



# UNHCR

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

**DATE: 18 April,2024**

**REQUEST FOR PROPOSAL: No. RFP/CO/YEMSA/24/04**

**FOR THE ESTABLISHMENT OF FRAME AGREEMENTS FOR  
THE PROVISION OF SECURITY GUARD SERVICES IN ADEN**

**CLOSING DATE AND TIME: 17 May 2024 – 23:59 hrs. Yemen Local time**

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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 must lead and coordinate 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.

The agency has helped millions of people restart their lives in over five decades. Today, a staff of 6,600 people in more than 110 countries continues to help about 60 million persons. To help protect some of the world's most vulnerable people in many places and environments, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate, and operations, please see <http://www.unhcr.org>.

UNHCR, with its Branch Office in Sana'a and offices in Aden, Hudaydah, Sa'ada, and Ibb, has an international mandate to provide international protection and to seek solutions for persons of concern, including refugees and asylum seekers in Yemen. In addition, the Office assumes the lead responsibility for protection, emergency shelter, and camp coordination and management for internally displaced persons in Yemen. The work of the Office is of an entirely non-political character, and UNHCR engages in partnerships with non-profit organizations and entities that are committed to UNHCR's core values, including professionalism, integrity, and respect for diversity and its commitment to persons of concern.

### **1. REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR), Sub-Office Aden, invites qualified service providers to make a firm offer to establish **Frame Agreements for the Provision of Security Guard Services** (referred to hereinafter as "Services") to the UNHCR Sub-office Aden, as specified in the Terms of Reference (ToR).

#### **IMPORTANT:**

Annex A to this RFP tender document contains the terms of reference and scope of work for the provision of security guard services for UNHCR offices in South Yemen.
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**The following mandatory requirements should be met to submit a proposal:**

- Should be a core business.
- You should have a local structural office for your business in Aden.
- You should have a valid registration and work permit from the local authority in Aden.

UNHCR may award a Frame Agreement for 2 (two) years, with the possibility of extending an additional 1 (one) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement (s).

Other United Nations Agencies, Funds, and Programmes shall be entitled to the same prices and terms and conditions 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 30 days' written notice 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 the provision of Goods and Services shall not be deemed to be a "cause" for or otherwise to be 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 carefully note 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 an integral part of this Request for Proposal:

- Annex A: Terms of Reference (TORs)/SOW
- 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 Services – 2010.
- Annex F: UNHCR Code of Conduct
- Annex G: Staffing capacity.
- Annex H: Confidentiality Undertaken form.
- Annex I: Client Information and Contracts
- Annex J: Submission Checklist and Acknowledgements.
- Annex K: eTenderBox supplier User Manual English
- Annex K1: eTenderBox supplier User Manual Arabic

### **2.2 ACKNOWLEDGMENT**

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

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid
- Whether or not you will participate at the supplier conference

**IMPORTANT NOTE FOR TENDER SUBMISSION:**

Submission of both technical and financial offers should be submitted via E-tenderbox <http://etenderbox.unhcr.org>; please carefully read the E-tenderBox user manual attached as Annex-I & I1 for submission of your **technical and financial proposals – Offers** submitted in any other manner will be disqualified.

**2.3 REQUESTS FOR CLARIFICATION**

Bidders must submit any request for clarification regarding this ITB by sending an e-mail to [yemsasu@unhcr.org](mailto:yemsasu@unhcr.org). **The deadline for receipt of questions is 23:59 hrs. local time on 08/05/2024.**

**Within One day** after the deadline for receipt of questions, all questions asked by bidders and their answers will be sent to all those email IDs from where questions will be received as well, and these will be uploaded on the same UNGM link where the tender documents are made available.

**IMPORTANT: Please note that Bid Submissions should not be sent to the e-mail addresses above. Failure to comply with this provision may result in disqualification.**

Participation in the pre-tender conference shall be at the bidders' own expense. There will be no reimbursement from UNHCR.

**2.4 YOUR OFFER****IMPORTANT:**

Cancellation of Solicitation: UHCR reserves the right to cancel a Solicitation at any stage of the procurement process before final notice of contract award.

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers that do not conform to the requested formats may not be considered.

**IMPORTANT:**

Including copies of your offer and any correspondence sent directly to the attention of the responsible buyer or any UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly through the e-tendering box <http://etenderbox.unhcr.org>.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

**2.4.1 Content of the TECHNICAL OFFER****IMPORTANT:**

No pricing information should be included in the technical offer. Failure to comply may risk disqualification. The technical offer should contain all the information required.

**IMPORTANT:**

Condition of award of contract: The company must be a core-business service provider in the field of security guardservices.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A**. Clearly state and disclose any discrepancies with the specifications given.

Your technical offer should be 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**

#	ELIGIBILITY CRITERIA	Pass/Fail
1	Core business in the security field with valid Company registration certificates, valid workpermits, trading licenses and tax membership issued by relevant authorities	Fail/Pass
2	Proof of experience submitted with a minimum 5 contracts in the past five years	Fail/Pass
3	The Official permissions must be issued by local Authorities in Yemen (South/North)	Fail/Pass
4	The service provider's operational office must be based in Aden Governorate.	Fail/Pass
5	Company not on the United Nations Security Council Sanctions List	Fail/Pass

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

Vendor Registration Form: If your company is not already 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 Goods and Services:** Your technical offer should contain your acknowledgment of the UNHCR General Conditions for Provision of Goods and Services by signing (**Annex E**).

**However, submitting an offer is deemed as full acceptance of UNHCR's General Conditions for Provision of Goods and Services.**

#### 2.4.2 **Content of the FINANCIAL OFFER**

Your separate **Financial Offer** must contain an overall offer in **US Dollars**. The financial offer must cover all the services to be provided (price "all-inclusive").

The Financial Offer must be submitted according to the Financial Offer Form (Annex C). Bids with a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties, so the price must be paid **without VAT**.

Please keep your offer valid for **[180]** days from the submission deadline. 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.

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. Any activity undertaken or expenses incurred in preparation of a contract before an actual contract is signed shall be borne by the Bidder. Advance notice or information of award is not to be considered a contract.

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 the contractor's invoice and delivery of the goods 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 ongoing proposals will not be considered. The award of a previous contract with UNHCR will not be considered a preference or guarantee for the award of future solicitations on the same subject.

### 2.5.1 **Supplier Registration:**

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors, such as:

- financial standing.
- Core business.
- Track record.
- Contract capacity.

Failure to provide the abovementioned documentation might lead to disqualification.

### 2.5.2 **Technical and Financial Evaluation:**

For the award of this project, UNHCR has established evaluation criteria that 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 Proposals** will be evaluated using, inter alia, the following criteria and percentage distribution: **70%** of the total score. The technical evaluation consists of two (2) steps.

At first, compliance with the established mandatory **eligibility criteria** will be assessed as follows:

#	ELIGIBILITY CRITERIA	Pass/Fail
1	Core business in security field with valid Company registration certificates, valid work permit, trading license and tax membership issued by relevant authorities	Fail/Pass
2	Proof of experience submitted with minimum 5 contracts in the past 5 years	Fail/Pass
3	The Official permissions must be issued by local Authorities in Yemen (South/North)	Fail/Pass
4	The operational office of the service provider must be based in Aden Governorate	Fail/Pass
6	Company not on the United Nations Security Council Sanctions List	Fail/Pass

Section 1. Vendor's qualification, capacity, and experience		Points
1.1	The reputation of organization and staff credibility/reliability/industry standing The Supplier shall provide a brief description of the organization, including the year and country of incorporation, and types of activities undertaken	2
1.2	General Organizational Capability Supplier shall:	

	a) Outline General Organizational Capability which is likely to affect implementation (i.e., management structure, financial stability (including annual turnover for the last three years) and project financing capacity, size of the organization, the strength of project management support, e.g., project management controls, global networking, financial stability).	2	8
	b) Years of experience with the UN in carrying out the service of Security guards' activities and a proven record in delivering professional results	2	
	c) Explain any partnerships with local or other organizations relevant to the performance of the Terms of Reference. Special attention should be given to providing a clear picture of roles, responsibilities, reporting lines, and accountability. Letters of commitment from partners indicate whether some or all have worked together previously.	2	
	d) Work experience in Yemen i.e. [Governorates/cities] either with the UN and/or other international organizations.	2	
1.3	Relevance of specialized knowledge and experience on similar engagements done in the region/country Supplier shall:		13
	a) Provide information confirming the relevance of: - Specialized Knowledge - Experience on Similar Programme / Projects - Experience in Projects in the Region	3	
	b) Describe the experience of the organization performing similar services or works. Experience with other UN organizations/ major multilateral / or bilateral programmes is highly desirable.	5	
	c) Provide at least 3 references with the following information: - Client - Contract value - Period of performance (from/to) - Role in relation to undertaking the services - Reference Contact Details (Name, Phone, Email)	5	
1.4	Quality assurance procedures, risk and mitigation measures The Supplier shall describe the potential risks for the performance of the Terms of Reference that may impact achievement and timely completion of expected results as well as their quality. Describe measures that will be put in place to mitigate these risks and ensure quality assurance. Provide certificate (s) for accreditation of processes, policy e.g., ISO etc.		7
1.5	Organization Commitment to Sustainability Supplier shall inform whether: • Organization is a member of the UN Global Compact • Organization demonstrates a significant commitment to sustainability through some other means (for example internal company policy documents on renewable energies, disability inclusion or membership of trade institutions promoting such issues) • If applicable, submit Compliance Certificates, Accreditations, Markings/Labels, and other evidence of the Vendor's practices which contributes to the ecological sustainability and reduction of adverse environmental impact (e.g., use of non-toxic substances, recycled raw materials, energy-efficient equipment, reduced carbon emission, etc.), either in its business practices or in the goods it manufactures.		5
Total Points for Section 1			35
Section 2. Proposed methodology approach and implementation plan			Points
2.1	Analysis Approach, Methodology Supplier shall:		9
	a) Provide in sufficient detail a description of the organization's approach and methodology for meeting or exceeding the requirements of the Terms of	3	

	Reference;		
	b) Explain the organization's understanding of UN Agency needs for the goods/services/works and how the different service elements shall be organized, controlled, and delivered;	3	
	c) Describe the available performance monitoring and evaluation mechanisms and tools and how they shall be adopted and used for a specific requirement;	3	
2.2	Management - timeline, deliverables, and reporting a) The Supplier shall provide a detailed description of how the management for the requested services will be implemented to achieve the requirements of the Terms of Reference. The activities in the implementation plan should be properly sequenced, logical, and realistic.	2	4
	b) Providing the latest reports on medical insurance and social security insurance for the last three years.	2	
2.3	A sustainability-related approach to the service/work is required. Supplier shall: a) Provide a detailed description of the methodology for how the organization/firm will achieve the project's Terms of Reference, keeping in mind the appropriateness to local conditions, project environment and sustainability considerations.		2
Total Points for Section 2			15
Section 3. Management Structure and Key Personnel			Points
	Composition of the team The Supplier shall:		
3.1	a) Describe the availability of resources in terms of personnel and facilities required for the Terms of Reference including contract employment for the guards.	5	20
	b) Having an actual office in the main cities Sanaa-Aden-Taiz-Hodeida.	5	
	c) Provide an organigram illustrating the office location (city and country), reporting lines, together with a description of such organization of the team structure, should be submitted.	5	
	d) Experience in providing security training sessions.	5	
Total Points for Section 3			20
TOTAL POINTS			70

Only the Technical Proposals that have been assigned "PASS" for all the above-listed eligibility criteria will be considered for further evaluation.

During the second step of the technical evaluation, offers to pass the first phase (i.e., Eligibility Criteria) will be assessed against the following criteria, maximum and minimum scores against each criterion:

The cut-off points for submissions to be considered technically compliant will be 46 points out of 70 points attainable under the technical evaluation.

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

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

## **2.6 SUBMISSION OF BID:**

Submission of both technical and financial offers should be submitted via E-tenderbox <http://etenderbox.unhcr.org>. Please carefully read the e-TenderBox user manual attached as Annex-I & I1 for submission of your **technical and financial proposals – Offers** submitted in any other manner will be disqualified.

The deadline for Technical and financial proposal submission through the e-tender box will be on  
**17 May, 2024 – 23:59 hrs. Yemen Local time**

The proposals must bear your official letterhead, clearly identifying your company name.

Bids should be submitted by file and uploaded to e-TenderBox, the online bid registration tool of UNHCR. The e-TenderBox can be accessed via the following URL:

<http://etenderbox.unhcr.org>

To use e-TenderBox, registration on the website is required. This registration is exclusively for e-TenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that e-TenderBox account for managing its offers to UNHCR.

If the password is forgotten that account can no longer be used, and new registration is required. The e-TenderBox Registration Guide and Use Manual are available at the above URL and provided as annexes to this RFQ.

The Supplier can amend uploaded files while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. The Supplier is responsible for ensuring that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission has expired, the bid will be automatically closed, after which the uploaded files can be reviewed. Still, options for additional upload and deletion of previously uploaded files are not available anymore. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

**Deadline for submission: 17 May, 2024 – 23:59 hrs. Yemen Local 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 submitting bids by notifying all prospective bidders simultaneously.



**2.7 BID ACCEPTANCE**

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

UNHCR may, at its discretion, increase or decrease the proposed content when awarding the contract and would not expect a significant variation in the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder to finalize the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for submitting 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 and conforming to UNHCR's general principles, including economy, efficiency, and best value for money.

**2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of **USD (\$)** offer. Payment will be made in accordance with the General Conditions for the Purchase of Services and in the **USD currency** in which the PO is issued. Payments shall only be initiated after the UNHCR business owner confirms successful completion.

**2.9 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 in 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.

UNHCR may, at its discretion, extend the deadline for submitting 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 and conforming to UNHCR's general principles, including economy, efficiency, and best value for money.

**2.10 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES**

Please note that the General Conditions of Contracts (**Annex E**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

Signature  
PP/  
**Martha Stacey**  
**Supply Officer**  
**UNHCR-CO Sana'a**