

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

DATE: 02/09/2024

REQUEST FOR PROPOSAL: No. RFP/HCR/2024/1

FOR THE ESTABLISHMENT OF A CONTRACT

FOR THE

PROVISION OF UN SECURITY GUARD SERVICES IN ALBANIA

CLOSING DATE AND TIME: [23/09/2024] – 23:59 hrs CET

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 five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 20,000 people in more than 136 countries continues to help about 117.3million persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, 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 Office in Albania, invites qualified service providers to make a firm offer for the establishment of Contract for the Provision of Security Services for UN Agencies in Albania.

IMPORTANT:

The requirements are detailed in the Terms of Reference (ToR) (Annex I).

UNHCR may award Contract with initial duration of (3 (three] years, potentially extendable for a further period of 2 (two) years. The successful bidders will be requested to maintain their quoted price model for the duration of the Contract agreement.

Please note that the quantities for security personnel are included to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase the same quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by the issuance of the 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 Contract with other UN Agencies.

IMPORTANT:

When a Contract 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 IV) 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 Conditions of Contracts for Provision of Services (Annex IV). 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.

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:

| | |
|------------|---|
| Annex I: | Terms of Reference (ToRs) |
| Annex II: | Financial Offer Form |
| Annex III: | Vendor Registration Form |
| Annex IV: | UNHCR General Conditions of Contracts for the Provision of Services |
| Annex V: | UNHCR Code of Conduct |

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to albti@unhcr.org as to:

- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a bid
- The source where you have acquired this tender document (e.g. E-Mail, Chamber of Commerce, UN website, etc.)

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 Request for Proposal by e-mail to albti@unhcr.org. The deadline for receipt of queries is

14.00 Hours on September 16th, 2024. UNHCR will compile the queries received and may at its discretion, copy any reply to a particular question to all other invited bidders at once.

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 English.

Please submit your offer using the Annexes provided and clearly indicate your company name. 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 to the 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

Proposals offering only part of the requirements will be rejected. Your proposal, original and 2 copies, shall be sealed in an outer and two inner envelopes, as detailed below:

The outer envelope shall be sent to the address as follows:

RFP/ HCR/2024/1
UNHCR COUNTRY OFFICE IN ALBANIA
RR. SKENDERBEJ
UN HOUSE
2nd FLOOR
TIRANA, ALBANIA

Both inner envelopes shall indicate your firm's name and address.

- The first inner envelope shall be marked "Technical Component" and contain the full technical component of your offer.
- The second inner envelope shall be marked "Price Component" and include your signed and stamped financial offer.

Any proposal received after this date OR sent to another address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of proposals, by notifying all prospective companies in writing.

Submission Deadline: September 23rd, 2024, 23:59 hrs (CET)

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 (ToRs) of the services requested by UNHCR can be found in **Annex I**.

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 brief description of your firm/institution and outline of recent experience/projects of a similar nature should be described. You must also provide references. This letter is not to be construed in any way as an offer to contract with your firm. Please provide the following documents: company profile, registration certificate and last audit reports:

- Year founded.
- If multi location company, specify headquarters location.
- Number of contracts with UN agencies, diplomatic, and humanitarian entities over the past 10 years
- 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.

- **Understanding of the requirements for Services, including Assumptions**

Include any assumptions as well as comments on the requirements as indicated in the ToRs, or as you may otherwise believe to be necessary.

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

- A description of your organization's capacity to provide the services.
- A description of your organization's experience in the supply of these services.
- Compliance to the requirements stated on the ToRs.

- **Proposed Approach, Methodology, Timing and Outputs**

Any comments or suggestions on the ToRs, as well as your description of the manner/methodology in which your firm would respond to the ToRs should be well defined and in details. You should include the implementation schedules as well as expected outputs/results.

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

The proposed candidate(s), with their qualifications and experience should be provided. UNHCR may visit and meet with your personnel prior to making a final decision.

- Curriculum Vitae of core staff.
- **Vendor Registration Form:** You should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex III**).
- **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 IV**.

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 **ALL (Albanian Lek) only**. In addition, the price component must cover all the services to be provided and must specify any expenses related to the services. Incomplete offers would be disqualified.

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

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

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

You are requested to hold your offer valid for **6 (six) months** from the deadline of the 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. Furthermore, since a contract will be awarded in respect of the proposal which is considered most responsive to the needs of UN, due consideration being given to UN's general principles, including economy and efficiency, UNHCR does not bind itself in any way to select the firm offering the lowest price.

UNHCR will not 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 delivery of the services to the and/or 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:

- Certificate of registration
- Tax statement/ proof showing Country identification/ Tax registration number.
- Financial standing. (Bank statement issued in the last 2 months. You can blind statement figures/bank balance. Letters issued by the supplier with bank account details are not acceptable.
- Core business.
- Track record.
- Contract capacity.

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

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:

| <u>RFP Mandatory Criteria.</u> | |
|--|------------------|
| The bidder is registered as a Legal Entity or Private Entrepreneur in accordance with the Albanian legislation. It has valid job licenses and VAT registration certificate/Single TAXPAYER certificate (copies of the documents should be provided). | PASS/FAIL |
| Company's foundation date is min 3 years before the tender deadline | PASS/FAIL |
| Confirmation that company is able to provide services in all required geographical areas, according to the work schedules and the Terms of Reference. | PASS/FAIL |
| Confirmation that the base salary of security guards is equal or higher than 40,000.00 for security guards and (during further cooperation with the successful bidder, the contractor should stand ready to provide salary report upon UNHCR request). | PASS/FAIL |
| Completed Vendor Registration Form, Annex III | PASS/FAIL |
| Acknowledgment of UNHCR's general terms of contracts for the provision of goods and services, Annex IV | PASS/FAIL |
| Acknowledgment of UN Supplier Code of Conduct, Annex V | PASS/FAIL |

| Summary of Technical Proposal Evaluation Forms | Score Weight | Points Obtainable |
|---|-------------------------|-------------------|
| 1. Description of the Firm, its qualifications, and previous experience | 30% | 300 |
| 2. Understanding of the Requirements for Services, incl. Assumptions | 10% | 100 |
| 3. Proposed Approach, Methodology, Timing and Outputs (how they recruit and check the history of proposed security guard credentials) | 20% | 200 |
| 4. Proposed personnel to carry out the assignment. A) project management team B) security personnel experience (number of years of service), trainings etc. | 30% A):15% B):15% | 300 |
| 5. Responsiveness to incidents and quality assurance (how company responds to incidents, report, resolve and take responsibility. | 10% | 100 |
| Total: | 100% | 1,000 |

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

The cut-off point for submissions to be considered technically compliant will be **42% out of the 70%]**.

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.

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

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The maximum number of points will be allotted to the lowest price offered 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 [ALL lowest] \ [ALL other] = points for other supplier's Price Component.

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

2.6 SUBMISSION OF BID:

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

Bids should be submitted via Albanian Postal Services 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.

Or,

Hand-delivered contained in an outer envelope clearly indicating the project title, project number and address below:

RFP/HCR/2024/1
United Nations High Commissioner for Refugees
Attn: Bid Opening Committee
Ruga Skenderbej
UN House
2nd floor
Tirana, Albania

IMPORTANT:

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

Deadline: [23/09/2024], 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.

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 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 Contract.

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 Contract issued as a result of this RFP will be made in the local currency ALL (/Albanian Lek). Payment will be made in accordance to the General Conditions for the Provision of Services. 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 IV**) 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.

Yours sincerely



Toshitsuki Kawauchi
Representative
UNHCR Country Office in Tirana,
Albania

