (4 pages)

Annex G: Draft Contract that would be signed between UNHCR and Selected Security Company

Annex H: Vendor Registration Form - (4 Pages)

Annex I: Third Country National (TCN) Security Personnel Profile – **Annex I must be filled for all the Security Personnel proposed to be assigned to this service and included in the technical proposal part.**

### 3.2 MANDATORY DOCUMENTS TO BE SUBMITTED WITH OFFER:

Your offer must include the following documents to be eligible for evaluation which will be evaluated using pass/fail criteria. Non-submission of any of the below may result in disqualification of your company.

- Company Registration Documents with the Government of Iraq to provide Third Country National (TCN) Armed Security Services
- Proof that company has been established and has been providing Armed Security Services for at least 5 years
- The APSC must have valid and current licenses to provide armed security services, carry and use firearms and ammunition in the Territorial State.

**Please note that in order to be eligible to participate in the competition; all the above documents should be included in your offer. Offers without any one of the above may be disqualified.**

### 3.3 ACKNOWLEDGMENT

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

- Your confirmation of receipt of this Request for Proposal
- 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.

### 3.4 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this RFP by Email to [IRQBASUP@unhcr.org](mailto:IRQBASUP@unhcr.org) by **7 December 2019 by 2359Hrs Iraq Local time**. The subject line in the email should be as; Request for Clarification HCR/IRQ/BGD/2019/SUP/RFP/470

Bidders are requested to keep all questions concise. UNHCR will reply to the questions received as soon as possible. UNHCR will publish the replies on respective UNGM page for this tender.

**IMPORTANT:**

Please note that Bids Submissions are not to be sent to the e-mail address above in para 3.3 or 3.4. The email address above is only for acknowledgement and requests for clarifications.

### 3.5 **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:**

Please send your bid directly to the address provided in the "Submission of Proposals" section in 3.8 of this RFP. Sending your bid to a different address will result in disqualification of the offer.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

**IMPORTANT:**

Submission of your offer to this RFP means your acceptance of the following:

- a) UNHCR General Conditions of Contracts for the Provision of Services (Annex E and E1).
- b) UNHCR payment terms which is within 30 days after satisfactory implementation of services and receipt of documents in order

#### 3.5.1 **Content of the TECHNICAL OFFER - 60% Weight**

**IMPORTANT:**

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

Requirements to be fulfilled by the Armed Private Security Company (APSC) and Terms of Reference (TORs) are attached as Annex A and Annex B respectively of this tender document. Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to the following information:

Submission of Documents for Technical Offer:

#### **a. Description of the company/Expertise of Organization's HQ Office:**

A description of your company with the following documents:

- company profile

- registration certificate with the Government of Iraq
- Copies of audited financial reports for the last 1 year
- Organizational chart and total number of employees;
- Details of similar & successfully completed projects (Please describe the project)
- Details of similar on-going projects
- List of clients
- Experience in dealing with vulnerable people, non-Iraqi people, if any
- Any quality certificates such as ISO
- Company valid and current licenses to provide Third Country National (TCN) armed security services
- Company valid and current licenses to provide armed security services, carry and use firearms and ammunition in the Territorial State.
- Any other information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

**b. Understanding of the requirements/ proposed work plan and approach:**

- Description of your organization's capacity to provide the service;
- Description of your firm's approach, methodology and timeline of how your firm would roll-out and implement the requested services;
- Description of existing Standard Operating procedures (SOP), Use of Force policy, Fire Arm management that developed by the company to help its staff in fulfilling their job and dealing with person of concern, especially in emergency situation;
- Detailed description of the trainings and the refresher to be conducted to newly recruited staff and existing staff in order to fully perform their duty in line with the attached TORs. Also describe the process to be adapted in case of any new requirement to be introduced.
- Does the bidder has adequate training capacity to provide training to newly recruited existing staff in order to fully perform their duty in line with the attached TORs? Expected training include but not limited to use of firearms, medical response, Use of Force, situational response i.e. crowds and demonstrations, incident response i.e. suicide borne attacks and armed assault, access control and screening techniques.
- Provide a clear Work Plan schedule from the day of the contract signature with exact mobilization time needed;
- Provide written commitment to provide uniforms and other working accessories including personal and posts weapons type and ammunition meeting minimum standards.
- Provide written documents stating the training the guards should undergo and pass before deployment and plans for refresher sessions
- Clear description of the benefits offered to guards; overtime structure, medical insurance coverage, enrollment with National Security System, annual leave policy, sick leave policy and official holidays with a clear explanation how the bidder will cover absences of guards on leave.

**c. Proposed personnel/Security Personnel:**

- Pre-employment check: The Service Provider shall provide a signed, stamped and dated certification with names of all armed security personnel to work in this project confirming that they have no criminal records of any kind in the past and are not subject to any ongoing judicial proceedings from any authorities or entities, local, national or international. The service provider may need to maintain individual record for each person which may be requested by UNHCR for validation as deemed necessary.

A two stage procedures will be used to evaluate your technical proposal against the following areas:

- (1) Expertise of Firm/Organization submitting Proposal
- (2) Proposed Work Plan and Approach
- (3) Proposed Third Country National (TCN) Armed Security Personnel

- d. **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 H**). If your company is already registered with UNHCR then please state your vendor identification number in your technical proposal documents.
- e. **Draft Contract:** A copy of model contract is attached as Annex-G to allow participating companies in advance to see what is UNHCR standard Contract Agreement template that will be signed with selected APSC to govern provision of armed security services. You do not need to send it back to UNHCR as part of your offer.

### 3.5.2 Content of the FINANCIAL OFFER – 40% Weight

- a. Your separate Financial Offer must contain an overall offer in **United States Dollar (USD)** as per the breakdown shown in Annex D.

The financial offer must cover all the services to be provided (price “all inclusive”). It must be submitted in the attached Financial Proposal Form (**Annex D**) clearly showing the take away salary the company will pay to their TCN armed security guards and company's profit. Participating companies must ensure that the salary to be paid to the Third Country National (TCN) armed guards/senior guards must be in line with Iraqi Labor law for such service for expatriates, which means it cannot be less than the minimum wage determined by the Government of Iraq for such category of personnel. Company must cover all related financial costs according to applicable labor laws including, social security, travel cost, medical insurance, life insurance etc. Transportation should be provided by the company for its guard's movements.

***b. Your mobilization time should be stated at the bottom of the Financial Proposal form.***

- c. Bids that have a different price structure may be disqualified.
- d. Price has to be given without VAT. VAT, if applicable, will be paid to the company by UNHCR which it re-claims with the Government. If the participating companies require any letter to confirm that the services rendered is for UNHCR with a view to getting exempted from taxes,

custom duties etc., and the company should provide such detailed list for UNHCR consideration and endorsement.

- e. 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 completion of delivery of goods or services and receipt of documents in order.
- f. 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.

### **3.6 BID EVALUATION:**

#### **3.6.1. Evaluation against Mandatory pre-qualification criteria:**

| <b>Mandatory Criteria</b>                                                                                                                             | <b>Yes or No</b> | <b>Remarks/Comments</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------|
| Company Registration Documents with the Government of Iraq to provide Armed Security Services by deploying Third Country National (TCN) armed guards. |                  |                         |
| Proof that company has been established and has been providing Armed Security Services for at least 5 years.                                          |                  |                         |
| The APSC must have valid licenses to provide armed security services, carry and use firearms and ammunition in the Territorial State.                 |                  |                         |

**3.6.2. All the above documents must be submitted to be eligible for further evaluation. If your company does not submit any of the above documents, your company may be disqualified.**

#### **3.6.3. 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: **60%** from the total score

#### **3.6.4. Technical Evaluation Scoring:**

| <b>Summary of Technical Proposal Evaluation Sections</b> |                                       | <b>Score Weight</b> | <b>Maximum Points Obtainable</b> |
|----------------------------------------------------------|---------------------------------------|---------------------|----------------------------------|
| <b>1.</b>                                                | Expertise of Organization's HQ Office | 30%                 | 300                              |

|    |                                 |     |      |
|----|---------------------------------|-----|------|
| 2. | Proposed Work Plan and Approach | 20% | 200  |
| 3. | Security Personnel              | 50% | 500  |
|    | Total                           |     | 1000 |

**Technical Evaluation Section 1: Expertise of Organization's HQ Office** *(Evidences/relevant documents must be provided for section 1.1 to 1.7).*

| Section                                                                                | Criteria                                                                                                                                                                                                                              | Maximum Points Obtainable |
|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| 1.1                                                                                    | Does the bidder have experience in Iraq in handling a contract of this size/ number of TCN armed security personnel provided; both in setup, on-going managing of internal staff issues, etc.?                                        | 40                        |
| 1.2                                                                                    | Does the bidder employ managers or supervisors who have experience working with/in the humanitarian organizations?                                                                                                                    | 40                        |
| 1.3                                                                                    | Does that the bidder provide all reasonable steps for its TCN armed guards vetting process to verify with the relevant national authorities in the country of current residence and the country of origin of any potential personnel. | 40                        |
| 1.4                                                                                    | Does the bidder have experience in Iraq with interfacing/ being managed by a large international organization such as the UN? and deploying its personnel to field operations?                                                        | 40                        |
| 1.5                                                                                    | Can the bidder deploy TCN armed security personnel as QRF (quick reaction Force) to the UNHCR premises and/or to any other locations within Ninewa Governorate at a short notice? Certificate required from the bidder.               | 40                        |
| 1.6                                                                                    | Does the bidder have a range of Standard Operating Procedures? E.g. Use of Force, respond to armed attack, fire arm management policy.                                                                                                | 60                        |
| 1.7                                                                                    | Does the bidder have an ISO certification?                                                                                                                                                                                            | 40                        |
| <b>Total for Technical Evaluation Section 1: Expertise of Organization's HQ Office</b> |                                                                                                                                                                                                                                       | <b>300</b>                |

**Technical Evaluation Section 2: Proposed Work Plan and Approach** *(Evidences/relevant documents must be provided for section 2.1 to 2.6).*

| Section | Criteria                                                                                                                             | Maximum Points Obtainable |
|---------|--------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| 2.1     | What general evidence is there that the bidder understands all the different aspects of the task and can implement the contract in a | 20                        |

|                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |            |
|----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
|                                                                                  | smooth manner?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |            |
| 2.2                                                                              | Does the bidder have adequate training capacity to provide training to newly recruited personnel before deployment for duties and has a program of refresher training Suitable training will include such fields as: firearms, medical response, Use of Force, situational response i.e. crowds and demonstrations, incident response i.e. suicide borne attacks and armed assault, access control and screening techniques. Provide written documents stating the trainings the armed guards should undergo and pass before deployment and plans for refresher sessions. | 70         |
| 2.3                                                                              | What specific evidence is there that the bidder can implement the contract in a smooth manner? E.g. do they have a database of staff that could be deployed to fulfil the terms of this contract, or would they have to start trying to recruit the required staff from scratch?                                                                                                                                                                                                                                                                                          | 20         |
| 2.4                                                                              | Is the timeframe for a complete initiation of the contract reasonably short (indicative timeline is maximum 6 weeks)?                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 30         |
| 2.5                                                                              | Confirmation from the bidder that in addition to the provision of "small arms weapons" the company must provide uniform (2 x pairs for summer and 2 x pairs for winter, baton, torch/search light, whistle, rain boots (one pair per year), rain coat etc.                                                                                                                                                                                                                                                                                                                | 30         |
| 2.6                                                                              | Has the bidder listed clearly staff benefits, e.g. clear salary and overtime structure, medical and life insurance, annual assessments/ performance incentives, etc.?                                                                                                                                                                                                                                                                                                                                                                                                     | 30         |
| <b>Total for Technical Evaluation Section 2: Proposed Work Plan and Approach</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>200</b> |

**Technical Evaluation Section 3: APSC and TCN Armed Security Personnel's Profile**  
*(Evidences/relevant documents must be provided for section 3.1 to 3.7 and Annex I must be filled for section 3.8 to 3.10)*

| Section | Criteria                                      | Explanation of how points will be awarded | Maximum points obtainable |
|---------|-----------------------------------------------|-------------------------------------------|---------------------------|
| 3.1     | Has the company worked for the United Nations |                                           | 20                        |
|         | Evidence provided                             | 20                                        |                           |
|         | Evidence not provided                         | 0                                         |                           |
|         |                                               |                                           |                           |
| 3.2     | Has the company worked for NGOs / INGOs       |                                           | 20                        |
|         | Evidence provided                             | 20                                        |                           |
|         | Evidence not provided                         | 0                                         |                           |
|         |                                               |                                           |                           |

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|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |    |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|----|
| 3.3 | Has the company worked with refugees                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |    | 20 |
|     | Evidence provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 20 |    |
|     | Evidence not provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 0  |    |
|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |    |
| 3.4 | Does the company have experience in crowd control, e.g. distributions, concerts, events                                                                                                                                                                                                                                                                                                                                                                                                                         |    | 20 |
|     | Evidence provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 20 |    |
|     | Evidence not provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 0  |    |
|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |    |
| 3.5 | Does the company management have law enforcement / military background                                                                                                                                                                                                                                                                                                                                                                                                                                          |    | 30 |
|     | Evidence provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 30 |    |
|     | Evidence not provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 0  |    |
|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |    |
| 3.6 | Pre-employment check: The Service Provider shall provide a signed, stamped and dated certification with names of all security personnel to work in this project confirming that they have no criminal records of any kind in the past and are not subject to any ongoing judicial proceedings from any authorities or entities, local, national or international. The service provider may need to maintain individual record for each person who may be requested by UNHCR for validation as deemed necessary. |    | 50 |
|     | Evidence provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 50 |    |
|     | Evidence not provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 0  |    |
|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    |    |
| 3.7 | Does the bidder have the relevant experience in providing armed security guards                                                                                                                                                                                                                                                                                                                                                                                                                                 |    | 80 |
|     | Evidence provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 80 |    |
|     | Evidence not provided                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 0  |    |
| 3.8 | Security Personnel's Type of Experience: Military, Police or Commercial Security Company                                                                                                                                                                                                                                                                                                                                                                                                                        |    | 90 |
|     | More than 80% security personnel have military or police or commercial security company experience                                                                                                                                                                                                                                                                                                                                                                                                              | 90 |    |
|     | 60 – 79% security personnel have military or police or commercial security company experience                                                                                                                                                                                                                                                                                                                                                                                                                   | 70 |    |
|     | 40 – 59% security personnel have military or police or commercial security company experience                                                                                                                                                                                                                                                                                                                                                                                                                   | 50 |    |

|                                                                     |                                                                                                                                                                                                           |            |            |
|---------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|
|                                                                     | Less than 40% security personnel have military or police or commercial security company experience                                                                                                        | 30         |            |
|                                                                     |                                                                                                                                                                                                           |            |            |
| 3.9                                                                 | Security Personnel's Length of Experience:                                                                                                                                                                |            | 90         |
|                                                                     | %age of security personnel have minimum 05 years' relevant experience                                                                                                                                     | %age x 0.9 |            |
|                                                                     | %age of security personnel have minimum 03 years' relevant experience                                                                                                                                     | %age x 0.7 |            |
|                                                                     | %age of security personnel have minimum 01 years' relevant experience                                                                                                                                     | %age x 0.5 |            |
|                                                                     | %age of security personnel have less than 01 year experience                                                                                                                                              | %age x 0.3 |            |
|                                                                     |                                                                                                                                                                                                           |            |            |
| 3.10                                                                | Good knowledge of English language for TCN armed senior guards who must be able to communicate, read and prepare routine and incident report and TCN armed guards must be able to communicate in English. |            | 80         |
|                                                                     | Evidence provided                                                                                                                                                                                         | 80         |            |
|                                                                     | Evidence not provided                                                                                                                                                                                     | 0          |            |
|                                                                     |                                                                                                                                                                                                           |            |            |
| <b>Total for Technical Evaluation Section 3: Security Personnel</b> |                                                                                                                                                                                                           |            | <b>500</b> |

### 3.6.5 Confidential Nature of Documents and Information.

3.6.5.1 The security contractor may not communicate at any time to any other person, Government or authority external to UNHCR, any information known to it by reason of its association with UNHCR which has not been made public except with the authorization of UNHCR; nor shall the contractor at any time use such information to private advantage. These obligations do not lapse upon termination of this Contract.

### 3.6.6 Financial Evaluation of Proposals

3.6.6.1 The financial proposal will only be evaluated if the technical proposal achieves a minimum of 50% of the total allocable points (i.e. 500 points out of 1000 points) and minimum of 20% of the allocable points for each Technical Evaluation Section as a result of technical evaluation. Proposals failing to obtain these minimum thresholds will not be eligible for further consideration.

3.6.6.2 The maximum number of points for the price component is 40% of the total obtainable points. The maximum number of points will be allocated to the lowest price proposal. All other price proposals will receive points in inverse proportion according to the following formula:

Points for the price component of a proposal being evaluated =  $([100] \times [\text{Lowest price}]) / [\text{Price of proposal being evaluated}] \times 40\%$  = the point to be taken for evaluation.

- 3.6.6.3 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.

### **3.6.7 Criteria for selection of the best Proposal**

- 3.6.7.1 Combined scoring method: The Technical Proposal will be weighted at 60% and the Financial Proposal will be weighted at 40%. Contract(s) will be awarded to the company obtained the combined highest from the technical and financial proposals.

- 3.6.7.2 The evaluation and selection committee will consider the technical merits in accordance with the scoring system, however, it will not select a Proposal for award on the basis of a superior technical proposal without consideration of price.

- 3.6.7.3 UNHCR reserves the right to award without clarifications and/or discussions.

If there are arithmetic mistakes in the offer of the technically acceptable bidder, UNHCR will rectify these mistakes on the following basis:

- a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; and
- b) If there is a discrepancy between the amounts in figures and in words, then the amounts in words will prevail.

- 3.6.7.4 If the correction(s) leads to a different total cost, the new total cost will be evaluated against other technically acceptable Proposals. UNHCR reserves the right to reject the proposal if the technically acceptable bidder does not accept the correction of mistakes in their offer by UNHCR.

- 3.6.7.5 UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative at <https://www.unglobalcompact.org>

### **3.7 SUPPLIER REGISTRATION:**

The qualified suppliers 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.
- Previous experience in carrying out similar services
- Experience of working with the United Nations and International NGO(s)

This will be followed later by performance evaluation as a supplier such as:

- Periodic evaluation of the supplier's services,
- Ability to respond quickly to Agency's needs,
- Dependability of services.

### **3.8 SUBMISSION OF PROPOSALS:**

The Proposals 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 and sent in separate emails.**

**Bid must be sent by e-mail ONLY to:** [IRQBABIDS@UNHCR.ORG](mailto:IRQBABIDS@UNHCR.ORG). Upon submission of your bid, you will receive an auto reply with the message as below:

*"Thank you for contacting UNHCR.*

*This is to inform you that your e-mail for bidding has been received successfully and it will be reviewed by the committee.*

*Do not reply to this message"*

**IMPORTANT:**

The technical offer and financial offer are to be sent in separate emails. Failure to do so may result in disqualification.

**Deadline: 21 December 2019 - 23:59 hrs Iraq Time**

**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.

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 20 Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- Bid HCR/IRQ/BGD/2019/SUP/RFP/470
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

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.

### **3.9 BID ACCEPTANCE:**

3.9.1 UNHCR reserves the right to accept the whole or part of your bid.

3.9.2 UNHCR may at its discretion increase or decrease the proposed number of TCN armed guards/senior guards 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.

3.9.3 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.

3.9.4 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. Any company proposing less than the minimum wage declared by government will be disqualified outright.

## **4 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 awarded offer. 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.

## **5 UNHCR General Conditions of Contracts for Provision of Services**

Please note that the **General Conditions of Contracts for Provision of Services** (Annex E or E1) will be strictly adhered to for the purpose of any contract as a result of this RFP. The Bidder must confirm the acceptance of these terms and conditions in writing.

**6 Zero Tolerance Policy:**

Please note that UNHCR strictly follows zero tolerance policy and as such, advises its suppliers not to offer any gifts, favor, hospitality and commission etc. to UNHCR staff. Any supplier found to be offering gifts, favor, hospitality and commission etc. to UNHCR staff will be placed on United Nations sanctioned list and UNHCR will not do business with them anymore.

Signature



Levon Hovsepyan  
Senior Supply Officer  
UNHCR Country Office, Baghdad



