



UNHCR

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

DATE: 19 NOVEMBER 2020

REQUEST FOR PROPOSAL: No. RFP/2020/068

**FOR THE ESTABLISHMENT
OF LONG-TERM AGREEMENT FOR THE PROVISION OF**

**UNARMED PRIVATE SECURITY SERVICES FOR THE UN AGENCIES (BASED IN
LEBANON)
FOR INITIAL PERIOD OF THREE YEARS AND RENEWABLE FOR ADDITIONAL TWO
ONE YEAR EACH EXTENSION**

CLOSING DATE AND TIME: 12 JANUARY 2021 – 23:59 HRS (LOCAL) OR EARLIER

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 six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,324 people in more than 135 countries continues to help about 79.5 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) on behalf of the Participating UN Agencies, in Lebanon, invites qualified and experienced security service providers who are registered with the Government of Lebanon to make a firm offer for the establishment of Long-Term Agreement(s) (LTAs) for the provision of unarmed private security services to the participating UN agencies based in Lebanon (referred to hereinafter as [services]).
- 2.2 Specifically, through this Request for Proposal (RFP), UNHCR and UNICEF agencies in Lebanon aim to establish Long-Term Agreement(s) for the provision of unarmed private security services, i.e. each agency would eventually establish its own LTA with the awarded bidder(s). Therefore, proposal documents in response to this RFP and/or the LTA/contract may be shared with other organization of the UN system.

IMPORTANT:

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

- 2.3 UNITED NATIONS may award LTA(s) with initial duration of three (3) years, potentially extendable for a further period of two (2) years one year at a time, making it a total of 5 years. If parties agree to extend the LTA, the contractor is expected to review its rates against the major competitors on the local market and should amend the rate downwards if

the contract rate is higher than the average market rate. The successful bidder(s) will be required to maintain their quoted price model for the duration of the LTA(s).

2.4 The estimated comprehensive monthly requirement is for UNHCR: 253 guards (31 in Beirut, 66 in Tripoli, 17 in Qobayat, 85 in Zahle, 54 in Tyre), for UNICEF 31 guards (25 in Beirut, 5 in Tripoli, 1 in Tyre) Security Personnel. Please note that this number may change upward or downward depending upon the requirement.

2.5 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 UN agencies 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 Long-Term Agreement(s).

2.6 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 Long-Term Agreement(s) with other UN Agencies.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 180 days (6 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 shall not be deemed to be a “cause” for or otherwise to be in itself a termination clause.

2.7 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.

2.8 Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex D).

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: Terms of Reference (TORs)
- Annex B: Financial Proposal Form
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services – *REV.: JULY 2018*
- Annex E: Security Personnel Profile
- Annex F: UN Supplier code of conduct

3.2 ACKNOWLEDGMENT

We would appreciate you informing us of the receipt of this RFP by return e-mail to (atat@unhcr.org) and (jamilk@unhcr.org) as to:

- Your confirmation of receipt of this request for proposal
- Whether or not you will be submitting a proposal

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

3.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to (atat@unhcr.org) and (jamilk@unhcr.org). **The deadline for receipt of questions is 23:59 hrs local on or before Wednesday 23rd of December 2020.** 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.

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.

3.4 SITE VIST:

Interested bidders are recommended to conduct an initial site visit to the UN locations and facilities. The purpose of the site visit is to permit interested bidders to:

- View locations and facilities as defined and observe existing conditions.
- Study required guard deployment at the facilities as outlined under the estimated comprehensive monthly requirement

The site visit should be coordinated and agreed, via email, with the agency focal point before the pre-bidding conference date, between the **20th and 27th of November 2020.**

For UNHCR: Mr. Roy Mouawad, email: mouawad@unhcr.org

For UNICEF: Mr. Mohamad Abi Haidar, email: mabihaidar@unicef.org

3.5 SUPPLIER PRE-BIDDING CONFERENCE

All suppliers that express interest to submit a proposal will be invited to participate on a service provider pre-bidding conference that will be held online **via WebEx** scheduled on **Tuesday 1st of December 2020, at 10:00 am.**

Advance notification of attendance including the names and contact details of firms' representative is required in order share the WebEx link. Notification should be addressed in writing to atat@unhcr.org and jamilk@unhcr.org no later than Sunday **29th of November 2020.**

3.6 YOUR OFFER

3.6.1 Your offer shall be prepared in English. Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be 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 will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 3.9 of this RFP.

3.6.2 The cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

3.6.3 Special Instructions:

This RFP and any responses thereto, shall be the property of UNHCR. In submitting a proposal, the bidder acknowledges that UNHCR reserves the right to:

- (a) Visit and inspect the bidder's premises

- (b) Contact any/all referees provided
- (c) Request additional supporting or supplementary information
- (d) Arrange interviews with the proposed project team/consultants
- (e) Reject any/all of the proposals submitted
- (f) Accept any proposals in whole or in part
- (g) Negotiate with the most favorable bidder
- (h) Award contracts to more than one (1) bidder, as the UN Agencies considers to be in its best interests

Your offer shall comprise the following two sets of documents (pdf files, soft copy):

- Technical offer
- Financial offer

For further instructions on submission of bids, please refer to point no. 3.9.

3.6.4 Content of the TECHNICAL OFFER – 70% Weight

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.

3.6.4.1 The following eight (8) eligibility criteria must be met by a bidder to qualify for further consideration. Pre-conditions are not ratable components of the technical offers.

- Proof that your company is registered and licensed by the Government of Lebanon (GoL) to provide security services in country
- Proof that, your company has at least 5 years of experience, in continuous business of providing security guarding services in Lebanon.
- Company profile
- Proof that your company has a welfare plan for its staff (*minimum acceptable requirement is annual leave and medical insurance*)
- Proof that your company is registered with the VAT in the Lebanese Ministry of Finance
- Written statement that your company accepts the deployment of guards to any place across the country of Lebanon under the contract
- Written statement that all full-time guards deployed under the contract must be registered in the National Social Security Funds (NSSF)
- Submit signed and stamped Terms of Reference (ToR). As such, the bidder acknowledges, accepts and warrants compliancy with all requirement stated in the ToR.

Please note that in order to be eligible to participate in the competition; documents should be included in your offer proving the above eight (8) pre-conditions are met. Offers without anyone (1) of the above may be disqualified.

3.6.4.2 The Terms of Reference (TORs) of the services requested by the UN agencies can be found in **Annex A**. Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

A. Description of the company and the company's qualifications

A description of your company with the following documents: company profile, registration certificate and 3 last audit reports:

- Year founded;
- If multi location company, specify headquarters location;
- Organizational chart and total number of employees;
- Number of similar and successfully completed projects (Please describe the project / beneficiary / value and period if any project with UN agencies or other NGO's kindly specify); please include the primary client contact.;
- Number of similar projects currently underway (Please describe the project / beneficiary / value and period if any project with UN agencies or other NGO's kindly specify), please include the primary client contact.;
- Total number of clients;
- Bidders staff experience in dealing with vulnerable people if any;
- Bidders staff experience in dealing with non-Lebanese citizens if any;
- Experience in deploying security staff on all Lebanese territories especially in Beirut, Tripoli, Qobayat, Zahle, Tyr, Arsal and Wadi Khaled;
- Copy of any quality certificates of ISO or other relevant standards;
- 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 for services, proposed approach, solutions, methodology and outputs

- Any comments or suggestions on the TORs, as well as your detailed description of the manner in which your company would respond to the TOR:
- A description of your organization's capacity to provide the service;
- A description of your organization's experience in these services;
- Provide a description of your firm's approach, methodology and timeline of how your firm would roll-out and implement the requested services outlined in the Terms of Reference (Annex A). Ranging from the selection of security guards (kindly specify if existing guards will be deployed or new guards will be interviewed and selected), to training of the assigned guards to deliver requested service as per the RFP and TOR, to monitoring ect;
- List and brief description of existing standard operation procedures (SOP) developed by the company to help its staff in fulfilling their job and dealing with person of concern in line with shared TOR, especially in emergency situation;
- Provide a clear work plan schedule from the day of the contract signature providing exact mobilization time needed;
- Bidder to provide written commitment to provide uniforms and other working accessories meeting minimum standards. Provide samples to ascertain commitment, if possible.
- Provide a clear description of the benefits offered to deployed guards (overtime structure, medical insurance coverage, enrollment with National Security System, annual leave policy, sick leave policy and official holidays with a clear description how the bidder will cover absences of guards on leave in addition to a clear description on the annual assessment, of performance.

C. Proposed personnel to carry out the assignment:

- The composition of the team you propose to provide
- Submit CV's for Contract Managers and Supervisors

D. Companies capacity to conduct training:

Provide a 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 TOR. Also describe the process to be adapted in case of any new requirement to be introduced.

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) Personnel
- (4) Companies capacity to conduct training

E. 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 attached with this RFP as **Annex C**.

F. UNHCR General Conditions for Provision of Services:

Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services, attached as **Annex D**, by signing and submitting as part of your technical offer.

3.6.5 Content of the FINANCIAL OFFER – 30% Weight

Your separate **Financial Offer** must contain an overall offer in US Dollars, as per the breakdown shown in **Annex B**.

The financial offer must cover all the services to be provided (price “all inclusive”). Your financial offer must be submitted in the attached Financial Offer Form (Annex B) clearly showing the takeaway salary the company will pay to security guards and company's profit. Participating companies must ensure that the salary to be paid to the guards is in line with the Government's policy and meets the minimum wages declared by the Government for such services, on top of any other element such as social security, life insurance, transportation allowance and any other.

The Financial Offer, Annex B, is structured in such a way to enable bidders offer their quote on year-basis. This should cover the annual salary increase to guards in consideration to inflation rate, annual living condition changes, etc.

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

Bids that have a different price structure may be disqualified.

Price has to be given without VAT. VAT, if applicable, will be paid to the company by respective UN agency which it claims for refund with the Government later.

You are requested to hold your offer valid for **90 days** from the deadline of submission. UN agencies will make its best effort to select a company within this period. UN agencies standard payment terms are within **30 days** after satisfactory completion of delivery of goods or services 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.

3.7 **BID EVALUATION:**

3.7.1 **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.

3.7.2 **Technical and Financial evaluation:**

For the award of this project, UNITED NATIONS 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 evaluation will be conducted on two phases:

3.7.2.1 **First stage (Eligibility): Pass / Fail**

Checking and verification of submitted tender documents by UNITED NATIONS Technical Evaluation Committee (TEC). UNITED NATIONS TEC will check the submitted eight (8) pre-condition tender documents and mark 'Pass' or 'Fail' against the conditions listed at point no. 3.6.4.1 Missing documents, if any, will be requested from the vendors. Vendors refusing to provide missing document, when requested within a deadline, will not be included for further evaluation. Others scoring 'Pass' to all requirements will qualify for further evaluation.

3.7.2.2 **Second stage (Technical): 70%**

Technical proposal will be evaluated using inter alia the following criteria and percentage distribution: **[70%]** from the total score. The minimum passing score is 40%.

3.7.2.2.1 **Technical Evaluation Scoring:**

Summary of Technical Proposal Evaluation Sections		Score Weight	Maximum Points Obtainable
1.	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

Section	Criteria	Maximum Points Obtainable
1.1	Does the bidder have experience in Lebanon in handling a	40

	contract of this size/ number of personnel provided; both in setup, on-going managing of internal staff issues, etc.?	
1.2	Has the company worked with large international organizations like the UN organizations / diplomatic missions? and deploying its personnel to field operations? Has the company manager and/or supervisors with already this experience?	85
1.3	Does the bidder have experience in Lebanon in providing personnel that need to deal gently but firmly with civilians, both Lebanese and non-Lebanese (e.g. people of concern to UN agencies), who are tired, anxious, and in some cases angry (occasionally suicidal), in some cases demonstrating in a threatening manner (occasionally attacking staff), etc.?	60
1.4	Does the bidder currently deploy security personnel to Beirut, Tripoli, Qubayat, Zahle, Tyre, Arsal and Wadi Khaled? and the areas of the North Bekaa, particularly Arsal (did it in the past and/ or ready to do it on short notice in the future).	45
1.5	Does the bidder have a range of Standard Operating Procedures? E.g. showing how to deal with emergency situations which involve people of concern to UN agencies.	30
1.6	Does the bidder have an appropriate ISO certification?	20
1.7	Company Profile (size, company structure, financial standing, general liability). • If multi location company, specify headquarters location; • Total number of clients; • UNHCR Vendor Registration Form: Please complete, sign and submit with your technical proposal the UNHCR Vendor Registration Form; Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.	20
Technical Evaluation Section 1: Expertise of Organization's HQ Office		300

Technical Evaluation Section 2: Proposed Work Plan and Approach

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 smooth manner?	45
2.2	Does the bidder have adequate capacity to provide training to newly recruited personnel before deployment for duties? What type of trainings newly recruited guards undertake? Is crowd management included? Do they provide refreshers? Is the training provided internally or by a sub-contractor?	25
2.3	Is the timeframe for a complete initiation of the contract reasonably short?	25
2.4	What is the quality of the uniforms and security equipment that will be provided to security personnel? Physical, actual examples of uniform and security equipment should be submitted as part of the bid.	60
2.5	Staff Benefits, e.g. clear salary and overtime structure, medical insurance, annual assessments/ performance	45

	incentives, etc.	
Total for Technical Evaluation Section 2: Proposed Work Plan and Approach		200

Technical Evaluation Section 3: Security Personnel

Section	Criteria	Explanation of How Points Will Be Awarded	Maximum Points Obtainable
	Type of Security Personnel's Experience		
3.1	Has worked for the United Nations		30
3.2	Has worked for NGOs / INGOs		30
3.3	Has worked with People of Concern		40
3.4	Has experience in crowd control, e.g. distributions, concerts, events...		40
3.5	Has law enforcement / military background		20
	Retired police / soldier	20	
	Military service	10	
3.6	Length of Security Personnel's Experience: working in commercial, civilian security company		100
	More than 3 years	Sum of points awarded above (from 3.1 to 3.5) x 0.625	
	More than 2 years	Sum of points awarded above (from 3.1 to 3.5) x 0.425	
	More than 1 year	Sum of points awarded above (from 3.1 to 3.5) x 0.225	
	More than 6 months	Sum of points awarded above (from 3.1 to 3.5) x 0.125	
3.7	Security Personnel's Academic Qualifications		60
	Degree	60	
	Post High School Diploma	40	
	Successfully Completed High School	20	
	Successfully Completed Lower School	10	
3.8	Security Personnel's English Language		60
	ILR3+	60	
	ILR2	40	
	ILR 1	20	
3.9	Security Personnel's Relevant Specific Training		60
	Already has 90%+ of the training required in the ToR, "Contractors Personnel/Training".	60	
	Already has more than 50% of the training required in the ToR, "Contractors Personnel/Training".	40	

	Has different training that is partially relevant	20	
3.10	Guard's Age		60
	20 to 35	60	
	36 to 45	40	
	46 to 55	20	
Total for Technical Evaluation Section 3: Security Personnel			500

3.7.2.2.2 Explanatory Notes for Technical Evaluation Section 3: that apply to all sections:

- a. The profile of all the personnel that are to be provided under this Contract should be described in Annex E, including guards, supervisors and contract managers.
- b. Supporting documentation to Annex E does not need to be included as part of the initial bid but must be available upon request.
- c. Except for language skills (which UN can assess directly), if the bidder is not able to produce evidence (if requested), they must not claim their security personnel have experience, qualifications, training, etc. If the bidder will not be able to provide evidence for any section if requested, then this section should be left blank, and no points will be awarded for that section.
- d. The individual score for each of the person will be calculated, then the average score for all the personnel will be calculated, and then the points for this Technical Evaluation Section 3 awarded according to average score for all the personnel.

3.7.2.2.3 Explanatory Notes for Technical Evaluation Section 3: Security Personnel that apply to the following specific sections:

- a. 3.1 to 3.5: The person must have been working for at least 6 months, either directly for, or under a subcontracting agreement for the organization.
- b. 3.6: The points for sections 3.1 to 3.5 will be added together and multiplied by the amount shown in section 3.6, e.g. if a guard has a UNITED NATIONS experience, worked for NGOs, worked with people of concern, has experience in crowd control and has worked as a police officer; and the guard has been working as a commercial civilian guard for 3.5-years, then 100 points for that guard will be awarded under section 3.6.
- c. 3.7: The bid must only state the person has a relevant degree or relevant post high school diploma if documentary evidence can be provided upon request; and the title of the qualification must be specified in the notes column in Annex E. This will only apply to supervisors and contract managers; for guards, these criteria will simply not be considered, and the average score for the supervisors and contract managers will be used to determine the points for this line item.
- d. 3.8: As defined in https://en.wikipedia.org/wiki/ILR_scale. This will only apply to supervisors and contact managers, for guards this criterion will simply not be considered, and the average score for the supervisors and contract managers will be used to determine the points for this line item.

- e. 3.9: The bid must only state the person has already 90%+ of the training required in the ToR, already has more than 50% of the training or has different training that is partially relevant. This criterion will be considered for all guards, supervisors and contract managers.
- f. 3.10: This will only apply to guards; for supervisors or contract managers this criterion will simply not be considered, and the average score for the guard will be used to determine the points for this line item.

3.7.2.2.4 Confidential Nature of Documents and Information:

- a. All maps, drawings, photographs plans, reports, recommendations, estimates, documents and all other data compiled by or received by the contractor under this Contract shall be the property of UNITED NATIONS, shall be treated as confidential and shall be delivered only to UNITED NATIONS authorized officials on completion of work under this Contract.
- b. 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 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.

3.7.2.2.5 UNITED NATIONS Verification of Information Provided:

- a. The bidder may promise to provide security personnel with any profile they choose, and the bid evaluation will assume the bidder's promise is completely accurate. However, after a bidder has been selected, UN will conduct one-on-one interviews with all of the security personnel during the allotted mobilization period, and if it is discovered that the Technical Evaluation Section 3 score is more than 5% lower for the actual personnel, than it was for the profile of the personnel promised, then the bid will be considered to be invalid and any contract based on it nullified.
- b. Security personnel turnover (prior to the commencement of the contract, or during any point of contract implementation) will only be permitted if it does not cause the overall score for this Technical Evaluation Section 3 to be lower than indicated in the bid. At any time after contract award, UN has the right to verify any or all the information provided by the bidder in Technical Evaluation Section 3, and if it is discovered that the Technical Evaluation Section 3 score is more than 5% lower for the actual personnel that were provided, than it was for the profile of the personnel promised in the bid, then UN has the right to immediately terminate the contract.

3.7.2.2.6 Due diligence:

UNITED NATIONS may conduct a due diligence/supplier verification exercise if the bidders are not known to UNITED NATIONS or have not already worked satisfactorily for UNITED NATIONS in the past if the bidders are found to be technically compliant by passing technical evaluation. Should the findings of the due diligence/supplier verification indicate non-suitability of bidders, the finding of the due diligence/supplier verification report will prevail.

The due diligence exercise, when needed, will take place following technical evaluation by the Technical Evaluation Committee (TEC) and before commencement of financial proposal evaluation.

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

Proposals passing the technical evaluation stage will qualify for further evaluation.

3.7.2.3 Third stage (Financial): 30%

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

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., [lowest price proposal] x [US\$ 100] / [US\$ other offer] = 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.

3.8 CONTRACT AWARD CRITERIA:

The supplier securing the highest combined score from technical and financial proposal will be awarded the contract.

3.9 SUBMISSION OF BID:

3.9.1 Bid Reference: RFP/2020/068

3.9.2 Deadline for submission: **12 January 2021, 23:59hrs** (LOCAL LEBANON TIME) OR EARLIER.

3.9.3 Offers must be submitted electronically to the email address: LEBBETENDERS@unhcr.org

- a. Format PDF files (preferred)
- b. Email size must not exceed 20 MB
- c. For big attachments over 20 MB, please split into multiple numbered emails (e.g. 1 of 3, 2 of 3 and 3 of 3).
- d. No document downloading links are accepted. All documents must be attached with the emails.
- e. If the supplier is uploading number of small files, please zip the files into a ZIP folder and upload the folder instead of each file individually.
- f. The subject line of the email must clearly state the tender reference number RFP 2020 068.
- g. The subject of the email must also include the company name and type of offer (i.e technical or financial)
- h. The Technical offers and financial offers must be submitted in separate emails.
- i. All files must be free of viruses and not corrupted.
- j. UNHCR reserves the right to accept or reject any offers that is not following the email submission instructions.
- k. No other person from UNHCR to be copied on the tender emails otherwise the supplier may be disqualified for this tender.
- l. For any technical issues with submission of emails, the suppliers must contact this email address: atat@unhcr.org

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.

- m. 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.

3.10 **BID ACCEPTANCE:**

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

United Nations may at its discretion increase or decrease the proposed number of 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.

United Nations 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 United Nations at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that United Nations 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 United Nations 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.

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

Any Purchase Order (PO) issued as a result of this RFP will be made in USD. Payment will be made in accordance to the General Conditions for the Purchase of Services. Payments shall only be initiated after confirmation of successful completion by United Nations business owner.

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

Please note that the General Conditions of Contracts (**Annex D**) 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.

3.13 **ZERO TOLERANCE POLICY**

Please note that UNHCR strictly follows zero tolerance policy and as such advises its suppliers not to offer any gift, favor, hospitality, etc. to its staff.

3.14 **THE UN GLOBAL COMPACT**

The UN Global Compact is a call to companies to align strategies and operations with universal principles on human rights, labor, environment and anti-corruption, and take actions that advance societal goals.

Muntasir Siddig
Senior Supply Officer
UNHCR Office in Beirut



RFP 2020 068

Annex A-Terms of Reference (ToR)

Provision of Unarmed Private Security Services for the UN Agencies in Lebanon

Project/ Assignment Title	Provision of Unarmed Private Security Services to UN Premises¹
Background:	The United Nations (UN) wishes to engage a reputable company operating in the field of security services (herein after referred to as “the Contractor”) to provide security services for UN premises in Lebanon.
Objectives:	<p>To provide Security Services to an International standard which are sufficient enough to provide effective protection to UN staff, premises and assets within the UN for a period of three years with possibility of extension for a two, one year each extension provided performance is satisfactory and based on the market situation.</p> <p>As an international organisation, the UN has its own security standards and has an obligation within the country SRM- Measures to ensure that effective security is provided to protect its staff and assets.</p> <p>UN Lebanon’s Security Officer will inform the Contractor of the required level of security at the selected location.</p>
Scope of Work:	<p>The Contractor must be licensed or recognized by the Lebanese Government as a well-established Security Company with experience in the area of physical security with focus on Security Guard services. Being a member of a recognized international security association would be an asset.</p> <p>All personnel to be provided by the Contractor for performance of work under this Statement of Work shall be fully qualified as Security Guards, in accordance with all relevant status within the UN in Lebanon. The Contractor shall also be required to provide a guards’ supervisor and/or additional security personnel on an as-and-when-required basis, following the receipt of authorised written request from the Security Officer or the UN designated representative, at the rates set out in the Contract.</p> <p>The estimated number of security guards per UN Agency and location will be agreed upon with each UN agency based on the agreed TOR and prices and must consider gender diversity (Male/Female).</p> <p>The Contractor shall provide security services and protection to the personnel and premises of the UN premises located all over Lebanon, in Beirut, Akkar, Baalbek-Hermel, Beqaa, Mount Lebanon, Nabatieh, North and South of Lebanon.</p> <p>During office hours, it may be necessary for guards to perform CCTV monitoring and visitor escort /screening functions, handling of refugees, visitors, contractors and staff, and emergency procedures, access control, personnel identification, documentation procedures for removal of materials from the premises and operation of x-ray scanning machines. In the absence of ‘scheduled’ visitors, refugees and in particular during weekend, guards should conduct counter ‘hostile surveillance and reconnaissance’ patrols of the UN premises environs and car park area while the other monitors the CCTV.</p> <p>The security guards shall patrol the UN premises regularly during and after opening hours.</p> <p>The guards shall be properly trained, and licensed. The contractor shall ensure compliance with</p>

¹ UNSMS SMOM, Chapter XI, Guidelines on the use of Unarmed Private Security Services.

the Lebanese labor law for all employee entitlements, including but not limited to registration of its staff in full salary in the National Social Security Fund (NSSF), respecting the entitlement of its staff for annual leave, sick leave, national holiday entitlements etc..

The guards shall be uniformed and wear appropriate identification badges.

It is for the Contract company to screen all potential employees. Therefore, the Contractor must undertake all reasonable steps to verify with relevant national authorities that the guards have not been convicted of any serious criminal offences, including by military tribunal or found by a national or international authority to have breached international criminal or humanitarian law in any jurisdiction. The guards must not be subject to any ongoing judicial proceedings, including military, in respect of such offences or violations.

The contract company should therefore perform a verification of the person's place of employment for the past five years including, where relevant, a background check with all military or law enforcement employers.

The names of the guards and copy of this verification shall be given to the UN well in advance of assignment/employment to perform services under this Contract in addition to their profile and copy of identity card.

For the performance of the security services herein, the guards may be given keys to the UN premises will write a property on loan form indicating that the keys have been handed over.

The Contractor shall communicate with its security guards on duty during the day and night shift by VHF Radios or any handheld communication device with sufficient range and quality and/or Cellular phones.

In the event of an emergency, the Contractor shall contact the UN immediately.

The Contractor shall be fully responsible for all work and services performed by its security guards, and shall for this purpose employ qualified, competent and well-trained guards to perform the services.

The Contractor shall take all reasonable measures to ensure their employees conform to the highest standards of moral and ethical conduct. The UN may, at any time, request in writing the withdrawal or replacement of any personnel of the Contractor assigned to perform work or services under the contract. The Contractor shall, at its own cost and expense, withdraw or replace such personnel forthwith. A request by the UN for withdrawal or replacement of the Contractor's personnel shall not be deemed a termination of this Contract.

The UN shall not be liable for any action, omission, negligence or misconduct of the Contractor's employees, agents, servants, or subContractors nor for any insurance coverage which may be necessary or desirable for the purpose of this contract, nor for any costs, expenses or claims associated with any illness, injury, death or disability of the Contractor's employees, agents, servants, or subContractors performing work or services in connection with this contract.

The Contractor shall provide and thereafter maintain all appropriate workers' compensation and other liability insurance to cover its employees, agents, servants, and subcontractors performing work or services in connection with the contract. Benefits under a workers' compensation policy should cover but not limited to Medical Expenses, Temporary Disablement Indemnity, Partial &/or Total permanent Disablement Indemnity and Death Indemnity.

The Contractor shall provide and thereafter maintain third party liability insurance in an adequate amount for personal injury or death, or loss of, or damage to, property arising from the acts or omissions of the Contractor, its agents, servants, employees or subContractors performing work or services in connection with this contract, including the operation of any vehicles or other equipment, or the use of firearms.

Fire Inspections.

The Contractor shall train its personnel to identify potentially unsafe conditions, such as fire or explosions and react to their occurrence. Upon detection of fire in any UN installation or vehicle, the Contractor shall ensure the premises residents are immediately alerted, the incident reported to the Security Officer and immediate action is taken to extinguish the fire.

The Contractor shall ensure that all its security personnel are fully trained in the use of “in-house” fire-fighting equipment and are aware of the actions necessary to minimise damage and expedite fire-fighting assistance, as required. The Security Officer or designated representative will notify the Contractor of all changes in the type of new fire-fighting equipment. The Contractor shall have thirty (30) days to train its personnel on the use of the new equipment.

The Contractor’s security personnel shall immediately report all unsafe conditions noted on their patrol routes. These will be recorded in the Daily Occurrence Book at the end of each shift or be dealt with immediately, if required.

Fire Drills.

While the UN shall include the Contractor in fire drills when scheduled, this does not preclude the Contractor from conducting its own fire drills to maintain the competency of its personnel. All the Contractor’s security personnel must have fire prevention and fire-fighting training before deployment. The Contractor shall also ensure that all its security personnel deployed to the contracted work site are familiar with the fire evacuation plan and execution thereof.

First Aid.

All the Contractor’s personnel should be aware of the use of first aid. the UN shall provide the First-Aid Kits available in all the UN floors.

Coverage.

The Contractor shall ensure that all posts are continually staffed throughout the duration of each shift.

Crime Scene Protection.

The Contractor is to immediately report to the Security Officer any evidence of theft, break-in, fire, vehicle accidents/incidents and any other occurrences affecting the UN personnel and/or property within and including the premises perimeter. The Contractor shall immediately mark and secure the scene of such occurrences in order to prevent unauthorised access.

Emergency Drills

The contractor shall conduct periodic drills and critiques of guard performance to assure an acceptable level of training by security personnel for responses to various emergencies such as intruders, mob violence, bomb threats, medical events, natural disasters and evacuations. These drills should be coordinated with the Security Officer to ensure minimum disruption to the organization’s operations.

The contractor shall ensure that all employees maintain the required state of readiness to respond to these drills and to actual emergencies.

The contractor shall conduct such drills at least each quarter or more frequently if directed by the organization. The contractor shall conduct some of these drills during hours of darkness.

The contractor shall provide all necessary training materials, classrooms, instructors, and training aids to support initial and recurring training of security personnel working under this contract.

The contractor shall document the nature, scope and results of all drills and provide such records to the Security Officer upon completion.

The contractor may provide post specific training for their personnel; as deemed appropriate. Post specific training provided by the organization shall not be separately invoiced.

	<p>The Contract Manager should visit each Sub Office and Field Office at least once a month. The visit should include a meeting with the Security Officer plus the Head of Office where appropriate. A mission de-brief report including concerns or requests, should be shared with the Security Officer and relevant Head of Office within 2 working days of the visit.</p>
Deliverables	<p>The Contractor shall deploy a well-trained, organised and properly equipped security force which will provide an effective service to the UN premises and assets.</p> <p>The Contractor should submit an SOP for their guards which will serve as a guide for any needed request and reaction for any security incident.</p> <p>Emergency Plans. The Contractor shall be familiar with the UN operational plans to meet emergencies, including, but not necessarily limited to, those caused by weather, earthquakes, riots, felonious intrusions and explosive incidents. The Security Officer will have such plans made available to the Contractor.</p> <p>Records and Reports. A summary of required reports is listed below. The Contractor may utilise formats or combine reports for efficiency in preparation, insofar as the basic information is provided within the specified timeframe. All administrative files, including details of security personnel on duty at any given time, complaints, incidents, investigations, post and radio logs, shift reports, work schedules, equipment inventories, lost and found property, etc., shall be maintained at the UN facility and will be the property of the U.N. in Lebanon.</p> <p>a.) Daily Occurrence Book; b.) Visitors' Log; c.) Staff Working After Hours Log. d.) Summary of relevant points arising from Contract Managers visit to Field Offices. e.) Annual training plan which should include dates of drills planned. f.) Results of background check, criminal records check, guard licence and drug screening results to be shared with Security Officer prior to employment. g.) A full copy of SOP's and ToR's in both English and Arabic to be kept in each location.</p>
Location	<p>1- UN premises located in the different country governorates Beirut, Akkar, Baalbek-Hermel, Beqaa, Mount Lebanon, Nabatieh, North and South of Lebanon.</p> <p>2- Potentially other locations to be determined in a later stage.</p>
Timing	<p>The services required, except where specified are:</p> <p>a. 24 hour guard services (7 days a week); b. 24 hour backup surge capacity; c. Each UN Agency will set its own maximum period of work in any given 24-hour period for the guards</p> <p>Guards will be deployed on an agreed shift system, this may be reviewed in consultation with the Contractor and the respective UN agency. This can be a 3 x 8 hour shift for guards and 2 x 12 hour shift for supervisors</p>
Reporting Requirements	<ul style="list-style-type: none"> Regular performance meeting will be held between the UN Security Officer and the Contractor or its senior representative. Written minutes of the meetings shall be prepared by the UN and forwarded to the Contractor. On monthly basis, for all deployed guards, the Contractor is obliged to submit to the UN agency, copy of the pay slip which includes details of all payments and deductions including overtime, NSSF, taxes, bonuses etc.
Other Requirements	<p>A. Contract Manager</p> <p>The contractor shall ensure that the contract manager employed and assigned to perform under the contract meets the following minimum criteria:</p> <ul style="list-style-type: none"> Shall be literate in English and Arabic to the extent of reading and understanding printed regulations, detailed written orders, training instructions and materials.

- Capable of understanding oral English and Arabic and able to communicate in the same language.
- Must be at least 20 years of age;
- Be physically able as per medical certification from recognized medical office to perform all general patrol duties, functions and activities;
- More than two year previous experience of being at least a guard supervisor

B. Guards/Supervisors

The Contractor shall ensure that all its personnel employed and assigned to perform under the contract meet or exceed the following minimum criteria.

- Must be at least 20 years of age;
- Be physically able as per medical certification from recognized medical office to Perform all general patrol duties, functions and activities;
- Be free from all communicable diseases;
- Be well proportioned, as to height and weight;
- Be in good general health, without physical defects or abnormalities which would interfere with the performance of duties;

The Contractor shall conduct pre-hire physical examinations including drug screening at its own cost and expense, to ensure compliance with the above-mentioned requirements.

Contract Manager(s), supervisors and guards (in key positions) shall be literate in English and Arabic to the extent of reading and understanding printed regulations, detailed written orders, training instructions and materials. Also, they must be capable of understanding oral English and Arabic and able to communicate in the same language.

No employee shall have been terminated from any previous employment other than honourable circumstances.

No employee shall have been convicted of a felony or misdemeanour.

All employees must possess the capacity to acquire a good working knowledge in all aspects of the position requirements of the contracted security force, i.e. post orders.

- Employee Conduct.

The Contractor shall ensure that its employees maintain satisfactory standards of competency, conduct, appearance and integrity. The Contractor shall take appropriate actions, as necessary, to ensure compliance with these standards. The CVs of all Managers appointed by the Contractor shall be made available to the U.N. designated representative.

Assignments shall be performed in accordance with prescribed guard orders to the best of each guard's ability and in accordance with safe work place policies and practices.

The contractor shall remove any of its employees from the organization's buildings or properties upon determination that such employees are found to be unfit for the performance of security duties. The organization reserves the right to direct the removal of any employee determined to be in non-compliance with the qualifications and standards set forth or for any other reason at the organization's sole, exclusive and non-negotiable discretion. A determination of unfitness may be made from incidents involving violations of General, Post, Supervisory and Special Orders and immediately identifiable types of misconduct or delinquency, without limiting the foregoing right of the organization to have any employee removed for any reason.

The contractor shall administer disciplinary action, up to and including removal, for those employees who commit the following offences, omissions or derelictions of duties. All disciplinary actions will be reported to the Organization . Guards should only be removed after receiving three written warnings. No deductions shall be made from salary for disciplinary actions. The following, but not limited to, may be considered as demonstrating unfit performance:

- Knowingly and/or willfully violating General, Post, Supervisory or Special Orders;

- Failing to demonstrate courtesy and good manners toward the organization's employees, visitors, guests, persons of concern or the general public. (Not displaying a respectful and helpful attitude in all endeavors will be cause for removal from a post. Continued complaints shall be cause for removal from the contract.);
- Unauthorized use of organization's property, including telephones, communications equipment, security equipment, radios, credit cards or vehicles. The contractor shall reimburse the organization for any loss, abuse or misuse of such property;
- Leaving disturbing papers on desks and opening desk drawers or cabinets for any reason other than a bona fide security reason;
- Falsifying, unlawfully concealing, removing, mutilating or destroying any official documents or records;
- Concealing material facts by willful omission from official documents or records;
- Disclosing the organization's proprietary information or making any unauthorized news or press releases regarding the organization's personnel or operations;
- Disclosing duty assignment(s), particularly manpower, security precautions or procedures, except to persons authorized to have such knowledge or as approved by the organization;
- Neglecting duties by sleeping while on duty, failing to devote full time and attention to assigned duties and unreasonably delaying or failing to carry out assigned tasks.
- Conducting personal affairs during duty hours and refusing to render assistance or cooperate in upholding the integrity of the organization's security program;
- Willfully violating the organization's security procedures or policies;
- Abandoning post prior to proper relief;
- Displaying disorderly or immoral conduct, e.g., using abusive or offensive language, quarreling, intimidating by words or actions, fighting or otherwise participating in disruptive activities;
- Gambling or unlawfully wagering or promoting gambling in any organization building or on the organization's property;
- Carrying a firearm, pepper spray or any other weapon on their person, without explicit approval of the organization while on the property, even though such carriage may be legal in the jurisdiction where assigned;
- Using the organization issued identification improperly;
- Knowingly giving false or misleading statements or concealing material facts in connection with reports or records relating to investigative proceedings;
- Knowingly making false statement(s) about other contract employees, the organization's employees or the general public;
- Involvement in any form of discrimination or sexual harassment of other contract employees, the organization's employees, visitors, persons of concern or members of the public while on UNSMS organization property;
- Failing or delaying (without justifiable cause) to carry out a proper order of a supervisor or other official having authority to give such orders;
- Eating, smoking or drinking while on post, or taking breaks in any location except those designated as authorized break areas;
- Using or selling intoxicants, illicit drugs or controlled substances while on duty or consuming alcoholic beverages eight hours prior to entering duty. An employee who has reason to believe that the person reporting as relief is intoxicated, under the influence of intoxicating drugs or of impaired effectiveness from having used intoxicating drugs, shall decline to be relieved and shall immediately notify the organization and the contractor. Accepting relief by an individual known or suspected to be under the influence of alcohol or drugs shall require the contractor to suspend and/or remove both employees from the contract;
- Vandalizing or intentionally damaging the the organization's property through direct action or negligence;
- Failure to cooperate with the organization or the contractor on an authorized investigation.
- Excessive absenteeism or tardiness; or
- Soliciting or collecting monetary contributions during work time.
- **Staffing Considerations.**

The Contractor shall deploy a well-trained, organised and properly equipped security force. The security force at each location of the contracted site shall have a viable communications system, supplied by the Contractor (as detailed above) which will ensure that individual guards can instantly report suspicious occurrences and/or summon assistance, as required.

Contractors Personnel.

- **Screening and Selection of private Security Companies and Personnel².** The private security company wishing to provide security services to an organization participating in the UNSMS shall confirm to that organization, in writing, that the mandatory screening process for its personnel, as outlined in the “Guidelines on the use of Unarmed Private Security Services (UPSS)” has been conducted and that only personnel who meet the mandatory requirements will be used to provide Unarmed Private Security Services (UPSS) to the UNSMS organization in question.
- **Personnel Individual Files.**

The Contractor shall maintain personnel files, which include the Police background check, results of drug screening tests on all of its personnel assigned to perform under the Contract. These files shall be maintained by the Contractor and are subject to inspection by the UN at any time.

- **Training**

The Contractor shall maintain initial certification training for newly hired personnel assigned to a UN facility or facilities.

At minimum this certification programme shall comply with any local laws required for security officer certification as well as the requirements specified in the contract.

Initial certification requirements may include, but are not limited to, the following:

“Basic Guard Duties; Local Law. The Use of Personal Equipment; General Orders and Specific Post Orders; Use of Force and Restraint of Disorderly Persons; Surveillance Techniques; First Aid.”

The Contractor shall provide initial training and orientation to all security personnel prior to their assignment to the organization’s building or property.

The Contractor’s personnel shall be sufficiently trained, both prior to any deployment and on an ongoing basis, to respect relevant national laws of the country, international humanitarian law and human rights law and to establish goals to facilitate uniformity and standardization of training requirements. Training could include general and task- and context-specific topics, preparing personnel for performance under a specific contract and in a specific environment.

The Contractor shall provide initial and periodic in-service training for security personnel to be agreed upon with the Organization. The content and duration of such training shall also be determined between the parties. The contractor will record and document all trainings. Security Officer shall be permitted to review all training records pertaining to this contract. The training period cannot be less than two days a year per employee. The contractor shall include initial and recurring training and familiarization for the subjects listed below for all personnel assigned to this contract.

- **Orientation:** Introduction to training program, training objectives, the role of the guard force at the facility. In addition, the private security company’s Use of Force Policy shall be consistent with the International Code of Conduct for Private Security Service Providers³, . Role and Mandate of UN. The international code of conduct for private security guards “<https://www.icoca.ch/>”. UN can help facilitate UN orientation specific training requirements.
- **Basic guard duties:** General description of guard actions for protection of facilities and offices. Maintenance of guard force records and logs and preparation of reports.
- **Access control procedures - pedestrians:** Description of the devices and procedures used at each facility. Description of procedures used in the operation of each type of

² UNSMS SMOM, Chapter XI, Guidelines on the use of Unarmed Private Security Services.

³ see <http://www.icoc-psp.org/>

	<p>equipment involved. Procedures used for searches of men and women. Denial of access to unauthorized persons. Procedures used for notification in case of discovery of weapons and other contraband or disorderly persons. Escort and control of visitors within the facility perimeter (where appropriate). Notification of authority in case of visitor disorderly conduct.</p> <ul style="list-style-type: none"> - Visitor control procedures - vehicles: Description of the procedures for identification and control of vehicles to official facilities. Gate control procedures, barrier operations, driver identification and requirements. Vehicle compartment and body frame searches. - Package and mail search: Bomb, weapons and other contraband detection procedures through the use of electronic equipment and manual search. Awareness and familiarity training. Response, notification procedures and alarm systems. - Bomb threat response: Bomb threat procedures to be used by guard personnel. Notification procedures, building searches, identification and relationship with local bomb disposal unit - host government or other. - Guard responsibilities in emergency action situations: Specific functions and role of guard force when any emergency action situation occurs. - Personnel identification: Procedures for recognizing official identification of UN staff members, employees, dependents, contractors and official visitors. Procedures for notification where proper identification documents are not provided. - Self-defence: Procedures for and extent of physical force in self-defence. - Restraint of disorderly persons: Procedures for defending against physical attack; procedures for restraining others; guidance on use of force. - Counter Surveillance / Threat detection / CCTV / X-Ray Scanners: Skill development in the identification of indicators of an attack, such as identification of attacker surveillance methods, recognition of potential attackers because of behaviour and frequency of sightings near UN assets; notification procedures to be used. Assigned CCTV operators should be trained on specific equipment and manning Control Rooms. Assigned X-Ray scanners should receive appropriate training in usage of specific equipment and guidance on actions to take upon discovery of a suspect item. - Mobile support team – to support the guards with reinforcements where necessary, i.e. a large protest or a mass casualty incident. - Emergency medical assistance: Elements of first aid and cardio-pulmonary resuscitation (CPR) should be provided to ensure a capability of effective response on the part of the guard where there is injury or apparent heart attack. - Communications: Use of correct voice communications procedures. Use of hand held and vehicle mounted radio units. Communications discipline, codes and signals. - Elements of guard supervision: Responsibilities of the first-line supervisor are covered, including post inspection, maintenance of post logs and reports, preparation of shift reports and use of discipline. - Use of access control procedures and equipment: Use of electronic body and package search equipment; personal searches; vehicle search; building search for suspected bombs; visitor control systems, including badge issuance and control. General coverage of this subject to all guard personnel, with detailed hands-on training to those guards assigned to access control. - Maintaining post logs/Occurrence books: Procedures for preparing daily logs and incident reports. - Fire Response Procedures: Guards should be proficient in fire response procedures and basic skills. - Rules on the use of force including restraints and detainment authorities and limitations; - International humanitarian law and human rights law as well as applicable host country laws; - COVID prevention procedure: guards should adhere to COVID prevention procedures set by the UN agency.
Duration	For three years with possibility of extension for a two, one year each extension (3+1+1) provided performance is satisfactory and based on the market situation.
Reporting to	UN Agency Security Officer
Conditions:	A. Uniforms:

The Contractor's security personnel shall be provided with proper company uniform and wear the same colour and style of uniform appropriate for the climate and extended outdoor working conditions. Uniforms must appear professional and conform to UN safety standards with at least two (2) complete kits of (trousers, short-sleeved shirt, jacket, rain coat, belt, tie, holsters, safety shoes). A complete two (2) kits must be renewed every year by the Contractor and guards should not be charged for their uniforms. The uniform should also include but not limited to jerseys, caps, lanyards, ranks, whistles, flashlights, remote panic buttons (where applicable). The color and the style of uniform will be chosen by each agency and must be primarily cotton (at least 50%). The company should also provide each guard with an individual ID badge in the following format:

- The design used should be size: (8.5cm by 5.5cm in a landscape design) and the badge should be printed in colour.
- A clear photograph of the contract employee (not more than one month old, with a white background) should be on the left side of the badge.
- The name of the company should be at the top of the right-hand side.
- Lower down on the right-hand side should be the full first name of the contract employee and the first letter of the surname. Font size for the contract employee name should be at least size 26 (or larger).
- ID badge should show the contract employee name in both Roman and Arabic characters.
- ID badges should be worn visibly by all contract employee at all times when working in UN offices in Lebanon.

B. Equipment.

The Contractor shall provide all equipment and/or supplies necessary to meet the requirements of this Contract, including radio communications equipment.

The following list of contractor's furnished security equipment and supplies are considered minimum requirements:

Electronic Guard Tour System –

- The company must use an electronic guard tour system at every facility.
- The exact patrol route, location of the checkpoints and predefined time intervals will be determined by the Security Focal Point at each facility.
- Both the Contract Manager and the Security Focal Point responsible for each facility should be given electronic access to the guard tour system real-time records.
- Guard tour system data for each facility should be stored electronically for a minimum of 6 months.

Communications Equipment – The Contractor shall furnish all communications equipment required for the performance of this contract. Such equipment includes base stations, hand-held units to every guard, and related items that may be required for communication with the UPSS provider's operations center by the Security Manager, Security Supervisor assigned to the organization's Communications Center. Maintenance and repair of all such communications equipment will be the responsibility of the contractor. The contractor shall be responsible for obtaining and maintaining any permits or authorizations necessary to operate such equipment and as required by law or regulation;

Miscellaneous Equipment – flashlights, batteries, whistles, and other miscellaneous security items required by the organization under this contract;

Guard Monitoring Devices – The contractor shall furnish and maintain guard monitoring devices at each guard post (such as a guard tour partol system or watchmans clock) to validate guard rounds, patrols and other security checks. The contractor will be responsible for having a sufficient number of these devices to ensure that each post has a device in good operating order. The contractor shall be responsible for the maintenance and repair of these devices; and/or

C. Disclosure of Information.

Neither the Contractor nor any of its personnel is allowed to disclose or cause the dissemination of any information concerning the operations of the UN , which could result in, or increase the likelihood or the possibility of, a breach of the security of the activity or interrupt the continuity of its operations.

All inquiries, comments, or complaints, arising from any matter observed, experienced, or learned of as a result of, or in connection with, the performance of this Contract and the resolution of which may require dissemination of official information, will be directed to the Security Officer. Deviations from or violations of any of these provisions may, in addition to all other criminal and civil remedies provided by law, subject to the Contractor to immediate termination for cause, and/or the individuals involved to a withdrawal of the UN acceptance and approval of their employment.

D. Removal from Duty.

The Chief of Operations and or the authorized person(s) by each UN agency has the authority to request the immediate removal of any employee from the work site should it be determined that an individual is not suitable to perform the guard duties. This request will be in writing with justification.

E. Main functions of the Contractor/Guards:

1. Safeguard UN staff members, consultants, visitors including persons of concerns, guests, facilities, and assets as follows:-
2. Provide UN Lebanon premises passes, when appropriate;
3. Control access to the UN premises and ensure entrance and exit screening by following the standard operating procedure (SOP), this includes static and roving security control functions as well as monitoring CCTV Units, searching and registering any persons entering/exiting a U.N. facility.
4. Abide by specific SOP's for each UN agency
5. Patrol assigned areas; maintain continual surveillance against hostile activities and any other action which could damage UN Lebanon premises or injure personnel; if there is damage to a vehicle that occurs in front of the UN premises, it will not be the contractors responsibility.
6. Respond to any emergency/ crisis by following the respective standard operating procedures (SOP) and provide emergency support functions as outlined in the SOP's.
7. Grant access only to persons/ vehicles officially authorized to enter a UN facility.
8. Ensure that all guard posts are manned at all times; intervene personally to resolve problems or refer them immediately to the Supervisor;
9. Register and maintain a detailed log of any movement of officially authorized vehicles and persons entering and exiting any UN premises (where appropriate).
10. Immediately report to Supervisor all incidents related to the UN Lebanon premises or staff that involve: a breach of security procedures, refugee related disturbances, injuries, fire, accident, theft or any other security related issue
11. Register and maintain a log of any UN assets entering and exiting the facility. Ensure that only assets with a valid gate pass signed by the Operations Manager leave the UN facilities.
12. Support UN Lebanon personnel with the provision of security services, including fire safety and physical security of the premises, first aid procedures, use of equipment and operation of the automated alarm and video surveillance systems, where they exist;
13. Respond to personnel and telephone enquiries and provide appropriate information or suggest alternative sources of information;
14. Maintain alertness for any potential or actual breach of security and any disturbance or unusual activity and report these and all security, fire and safety violations to the Guards Supervisor / Contract Manager / Security Officer
15. Complete and pass all specified induction, refresher, and other specialist training.
16. Ensure that all office machines, air conditioners, lights, and other non-essential electronic equipment are turned off after working hours.

	<p>17. Official visitors should be asked by the first guard receiving them to produce identification, before being allowed to enter UN premises.</p> <p>18. Other visitors, including delivery personnel or local service personnel, should be required to produce identification from the company or agency employing them.</p> <p>19. The Contractor will perform any other security related duties assigned by the UN</p> <p>F. Number of Guards & Roster Company will provide the UN with requested Security Guards which will include a supervisor.</p> <p>A roster showing the guards on duty will be produced by the Contract Manager on a fortnightly basis. The Contract Manager will manage the roster and keep track of time as undertaken by duty guards on a daily bases. S/He will also maintain a time sheet for each Guard.</p> <p>G. Confidential Nature of Documents and Information.</p> <p>All maps, drawings, photographs plans, reports, recommendations, estimates, documents and all other data compiled by or received by the contractor under this Contract shall be the property of the UN Lebanon , shall be treated as confidential and shall be delivered only to UN Lebanon agency authorized officials on completion of work under this Contract.</p> <p>The security contractor may not communicate at any time to any other person, Government or authority external to UN Lebanon , any information known to it by reason of its association with UN Lebanon which has not been made public except with the authorization of the UN Lebanon agency; nor shall the contractor at any time use such information to private advantage. These obligations do not lapse upon termination of this Contract.</p> <p>H. Initial Site Visit</p> <p>UN Lebanon recommends that security firms who intend to offer a bid for the provision of services may undertake the following:</p> <ul style="list-style-type: none"> - Tour of the locations and facilities as defined to observe existing conditions. - Meet with necessary staff that might provide pertinent information and discuss conditions. - Study required guard deployment at the facilities as outlined under estimated manning levels. - This initial site visit can be arranged in coordination with the UN Lebanon agency
<p>Expected Budget for Institutional Contract:</p>	<p>Payment Term, on monthly basis upon submission of invoice reflecting net and overtime and certification from all admin assistants,</p> <p>For performance of the services herein, the UN shall pay the Contractor the agreed rates in USD. Full payment shall be made within thirty (30) days of receipt of the invoice, unless the UN disputes the invoice or a portion thereof.</p> <p>Payment will be effected in USD.</p>
<p>Salary Company pays to the Guards (USD) (this is take home salary)</p>	<p>Under the Contract, and as per the financial offer, salaries are fixed in US Dollar currency.</p> <p>Contractor must ensure that the salary paid to the guards is in the same currency as that paid by the Agency to the Contractor</p>
<p>Key Performance Indicators</p>	<p><u>Ensure a high level of security at all UN premises in Lebanon</u></p> <p>1) Access to UN premises is restricted to only those displaying the correct form of identification.</p>

- 2) Staff, visitors and persons of concern always handled with courtesy. No complaints received.
- 3) Incidents to be reported promptly. No delays in notification.

Effectiveness of controls and training

- 1) Guards are given full induction and trained accordingly within one week of being recruited.
- 2) Training and drills conducted in accordance with contract guidelines.
- 3) Contract Manager visits other offices in accordance with contract guidelines and reports are submitted promptly.

Billing and reconciliation

- 1) Services are billed accurately on monthly basis and in accordance to rendered services and deployed number of guards per office location in line with the Contract's agreed rates.
- 2) Statement of account (SoA) is submitted by the end of each contract year, reconciled accurately and closed.

END