



**UNHCR**

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

**DATE: 18/10/2023**

**REQUEST FOR PROPOSAL: No. RFP/HCR/ETHDA/2023/002**

**FOR THE ESTABLISHMENT OF A TWO - YEAR  
LOCAL FRAME AGREEMENT WITH EXTENSION POSSIBILITY OF ONE (1) ADITIONAL  
YEAR (2+1) FOR THE PROVISION OF SECURITY SERVICES TO UNHCR OFFICE IN  
MELKADIDA (COMPOUND AND PREMISES IN ITS AREA OF OPERATION)**

**CLOSING DATE AND TIME: 15/11/2023 – 23:59 hrs CET**

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## **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 six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 20,739 people in 138 countries continues to help over 108.4 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) Sub Office Melkadida invites qualified service providers to make a firm offer for the establishment of Local Frame Agreement for the provision of Security services (referred to hereinafter as services) at UNHCR premises.

### **IMPORTANT:**

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

UNHCR may award Frame Agreement(s) / Service Contract with initial duration of [2 (two)] years, [potentially extendable for a further period of 1 (one) year]. The successful bidders will be requested to maintain their quoted price model for the duration of agreement.

The estimated required number of security personnel at UNHCR premises is specified on Annex A & C.

Please note that figures are stated 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. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programs 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.



It is strongly recommended that this Request for Proposal and its annexes be adhered to rigorously. 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:

- 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 of Goods and Services – 2018
- Annex F: UN Supplier Code of Conduct
- Annex G: E-tender Supplier User Manual or through Tender Box at UNHCR premises (due to poor network in region)
- Annex H: United Nations Global Marketplace (UNGM) Registration Process

### **2.2 ACKNOWLEDGMENT**

We would appreciate if you inform us of the receipt of this RFP by return e-mail to [ETHMKSMS@unhcr.org](mailto:ETHMKSMS@unhcr.org) or signing the RFP collection sheet, as to:

- Your confirmation of receipt of this RFP
- Whether or not you will be submitting a bid

### **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 [ETHMKSMS@unhcr.org](mailto:ETHMKSMS@unhcr.org). The deadline for receipt of questions is 23:59hrs Addis Ababa Time, **on 8/11/2023**. 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 not to the e-mail address [ethmklcc@unhcr.org](mailto:ethmklcc@unhcr.org) or if not online to the tender box in UNHCR CO Addis Ababa or to the tender box in UNHCR Melkadida compound will result in disqualification of the offer.

UNHCR will compile the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once. Questions & Answers document may be prepared and shared via email with all the bidders participating in this tender.

### **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. 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 [ethmklcc@unhcr.org](mailto:ethmklcc@unhcr.org)** or if not online to the tender box in UNHCR CO Addis Ababa or into the tender box in UNHCR Melkadida compound; 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 separate 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.

**Your Technical Offer** should be submitted using the Technical Offer template as per Annex B and be concisely presented and structured in the following order to include the following information:

- **The company profile, qualifications, and experience**

A description of your company with the following documents:

- Registration documents, Taxpayer Identification (TIN) Certificates, Value Added (VAT) Certificate, Licenses and Documentation required to operate as a security Company in Somali region, Ethiopia.
- Certified financial statements of the company (Bank Statement for the last one (1) year with a minimum turnover balance of ETB 3,000,000), at the date of the statement.
- Company's experience in providing similar security services in the Somali region - Submission of POs, contracts, recommendation Letters.

- **The company's management and proposed core personnel qualifications required to carry out the assignment.**

A description through the following information:

- Provide Qualification and relevant work experience of core employees (Manager, Supervisors, and Receptionists).
- Confirm the Company's personnel recruitment procedures will include a criminal background check, staff physical fitness for the job, job training and performance management policies.

- **Understanding the requirements listed in Terms of Reference (ToRs), proposed approach, solutions, methodology and outputs. (The TORs of the services requested by UNHCR can be found in Annex A).**

- Detailed description of the way your company would implement the TOR.
- A description of your organization's capacity to provide the required services.
- Compliance with the requirements stated in the TOR.
- Implementation plan: Work plan for successful management of the contract in line with TOR sections (I to XXV and its appendixes)
- A description of the handling of emergencies; through effective communications with supervisors and local law enforcement, tightening security checks,



minimize/restrict visits to UNHCR compound as per instruction from Field Security Officer (FSO) and implement agreed emergency plans in case of emergency.

- Company's ability to provide additional guards or replace guards at short notice.

**Sub-contracting: N/A**

- **Vendor Registration Form:** If your company is not registered with UNHCR, you should complete, sign and submit the Vendor Registration Form (Annex D) with your technical proposal.
- **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 F.

**IMPORTANT:**

**Failure to send company legal documents, signed UNHCR General Conditions for Provision of Services & code of conduct, will result in the disqualification of your offer from further evaluation.**

A supplier visit may be required to complement the narrative of the evaluation.

**2.4.2 Content of the FINANCIAL OFFER**

Your separate Financial Offer must contain an overall offer in **a single currency ETB.**

The Financial Offer must cover all the services provided (Price all includes).

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

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

You are requested to hold your offer valid for [120] 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 negotiating a contract, including any related travel, is not reimbursable, nor can it be included as a direct cost of the assignment.

**2.5 BID EVALUATION:**

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.

For the award of this contract, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a **Technical and Financial basis**. The percentage assigned to each component is determined in advance.

**2.5.1 Technical Evaluation**

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

The criteria for the **Technical Proposal** are divided into two sections. One contains mandatory criteria with a pass/fail rating, and the other contains general criteria with a score rating. Criteria listed in the pass/fail section must be fully met by the proposal. Incomplete information or lack of supporting documentation may lead to a rating of 'fail'.

**All mandatory criteria require a 'PASS' rating for the proposal to be considered for the next evaluation stage and technically compliant.**

Criteria	Description	Pass/Fail
<b>Mandatory Criteria</b>	1. Copies of Updated/ Valid Company Documents: Registration Certificate, Taxpayer Identification(TIN) Certificates, Value Added (VAT) Certificate, Licenses and Documentation required to operate as a security Company in Ethiopia, specifically with permission to operate in the Somali Region.	Pass/Fail
	2. Formal acknowledgment to the UN Supplier's Code of Conduct. This should be submitted with signature and official stamp on every page.	Pass/Fail
	3. Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018	Pass/Fail

Failure to provide the above-mentioned documentation, might lead to disqualification.

General Criteria	Description & set Points	Maximum Points
<b>Company capacity and Qualifications</b>	Company qualifications and work experience in general with INGOs, UN Agencies and other reputed Local/ International Commercial entities: Submission of evidence that the vendor has conducted similar work with UN agencies, or INGO, with a better understanding context of operations and all government regulations during the implementation of the projects. <ol style="list-style-type: none"> <li>1. Below 3 contracts or POs with INGOs, or UN Agencies or reputed commercial entities: 0/5</li> <li>2. 3 to 5 contracts or POs with INGOs, or UN Agencies or reputed commercial entities: 3/5</li> <li>3. Above 5 contracts or POs with INGOs, or UN Agencies or reputed commercial entities: 5/5</li> </ol>	5
	Years of Work experience in provision of security services to clients including reference letters, Contracts. Track Records & Current Projects: Submission of evidence regarding executed similar projects, supported with copies of purchase orders/contracts or letter of references or Work Completion Certificates. <ol style="list-style-type: none"> <li>1. Below 3 years of experience: 0/10</li> <li>2. 3 to 5 years of experience: 6/10</li> <li>3. Above 5 years of experience: 10/10</li> </ol>	10
	Financial stability and project financing capacity. Bank statement for at least 1 year with a minimum balance of at least ETB 3,000,000, at the date of the statement: 5 pts or 0 pts if no evidence provided.	5
<b>Understanding of the requirements and context for the services, proposed approach, solutions, methodology and outputs</b>	Compliance with the requirements stated in the TOR. Provision of a signed copy of ToR: 5 pts or 0 pts if no signed TOR copy provided.	5
	Proposed approach to the required services. Table scheduling services, number of staff allocated per site and shifts arrangements: 5 pts or 0 pts if no evidence provided. <b>(Bidders are encouraged to visit the sites before submission of proposal).</b>	5
	<b>Relevant Security experience in the Somali region:</b> Proven work experience in the remote border areas of the Somali region, with effective cooperation with relevant authorities including RRS, Federal Police, ENDF, local & traditional authorities. Below 2 Years: 0 pts; 2 to 3 years: 4 pts; more than 3 years: 7 pts.	7

	<b>Physical presence in the Somali Region:</b> Have an existing office (provision of office address) or have a convincing plan to establish an office in the region (share evidence of the plan): 8 pts or 0 pts if no evidence provided.	8
<b>Proposed personnel and Qualifications required to carry out the assignment</b>	Provision of a List of core staff, their education background, roles, and responsibilities & years of experience. 1. Manager with minimum experience of 5 years (as Manager) with good writing, reading, speaking, and listening English and Somali communication skills or 3 years (as Manager) with a Diploma/Certificate (0 point if below 5 years and below 3 years (as Manager) with diploma, 10 points if from 5 years or 3 years' experience with a diploma (as Manager). Enclose CV. 2. Supervisor, Assistant Supervisor and Receptionists with minimum experience of 3 years (0 point if below 3, 5 points if from 3 years of experience). CV enclosed.	15
<b>The company Skills and Training</b>	Is the company certified or trained in security-related services, general protection/safety courses, first-aid, emergency response management, dealing with electronic equipment or any related training. 1. Less than 3 Certificates or Letters or Recommendations from Trainer: 0 pts; 2. 3 Certificates or Letters or Recommendations from Trainer: 3pt; 3. More than 3 Certificates or Letters or Recommendations from Trainer: 5 pts.	5
<b>Commitment by the company to provide the trainings to the personnel</b>	<b>Commitment by the company to provide the following trainings to the security guards:</b> Confirm to commit to provide below Trainings and propose a Plan within the first two years in case your company would sign the contract with UNHCR (example: During Quarter 2 of 2024: Training on Techniques to check under, inside and around vehicles), on: <ul style="list-style-type: none"> <li>• Technique for detecting and managing breaches;</li> <li>• Techniques to respond to security threats,</li> <li>• Highly specialized technique for detecting bombs and weapons</li> <li>• <b>Techniques to check under, inside and around vehicles coming at the gate.</b></li> <li>• Technique to handle metal detectors and Firefighting and First Aid</li> </ul> <b>Each Technique: 1 point</b>	5
<b>Total</b>		<b>70</b>

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 points out of the 70 points**.

**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.

**2.5.2 Financial Evaluation**

The Financial Offer will use the following percentage distribution: **30%** of 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 offer that is opened and compared among those invited firms. All other price offers will receive points in inverse



proportion to the lowest price, e.g., [total Price Component] x [ETB lowest] \ [ETB other] = points for other suppliers' Price Component.

For evaluation purposes only, the offers submitted in ETB will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

## 2.6 **SUBMISSION OF BID:**

The offer must bear your official letter head, clearly identifying your company's name and the RFP reference number: **RFP/HCR/DA/2023/002**. Online Bids must be submitted on the following **submission e-mail address [ethmklcc@unhcr.org](mailto:ethmklcc@unhcr.org)** or if not online to the **Tendering box in UNHCR CO Addis Ababa or into the Tender box in UNHCR Melkadida compound**, detailed as below:

- i) In PDF Format, with a subject title reading: **RFP/HCR/ETHDA/2023/002**
- ii) Attachment(s) including the completed, signed and stamped Technical Offer
- iii) Attachment(s) including the completed, signed and stamped Financial Offer Form

It is your responsibility to verify that all submissions have been received properly before the deadline and must clearly show name of your firm with the title of the attachment.

**Due to the poor network in the region, manual bidding arrangements are also accepted, dropping the tender documents into the Tender box at reception of UNHCR Melkadida Sub Office. Manual Bids should consist of one outer envelope containing two inner envelopes (one technical and one financial), clearly indicating the Tender Reference: RFP/HCR/ETHDA/2023/002.**

Guidance on how to access/register and use UNHCR e-Tendering platform is attached to this tender document as Annex G and H.

*Bids that are otherwise submitted, addressed and/or copied or sent to other addresses or individuals will be marked invalid and not considered for evaluation. Incomplete bids that do not comply with our Invitation to Bid-RFP/HCR/ETHDA/2023/002 will not be considered.*

**IMPORTANT:**

The Technical Offer and Financial Offer are to be sent in separate documents. Failure to do so may result in disqualification.

**Deadline: 15/11/2023 at 23:59hrs Addis Ababa Time.**

**IMPORTANT:**

Any bid received after this date or sent to another UNHCR address will 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 request for clarification e-mails have been received properly before the deadline. Please know 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 (in case of online submission)

Please indicate in e-mail subject field:

- Bid [Number]
- 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/HCR/ETHDA/2023/002** 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 because of this RFP will be made in the ETB local currency of the winning offer(s). Payment will be made in accordance with 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.

UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

## **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.

Yours sincerely



**Laurent Brice Nzakana**  
**Supply Officer**

**UNHCR Sub-Office, Melkadida, Ethiopia**