# **Annex II: Mandatory Technical Requirements**

# Mandatory Technical Requirements

| **#** | **Mandatory Requirement** | **Your response**  **(Yes/No)** | **Please explain in detail your response. Please quote the page or attachment in the Technical Proposal where information on compliance with each given criteria can be found.** |
| --- | --- | --- | --- |
|  | The appointed service provider shall ensure exterritoriality (diplomatic immunity) of all UNICEF materials and assets in their custody. |  |  |
|  | Do you have a climate-controlled media vault? |  |  |
|  | Do you guarantee there will be no “hostage fees” (i.e. fees for permanent removal)? |  |  |
|  | Do you comply with Federal Regulation 36 CFR K? New York Headquarters (NYHQ) only |  |  |
|  | Is the access to the whole of the facility authorized-only (i.e., all doors are locked, and access is monitored) |  |  |
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|  |  |  |  |

# Other Technical Requirements

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| --- | --- | --- | --- |
| **#** | **Requirement** | **Your response**  **(Yes/No)** | **Please explain in detail your response. Please quote the page or attachment in the Technical Proposal where information on compliance with each given criteria can be found.** |
|  | Do you provide confidential destruction services with destruction certificate? |  |  |
|  | Do you have electronic tracking system with client access, which supports reports? |  |  |
|  | Is your electronic tracking system based on barcodes? |  |  |
|  | Do you provide same day rush delivery? |  |  |
|  | Do you provide emergency retrieval (24/7)? |  |  |
|  | Do you provide “scan on demand” service? |  |  |
|  | Do you provide onsite review for clients? |  |  |
|  | Can you assign a designated customer service representative? |  |  |
|  | Are your employees bonded? |  |  |
|  | Do you have a screening process for new employees? |  |  |
|  | Are your employees required to sign a confidentiality agreement? |  |  |
|  | Do you have security procedures and ongoing training for employees? |  |  |
|  | Do you have a back-up power system? |  |  |
|  | Do you have a 24-hour CCTV monitoring? |  |  |
|  | Do you have an alarm system which is linked to a security provider and/or the police? |  |  |
|  | Is your loading/ unloading area secured? |  |  |
|  | Are your vehicles secured during the trip, and while at a delivery/pick-up site? |  |  |
|  | Are your vehicles equipped with appropriate two-way communications (i.e., drivers have cell-phones)? |  |  |
|  | Are your couriers company-staffed, not outsourced? |  |  |
|  | Is your facility located in New York, Metropolitan Area, or Valencia? |  |  |
|  | Is your facility built to all applicable building codes? |  |  |
|  | Do you have fire and smoke detection and suppression systems? |  |  |
|  | Do you have a No-smoking policy on the premises? |  |  |
|  | Are there no potentially hazardous businesses nearby? |  |  |