

REQUEST FOR PROPOSALS

Provision of Security Guard Services for UN Premises in Syria

Syrian Arab Republic

RFP-SYR-RFP-011-17



United Nations Development Programme

February, 2017

Section 1. Letter of Invitation

February 1, 2017

Provision of Security Guard Services for UN Premises in Syria

Ref. RFP-SYR-RFP-011-17

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents:

Section 1 – This Letter of Invitation

Section 2 – Instructions to Proposers (including Data Sheet)

Section 3 – Terms of Reference

Section 4 – Proposal Submission Form

Section 5 – Documents Establishing the Eligibility and Qualifications of the Proposer

Section 6 – Technical Proposal Form

Section 7 – Financial Proposal Form

Section 8 – Form for Performance Security

Section 9 – Contract for Professional Services, including General Terms and Conditions

Your offer, comprising of a Technical and Financial Proposal, in separate sealed envelopes, should be submitted in accordance with Section 2.

You are kindly requested to submit an acknowledgment letter to UNDP to the following address:

United Nations Development Programme, Syria
Mezzeh, West Villas, Ghazzawi Street 8
Damascus, Syria
Attn.. Hanan Al-Ali, Procurement Associate
Email: [hanan.al-ali @undp.org](mailto:hanan.al-ali@undp.org)
Fax: 963 116114541

The letter should be received by UNDP no later than 7 February 2017. The same letter should advise whether your company intends to submit a Proposal and attend the Pre-bid meeting. If that is not the case, UNDP would appreciate your indicating the reason, for our records.

If you have received this RFP through a direct invitation by UNDP, transferring this invitation to another firm requires your written notification to UNDP of such transfer and the name of the company to whom the invitation was forwarded.

Should you require further clarifications, kindly communicate with the contact person identified in the attached Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thanks you in advance for your interest in UNDP procurement opportunities.

Yours sincerely,

Mirvat Hammoud, Head of Procurement Team

Section 2: Instruction to Proposers

Definitions

- a) *“Contract”* refers to the agreement that will be signed by and between the UNDP and the successful proposer, all the attached documents thereto, including the General Terms and Conditions (GTC) and the Appendices.
- b) *“Country”* refers to the country indicated in the Data Sheet.
- c) *“Data Sheet”* refers to such part of the Instructions to Proposers used to reflect conditions of the tendering process that are specific for the requirements of the RFP.
- d) *“Day”* refers to calendar day.
- e) *“Government”* refers to the Government of the country that will be receiving the services provided/rendered specified under the Contract.
- f) *“Instructions to Proposers”* (Section 2 of the RFP) refers to the complete set of documents that provides Proposers with all information needed and procedures to be followed in the course of preparing their Proposals
- g) *“LOI”* (Section 1 of the RFP) refers to the Letter of Invitation sent by UNDP to Proposers.
- h) *“Material Deviation”* refers to any contents or characteristics of the proposal that is significantly different from an essential aspect or requirement of the RFP, and : (i) substantially alters the scope and quality of the requirements; (ii) limits the rights of UNDP and/or the obligations of the offeror; and (iii) adversely impacts the fairness and principles of the procurement process, such as those that compromise the competitive position of other offerors.
- i) *“Proposal”* refers to the Proposer’s response to the Request for Proposal, including the Proposal Submission Form, Technical and Financial Proposal and all other documentation attached thereto as required by the RFP.
- j) *“Proposer”* refers to any legal entity that may submit, or has submitted, a Proposal for the provision of services requested by UNDP through this RFP.
- k) *“RFP”* refers to the Request for Proposals consisting of instructions and references prepared by UNDP for purposes of selecting the best service provider to perform the services described in the Terms of Reference.

- l) “*Services*” refers to the entire scope of tasks and deliverables requested by UNDP under the RFP.
- m) “*Supplemental Information to the RFP*” refers to a written communication issued by UNDP to prospective Proposers containing clarifications, responses to queries received from prospective Proposers, or changes to be made in the RFP, at any time after the release of the RFP but before the deadline for the submission of Proposals.
- n) “*Terms of Reference*” (TOR) refers to the document included in this RFP as Section 3 which describes the objectives, scope of services, activities, tasks to be performed, respective responsibilities of the proposer, expected results and deliverables and other data pertinent to the performance of the range of duties and services expected of the successful proposer.

A. GENERAL

1. UNDP hereby solicits Proposals in response to this Request for Proposal (RFP). Proposers must strictly adhere to all the requirements of this RFP. No changes, substitutions or other alterations to the rules and provisions stipulated in this RFP may be made or assumed unless it is instructed or approved in writing by UNDP in the form of Supplemental Information to the RFP.
2. Submission of a Proposal shall be deemed as an acknowledgement by the Proposer that all obligations stipulated by this RFP will be met and, unless specified otherwise, the Proposer has read, understood and agreed to all the instructions in this RFP.
3. Any Proposal submitted will be regarded as an offer by the Proposer and does not constitute or imply the acceptance of any Proposal by UNDP. UNDP is under no obligation to award a contract to any Proposer as a result of this RFP.
4. UNDP implements a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical practices, and obstruction. UNDP is committed to preventing, identifying and addressing all acts of fraud and corrupt practices against UNDP as well as third parties involved in UNDP activities. (See http://www.undp.org/content/dam/undp/library/corporate/Transparency/UNDP_Anti_Fraud_Policy_English_FINAL_june_2011.pdf and <http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/> for full description of the policies)
5. In responding to this RFP, UNDP requires all Proposers to conduct themselves in a professional, objective and impartial manner, and they must at all times hold UNDP’s interests paramount. Proposers must strictly avoid conflicts with other assignments or their own interests, and act

without consideration for future work. All Proposers found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Proposers, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:

- 5.1 Are or have been associated in the past, with a firm or any of its affiliates which have been engaged UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;
- 5.2 Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or
- 5.3 Are found to be in conflict for any other reason, as may be established by, or at the discretion of, UNDP.

In the event of any uncertainty in the interpretation of what is potentially a conflict of interest, proposers must disclose the condition to UNDP and seek UNDP's confirmation on whether or not such conflict exists.

6. Similarly, the Proposers must disclose in their proposal their knowledge of the following :

- 6.1 That they are owners, part-owners, officers, directors, controlling shareholders, or they have key personnel who are family of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and
- 6.2 All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.

Failure of such disclosure may result in the rejection of the proposal or proposals affected by the non-disclosure.

7. The eligibility of Proposers that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered as an independent entity, the extent of Government ownership/share, receipt of subsidies, mandate, access to information in relation to this RFP, and others that may lead to undue advantage against other Proposers, and the eventual rejection of the Proposal.
8. All Proposers must adhere to the UNDP Supplier Code of Conduct, which may be found at this link: http://www.un.org/depts/ptd/pdf/conduct_english.pdf

B. CONTENTS OF PROPOSAL

9. Sections of Proposal

Proposers are required to complete, sign and submit the following documents:

- 9.1 Proposal Submission Cover Letter Form (see RFP Section 4);
- 9.2 Documents Establishing the Eligibility and Qualifications of the Proposer (see RFP Section 5);
- 9.3 Technical Proposal (see prescribed form in RFP Section 6);
- 9.4 Financial Proposal (see prescribed form in RFP Section 7);
- 9.5 Proposal Security, if applicable (if required and as stated in the **Data Sheet** (DS nos. 9-11), see prescribed Form in RFP Section 8);
- 9.6 Any attachments and/or appendices to the Proposal.

10. Clarification of Proposal

- 10.1 Proposers may request clarifications of any of the RFP documents no later than the date indicated in the **Data Sheet** (DS no. 16) prior to the proposal submission date. Any request for clarification must be sent in writing via courier or through electronic means to the UNDP address indicated in the **Data Sheet** (DS no. 17). UNDP will respond in writing, transmitted by electronic means and will transmit copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Proposers who have provided confirmation of their intention to submit a Proposal.
- 10.2 UNDP shall endeavor to provide such responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.

11. Amendment of Proposals

- 11.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Proposer, modify the RFP in the form of a Supplemental Information to the RFP. All prospective Proposers will be notified in writing of all changes/amendments and additional instructions through Supplemental Information to the RFP and through the method specified in the **Data Sheet** (DS No. 18).
- 11.2 In order to afford prospective Proposers reasonable time to consider the amendments in preparing their Proposals, UNDP may, at its discretion, extend the deadline for submission of Proposals, if the nature of the amendment to the RFP justifies such an extension.

C. PREPARATION OF PROPOSALS

12. Cost

The Proposer shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.

13. Language

The Proposal, as well as any and all related correspondence exchanged by the Proposer and UNDP, shall be written in the language (s) specified in the **Data Sheet** (DS No 4). Any printed literature furnished by the Proposer written in a language other than the language indicated in the **Data Sheet**, must be accompanied by a translation in the preferred language indicated in the **Data Sheet**. For purposes of interpretation of the Proposal, and in the event of discrepancy or inconsistency in meaning, the version translated into the preferred language shall govern. Upon conclusion of a contract, the language of the contract shall govern the relationship between the contractor and UNDP.

14. Proposal Submission Form

The Proposer shall submit the Proposal Submission Form using the form provided in Section 4 of this RFP.

15. Technical Proposal Format and Content

Unless otherwise stated in the **Data Sheet** (DS no. 28), the Proposer shall structure the Technical Proposal as follows:

- 15.1 Expertise of Firm/Organization – this section should provide details regarding management structure of the organization, organizational capability/resources, and experience of organization/firm, the list of projects/contracts (both completed and on-going, both domestic and international) which are related or similar in nature to the requirements of the RFP, and proof of financial stability and adequacy of resources to complete the services required by the RFP (see RFP clause 18 and DS No. 26 for further details). The same shall apply to any other entity participating in the RFP as a Joint Venture or Consortium.

- 15.2 Proposed Methodology, Approach and Implementation Plan – this section should demonstrate the Proposer’s response to the Terms of Reference by identifying the specific components proposed, how the requirements shall be addressed, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; identifying the works/portions of the work that will be subcontracted; and demonstrating how the proposed methodology meets or exceeds the specifications, while ensuring appropriateness of the approach to the local conditions and the rest of the project operating environment. This methodology must be laid out in an implementation timetable that is within the duration of the contract as specified in the **Data Sheet** (DS nos. 29 and 30).

Proposers must be fully aware that the products or services that UNDP requires may be transferred, immediately or eventually, by UNDP to the Government partners, or to an entity nominated by the latter, in accordance with UNDP’s policies and procedures. All proposers are therefore required to submit the following in their proposals:

- a) A statement of whether any import or export licences are required in respect of the goods to be purchased or services to be rendered, including any restrictions in the country of origin, use or dual use nature of the goods or services, including any disposition to end users; and
- b) Confirmation that the Proposer has obtained license of this nature in the past, and have an expectation of obtaining all the necessary licenses, should their Proposal be rendered the most responsive.

- 15.3 Management Structure and Key Personnel – This section should include the comprehensive curriculum vitae (CVs) of key personnel that will be assigned to support the implementation of the proposed methodology, clearly defining the roles and responsibilities vis-à-vis the proposed methodology. CVs should establish competence and demonstrate qualifications in areas relevant to the TOR.

In complying with this section, the Proposer assures and confirms to UNDP that the personnel being nominated are available for the Contract on the dates proposed. If any of the key personnel later becomes unavailable, except for unavoidable reasons such as death or medical incapacity, among other possibilities, UNDP reserves the right to consider the proposal non-responsive. Any deliberate substitution arising from unavoidable reasons, including delay in the implementation of the project of programme through no fault of the Proposer shall be made only with UNDP’s acceptance of the justification for substitution, and UNDP’s approval of the qualification of the replacement who shall be either of equal or superior credentials as the one being replaced.

- 15.4 Where the **Data Sheet** requires the submission of the Proposal Security, the Proposal Security shall be included along with the Technical Proposal. The Proposal Security may be forfeited by UNDP, and reject the Proposal, in the event of any or any combination of the following conditions:

- a) If the Proposer withdraws its offer during the period of the Proposal Validity specified in the **Data Sheet** (DS no. 11), or;
- b) If the Proposal Security amount is found to be less than what is required by UNDP as indicated in the **Data Sheet** (DS no. 9), or;
- c) In the case the successful Proposer fails:
 - i. to sign the Contract after UNDP has awarded it;
 - ii. to comply with UNDP's variation of requirement, as per RFP clause 35; or
 - iii. to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the effectivity of the contract that may be awarded to the Proposer.

16. Financial Proposals

The Financial Proposal shall be prepared using the attached standard form (Section 7). It shall list all major cost components associated with the services, and the detailed breakdown of such costs. All outputs and activities described in the Technical Proposal must be priced separately on a one-to-one correspondence. Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.

17. Currencies

All prices shall be quoted in the currency indicated in the **Data Sheet** (DS no. 15). However, where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:

- a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and
- b) In the event that the proposal found to be the most responsive to the RFP requirement is quoted in another currency different from the preferred currency as per **Data Sheet** (DS no. 15), then UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.

Proposals submitted by two (2) or more Proposers shall all be rejected if they are found to have any of the following :

- a) they have at least one controlling partner, director or shareholder in common; or
- b) any one of them receive or have received any direct or indirect subsidy from the other/s; or
- c) they have the same legal representative for purposes of this RFP; or
- d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Proposer regarding this RFP process;
- e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Proposer; or
- f) an expert proposed to be in the team of one Proposer participates in more than one Proposal received for this RFP process. This condition does not apply to subcontractors being included in more than one Proposal.

18. Documents Establishing the Eligibility and Qualifications of the Proposer

The Proposer shall furnish documentary evidence of its status as an eligible and qualified vendor, using the forms provided under Section 5, Proposer Information Forms. In order to award a contract to a Proposer, its qualifications must be documented to UNDP's satisfaction. These include, but are not limited to, the following:

- a) That, in the case of a Proposer offering to supply goods under the Contract which the Proposer did not manufacture or otherwise produce, the Proposer has been duly authorized by the goods' manufacturer or producer to supply the goods in the country of final destination;
- b) That the Proposer has the financial, technical, and production capability necessary to perform the Contract; and
- c) That, to the best of the Proposer's knowledge, it is not included in the UN 1267/1989 List or the UN Ineligibility List, nor in any and all of UNDP's list of suspended and removed vendors.

19. Joint Venture, Consortium or Association

If the Proposer is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the joint venture jointly and severally, and this shall be duly evidenced by a duly notarized Agreement among the legal entities, which shall be submitted along with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.

After the Proposal has been submitted to UNDP, the lead entity identified to represent the joint venture shall not be altered without the prior written consent of UNDP. Furthermore, neither the lead entity nor the member entities of the joint venture can:

- a) Submit another proposal, either in its own capacity; nor
- b) As a lead entity or a member entity for another joint venture submitting another Proposal.

The description of the organization of the joint venture/consortium/association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the Joint Venture Agreement. All entities that comprise the joint venture shall be subject to the eligibility and qualification assessment by UNDP.

Where a joint venture is presenting its track record and experience in a similar undertaking as those required in the RFP, it should present such information in the following manner:

- a) Those that were undertaken together by the joint venture; and
- b) Those that were undertaken by the individual entities of the joint venture expected to be involved in the performance of the services defined in the RFP.

Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the joint venture or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

If a joint venture's Proposal is determined by UNDP as the most responsive Proposal that offers the best value for money, UNDP shall award the contract to the joint venture, in the name of its designated lead entity. The lead entity shall sign the contract for and on behalf of all other member entities.

20. Alternative Proposals

Unless otherwise specified in the **Data Sheet** (DS nos. 5 and 6), alternative proposals shall not be considered. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.

21. Validity Period

Proposals shall remain valid for the period specified in the **Data Sheet** (DS no. 8), commencing on the submission deadline date also indicated in the **Data Sheet** (DS no. 21). A Proposal valid for a shorter period shall be immediately rejected by UNDP and rendered non-responsive.

In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Proposers to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.

22. Proposer's Conference

When appropriate, a proposer's conference will be conducted at the date, time and location specified in the **Data Sheet** (DS no. 7). All Proposers are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Proposer. Minutes of the proposer's conference will be either posted on the UNDP website, or disseminated to the individual firms who have registered or expressed interest with the contract, whether or not they attended the conference. No verbal statement made during the conference shall modify the terms and conditions of the RFP unless such statement is specifically written in the Minutes of the Conference, or issued/posted as an amendment in the form of a Supplemental Information to the RFP.

D. SUBMISSION AND OPENING OF PROPOSALS

23. Submission

23.1 The Financial Proposal and the Technical Proposal Envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope MUST clearly indicate the name of the Proposer. The outer envelopes shall bear the address of UNDP as specified in the **Data Sheet** (DS no.20) and shall include the Proposer's name and address, as well as a warning that state "*not to be opened before the time and date for proposal opening*" as specified in the **Data Sheet** (DS no. 24). The Proposer shall assume the responsibility for the misplacement or premature opening of Proposals due to improper sealing and labeling by the Proposer.

- 23.2 Proposers must submit their Proposals in the manner specified in the **Data Sheet** (DS nos. 22 and 23). When the Proposals are expected to be in transit for more than 24 hours, the Proposer must ensure that sufficient lead time has been provided in order to comply with UNDP's deadline for submission. UNDP shall indicate for its record that the official date and time of receiving the Proposal is the actual date and time when the said Proposal has physically arrived at the UNDP premises indicated in the **Data Sheet** (DS no. 20).
- 23.3 Proposers submitting Proposals by mail or by hand shall enclose the original and each copy of the Proposal, in separate sealed envelopes, duly marking each of the envelopes as "Original Proposal" and "Copy of Proposal" as appropriate. The 2 envelopes shall then be sealed in an outer envelope. The number of copies required shall be as specified in the **Data Sheet** (DS No. 19). In the event of any discrepancy between the contents of the "Original Proposal" and the "Copy of Proposal", the contents of the original shall govern. The original version of the Proposal shall be signed or initialed by the Proposer or person(s) duly authorized to commit the Proposer on every page. The authorization shall be communicated through a document evidencing such authorization issued by the highest official of the firm, or a Power of Attorney, accompanying the Proposal.
- 23.4 Proposers must be aware that the mere act of submission of a Proposal, in and of itself implies that the Proposer accepts the General Contract Terms and Conditions of UNDP as attached hereto as Section 11.

24. Deadline for Submission of Proposals and Late Proposals

Proposals must be received by UNDP at the address and no later than the date and time specified in the **Data Sheet** (DS nos. 20 and 21).

UNDP shall not consider any Proposal that arrives after the deadline for submission of Proposals. Any Proposal received by UNDP after the deadline for submission of Proposals shall be declared late, rejected, and returned unopened to the Proposer.

25. Withdrawal, Substitution, and Modification of Proposals

- 25.1 Proposers are expected to have sole responsibility for taking steps to carefully examine in detail the full consistency of its Proposals to the requirements of the RFP, keeping in mind that material deficiencies in providing information requested by UNDP, or lack clarity in the description of services to be provided, may result in the rejection of the Proposal. The Proposer shall assume the responsibility regarding erroneous interpretations or conclusions made by the Proposer in the course of understanding the RFP out of the set of information furnished by UNDP.

- 25.2 A Proposer may withdraw, substitute or modify its Proposal after it has been submitted by sending a written notice in accordance with Clause 23.1, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal must accompany the respective written notice. All notices must be received by UNDP prior to the deadline for submission and submitted in accordance with RFP Clause 23.1 (except that withdrawal notices do not require copies). The respective envelopes shall be clearly marked "WITHDRAWAL," "SUBSTITUTION," or "MODIFICATION".
- 25.3 Proposals requested to be withdrawn shall be returned unopened to the Proposers.
- 25.4 No Proposal may be withdrawn, substituted, or modified in the interval between the deadline for submission of Proposals and the expiration of the period of proposal validity specified by the Proposer on the Proposal Submission Form or any extension thereof.

26. Proposal Opening

UNDP will open the Proposals in the presence of an ad-hoc committee formed by UNDP of at least two (2) members. If electronic submission is permitted, any specific electronic proposal opening procedures shall be as specified in the **Data Sheet** (DS no. 23).

The Proposers' names, modifications, withdrawals, the condition of the envelope labels/seals, the number of folders/files and all other such other details as UNDP may consider appropriate, will be announced at the opening. No Proposal shall be rejected at the opening stage, except for late submission, for which the Proposal shall be returned unopened to the Proposer.

27. Confidentiality

Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Proposers or any other persons not officially concerned with such process, even after publication of the contract award.

Any effort by a Proposer to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal.

In the event that a Proposer is unsuccessful, the Proposer may seek a meeting with UNDP for a debriefing. The purpose of the debriefing is discussing the strengths and weaknesses of the Proposer's submission, in order to assist the Proposer in improving the proposals presented to UNDP. The content of other proposals and how they compare to the Proposer's submission shall

not be discussed.

E. EVALUATION OF PROPOSALS

28. Preliminary Examination of Proposals

UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, whether or not the Proposer is in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's list of suspended and removed vendors, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP may reject any Proposal at this stage.

29. Evaluation of Proposals

29.1 UNDP shall examine the Proposal to confirm that all terms and conditions under the UNDP General Terms and Conditions and Special Conditions have been accepted by the Proposer without any deviation or reservation.

29.2 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other documentation provided, applying the evaluation criteria, sub-criteria, and point system specified in the **Data Sheet** (DS no. 32). Each responsive Proposal will be given a technical score. A Proposal shall be rendered non-responsive at this stage if it does not substantially respond to the RFP particularly the demands of the Terms of Reference, which also means that it fails to achieve the minimum technical score indicated in the **Data Sheet** (DS no. 25). Absolutely no changes may be made by UNDP in the criteria, sub-criteria and point system indicated in the **Data Sheet** (DS no. 32) after all Proposals have been received.

29.3 In the second stage, only the Financial Proposals of those Proposers who achieve the minimum technical score will be opened for evaluation for comparison and review. The Financial Proposal Envelopes corresponding to Proposals that did not meet the minimum passing technical score shall be returned to the Proposer unopened. The overall evaluation score will be based either on a combination of the technical score and the financial offer, or the lowest evaluated financial proposal of the technically qualified Proposers. The evaluation method that applies for this RFP shall be as indicated in the **Data Sheet** (DS No. 25).

When the Data Sheet specifies a combined scoring method, the formula for the rating of the

Proposals will be as follows:

<p><u>Rating the Technical Proposal (TP):</u></p> <p>TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p>
<p><u>Rating the Financial Proposal (FP):</u></p> <p>FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p>
<p><u>Total Combined Score:</u></p> <p>(TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> <hr/> <p>Total Combined and Final Rating of the Proposal</p>

29.4 UNDP reserves the right to undertake a post-qualification exercise aimed at determining, to its satisfaction the validity of the information provided by the Proposer. Such post-qualification shall be fully documented and, among those that may be listed in the **Data Sheet** (DS No.33), may include, but need not be limited to, all or any combination of the following :

- a) Verification of accuracy, correctness and authenticity of information provided by the Proposer on the legal, technical and financial documents submitted;
- b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;
- c) Inquiry and reference checking with Government entities with jurisdiction on the Proposer, or any other entity that may have done business with the Proposer;
- d) Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed;
- e) Physical inspection of the Proposer's offices, branches or other places where business transpires, with or without notice to the Proposer;
- f) Quality assessment of ongoing and completed outputs, works and activities similar to the requirements of UNDP, where available; and
- g) Other means that UNDP may deem appropriate, at any stage within the selection

process, prior to awarding the contract.

30. Clarification of Proposals

To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Proposer for a clarification of its Proposal.

UNDP's request for clarification and the response shall be in writing. Notwithstanding the written communication, no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP Clause 32.

Any unsolicited clarification submitted by a Proposer in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.

31. Responsiveness of Proposal

UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself.

A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.

If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Proposer by correction of the material deviation, reservation, or omission.

32. Nonconformities, Reparable Errors and Omissions

Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.

Provided that a Proposal is substantially responsive, UNDP may request the Proposer to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Proposer to comply with the request may result in the rejection of its Proposal.

Provided that the Proposal is substantially responsive, UNDP shall correct arithmetical errors as follows:

- a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;
- b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to the above.

If the Proposer does not accept the correction of errors made by UNDP, its Proposal shall be rejected.

F. AWARD OF CONTRACT

33. Right to Accept, Reject, or Render Non-Responsive Any or All Proposals

UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Proposer(s) of the grounds for UNDP's action. Furthermore, UNDP shall not be obliged to award the contract to the lowest price offer.

UNDP shall also verify, and immediately reject their respective Proposal, if the Proposers are found to appear in the UN's Consolidated List of Individuals and Entities with Association to Terrorist Organizations, in the List of Vendors Suspended or Removed from the UN Secretariat Procurement Division Vendor Roster, the UN Ineligibility List, and other such lists that as may be established or recognized by UNDP policy on Vendor Sanctions. (See <http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/> for details)

34. Award Criteria

Prior to expiration of the period of proposal validity, UNDP shall award the contract to the qualified Proposer with the highest total score based on the evaluation method indicated in the **Data Sheet** (DS nos. 25 and 32).

35. Right to Vary Requirements at the Time of Award

At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

36. Contract Signature

Within fifteen (15) days from the date of receipt of the Contract, the successful Proposer shall sign and date the Contract and return it to UNDP.

Failure of the successful Proposer to comply with the requirement of RFP Clause 35 and this provision shall constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security if any, and on which event, UNDP may award the Contract to the Proposer with the second highest rated Proposal, or call for new Proposals.

37. Performance Security

A performance security, if required, shall be provided in the amount and form provided in Section 9 and by the deadline indicated in the **Data Sheet** (DS no. 14), as applicable. Where a Performance Security will be required, the submission of the said document, and the confirmation of its acceptance by UNDP, shall be a condition for the effectivity of the Contract that will be signed by and between the successful Proposer and UNDP.

38. Bank Guarantee for Advanced Payment

Except when the interests of UNDP so require, it is the UNDP's preference to make no advanced payment(s) on contracts (i.e., payments without having received any outputs). In the event that the Proposer requires an advanced payment upon contract signature, and if such request is duly accepted by UNDP, and the said advanced payment exceeds 20% of the total proposal price, or exceed the amount of USD 30,000, UNDP shall require the Proposer to submit a Bank Guarantee in the same amount as the advanced payment. A bank guarantee for advanced payment shall be furnished in the form provided in Section 10.

39. Vendor Protest

UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a purchase order or contract through a competitive procurement process. In the event that a Proposer believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

Instructions to Proposers

DATA SHEET

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Instruction to Proposers. In the case of a conflict between the Instructions to Proposers, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall govern.

DS No.	Cross Ref. to Instructions	Data	Specific Instructions / Requirements
1		Project Title :	Security Project
2		Title of Services/Work:	Security Guard Services for UN Premises in Syria
3		Country / Region of Work Location:	UNDP and UN Hubs in Governorates of Syria. Currently in Damascus, Tartous, Hama, Qamishli and Aleppo and may be extended to other governorate based on UN plan and security situation
4	C.13	Language of the Proposal:	<input checked="" type="checkbox"/> English <input checked="" type="checkbox"/> Arabic
5	C.20	Conditions for Submitting Proposals for Parts or sub-parts of the TOR	<input checked="" type="checkbox"/> Not allowed
6	C.20	Conditions for Submitting Alternative Proposals	<input checked="" type="checkbox"/> Shall not be considered
7	C.22	A pre-proposal conference will be held on:	Time: 12:00 Damascus time

			<p>Date: 8 February 2017</p> <p>Venue: UNDP Office</p> <p>The UNDP focal point for the arrangement is: Hanan Al Ali, Procurement Associate</p> <p>Address: Mezzeh, West Villas, Ghazzawi Street 8, Damascus, Syria</p> <p>Telephone: +963 11 612 9811-15 Facsimile: +963 11 611 4541 Mobile: +963 95 888 0039 E-mail: hanan.al-ali@undp.org</p>
8	C.21	Period of Proposal Validity commencing on the submission date	<input checked="" type="checkbox"/> 120 days
9	B.9.5 C.15.4 b)	Proposal Security	<input checked="" type="checkbox"/> Not Required
10	B.9.5	Acceptable forms of Proposal Security	N/A
11	B.9.5 C.15.4 a)	Validity of Proposal Security	N/A
12		Advanced Payment upon signing of contract	<input checked="" type="checkbox"/> Not allowed
13		Liquidated Damages	<p>Will be imposed under the following conditions:</p> <p>Percentage of contract price per day of delay: 0.5% Max. no. of days of delay :14 days</p>

			After which UNDP may terminate the contract.
14	F.37	Performance Security	<input checked="" type="checkbox"/> Required
15	C.17, C.17 b)	Preferred Currency of Proposal and Method for Currency conversion	<input checked="" type="checkbox"/> United States Dollars (US\$) <i>Reference date for determining UN Operational Exchange Rate: the date of RFP deadline</i>
16	B.10.1	Deadline for submitting requests for clarifications/questions	One week before the submission date.
17	B.10.1	Contact Details for submitting clarifications/questions ¹	Focal Person in UNDP: Hanan Al-Ali, Procurement Associate Email: hanan.al-ali@undp.org ; syria.procurement@undp.org
18	B.11.1	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	<input checked="" type="checkbox"/> Direct communication to prospective Proposers by email or fax
19	D.23.3	No. of copies of Proposal that must be submitted	Original: One (1) Copies: One (1) on a CD
20	D.23.1 D.23.2 D.24	Proposal Submission Address	- By hand or courier to the UNDP Syria main office in Damascus Mezzeh, West Villas, Ghazzawi Street, No.8 - Or by email to the email address: Syria.bids@undp.org
21	C.21 D.24	Deadline of Submission	Date and Time: 16 February 2017, at 14:00 Damascus Time

¹ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was officially received.

22	D.23.2	Allowable Manner of Submitting Proposals	<input checked="" type="checkbox"/> Courier/Hand Delivery <input checked="" type="checkbox"/> Electronic submission of Bid
23	D.23.2 D.26	Conditions and Procedures for electronic submission and opening, if allowed	<input checked="" type="checkbox"/> Official Address for e-submission: Syria.bids@undp.org <input checked="" type="checkbox"/> Format: PDF files only, <input checked="" type="checkbox"/> Max. File Size per transmission: [5 MB] <input checked="" type="checkbox"/> Max. No. of transmission : [3 Emails] <input checked="" type="checkbox"/> Mandatory subject of email : [UNDP-SYR-ITB-017-2017] <input checked="" type="checkbox"/> Time Zone to be Recognized: [Damascus Time]
24	D.23.1	Date, time and venue for opening of Technical Proposals	Date and Time: 16 February 2017, 14:30 Damascus Time Venue: UNDP Office
25	E.29.2 E.29.3 F.34	Evaluation method to be used in selecting the most responsive Proposal	<input checked="" type="checkbox"/> Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals, respectively, where the minimum passing score of technical proposal is 70%
26	C.15.1	Required Documents that must be Submitted to Establish Qualification of Proposers (In "Certified True Copy" form only)	<input checked="" type="checkbox"/> Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured <input checked="" type="checkbox"/> Members of the Governing Board and their Designations duly certified by the Corporate Secretary, or its equivalent document if Bidder is not a corporation <input checked="" type="checkbox"/> List of Shareholders and Other Entities Financially Interested in the Firm owning 5% or more of the stocks and other interests, or its equivalent if Bidder is not a corporation <input checked="" type="checkbox"/> Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder <input checked="" type="checkbox"/> Certificate of Registration of the business , including Articles of Incorporation, or equivalent document if Bidder is

			<p>not a corporation</p> <p><input checked="" type="checkbox"/> Local Government permit to locate and operate in the current location of office</p> <p><input checked="" type="checkbox"/> Quality Certificate (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any</p> <p><input checked="" type="checkbox"/> Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past two (2) or equivalent which confirm the bidder financial capacity to the run the contract</p> <p><input checked="" type="checkbox"/> Statement of Satisfactory Performance from the Top three (3) Clients in terms of Contract Value the past three (3) years;</p> <p><input checked="" type="checkbox"/> All information regarding any past and current litigation during the last five (5) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded, if any;</p> <p><input checked="" type="checkbox"/> CVs of all proposed Supervisors and Senior Guards;</p> <p><input checked="" type="checkbox"/> Proposed Team composition including the number of proposed security persons (Guards, Senior Guards and Supervisors) and the schedule time sheet (shift distribution).</p>
27		Other documents that may be Submitted to Establish Eligibility	N/A
28	C.15	Structure of the Technical Proposal	As per Section 6 - Technical Proposal Form
29	C.15.2	Latest Expected date for commencement of Contract	<i>May 1, 2017</i>
30	C.15.2	Expected duration of contract (Target Commencement Date and Completion Date)	<p>This Contract shall be in full force and effect for an initial period of 1 year from 1 May 2017 to 30 April 2018.</p> <p>This Contract may be renewed, at the sole option of the</p>

			UNDP, on the same terms and conditions, for Two (2) additional periods of One (1) year each, by means of a written notification of such renewal by the UNDP to the Security Company and upon an Annual Performance Appraisal of the services provided.
31		UNDP will award the contract to:	<input checked="" type="checkbox"/> One Proposer only
32	E.29.2 F.34	Criteria for the Award of Contract and Evaluation of Proposals	(See Tables below)
33	E.29.4	Post-Qualification Actions	<input checked="" type="checkbox"/> Verification of accuracy, correctness and authenticity of the information provided by the bidder on the legal, technical and financial documents submitted; <input checked="" type="checkbox"/> Validation of extent of compliance to the ITB requirements and evaluation criteria based on what has so far been found by the evaluation team; <input checked="" type="checkbox"/> Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed;
34		Conditions for Determining Contract Effectivity	<input type="checkbox"/> UNDP's receipt of Performance Bond <input type="checkbox"/> UNDP's receipt of Professional Indemnity Insurance <input type="checkbox"/> Signature of the Contract by both parties
35		Other Information Related to the RFP	N/A

Evaluation Tables (Criteria for the Award of Contract and Evaluation of Proposals):

Summary of Technical Proposal Evaluation Forms	Score Weight	Points Obtainable
--	--------------	-------------------

1.	Expertise of Firm / Organization	37.50%	375
2.	Proposed Methodology, Approach and Implementation Plan	37.50%	375
3.	Management Structure and Key Personnel	25%	250
Total			1000

Technical Proposal Evaluation			Points obtainable
Form 1			
Expertise of the Firm/Organization			
1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing		125
1.2	General Organizational Capability which is likely to affect implementation		125
	- Financial stability	32	
	- age/size of the firm	31	
	- strength of project management support	31	
	- project management controls	31	
1.3	Relevance of:		125
	- Specialized Knowledge	30	
	- Experience on Similar Programme / Projects	30	
	- Experience on Projects in the Region	30	
	- Experience with UN/ Diplomatic Missions/ major multilateral/ or bilateral programmes	35	
Total form 1			375

Technical Proposal Evaluation			Points Obtainable
Form 2			

Proposed Methodology, Approach and Implementation Plan		
2.1	To what degree does the Proposer understand the task?	62
2.2	Have the important aspects of the task been addressed in sufficient detail?	62
2.3	Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal?	62
2.4	Is the conceptual framework adopted appropriate for the task?	62
2.5	Is the scope of task well defined and does it correspond to the TOR?	65
2.6	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	62
Total form 2		375

Technical Proposal Evaluation			Points Obtainable
Form 3			
Management Structure and Key Personnel			
3.1	Supervisor		250
		Sub-Score	
	General Qualification	200	
	Suitability for the Project:		
	- Educational Level	50	
	- Training Experience	50	
	- Professional Experience in the area of specialization	50	
	- Knowledge of the site and the area	50	
	- Language Qualifications (Arabic/English)	50	
Total Form 3			250

Section 3: Terms of Reference (TOR)

1. INTRODUCTION

The United Nations Development Programme in Syria (UNDP) requires the services of a security company to provide a pool of experienced unarmed security guards to undertake general security duties at designated UNDP facilities and UN Offices in Syria as detailed below.

2. GENERAL

2.1 The Contractor shall provide Security Services to UNDP in accordance with the specifications and terms and conditions set forth herein, and in such a way as determined by UNDP at the following facilities, **which may or may not be increased or decreased**, in accordance with its requirements:

#	Location	Security Supervisor	Security Guard	
			Male	Female
1.	Four Seasons Hotel	One (1) post 24Hours / 7Days	Eleven (11) posts 24Hours / 7Days	One (1) post 8Hours / 7Days
2.	Tartous Hub	One (1) post 10Hours / 7Days	Two (2) posts 24Hours / 7Days + One (1) post 16Hours / 7Days	One (1) post 8Hours / 7Days
3.	Aleppo Hub	One (1) post 24Hours / 7Days	Twenty-one (21) posts 24Hours / 7Days + One (1) post 16Hours / 7Days + Five (5) posts 8Hours / 7Days	One (1) post 24Hours / 7Days + One (1) post 16Hours / 7Days + Five (5) posts 8Hours / 7Days
4.	MazzeH Office	One (1) post 24Hours / 7Days	Four (4) posts 24Hours / 7Days	N/A

5.	Qamishli Hub	One (1) post 10Hours / 7Days	Three (3) posts 24Hours / 7Days	Two (2) posts 8Hours / 7Days
6.	Homs Hub	One (1) post 24Hours / 7Days	Seven (7) posts 24Hours / 7Days + One (1) post 12Hours / 7Days	Two (2) posts 12Hours / 7Days
7.	UNDP Office in Tartous	N/A	N/A	One (1) post 8Hours / 6 days
8.	UNDP Office in Latakia	N/A	N/A	One (1) post 8Hours / 6 days

2.2 Contracted security personnel may be assigned to work in three shifts or **two-shifts system for certain locations according to situation.**

2.3 Duties and responsibilities of Contracted security personnel shall include, but not limited to, the following:

- Guards shall be firm, yet courteous, efficient and tactful at all times while in the performance of their duties. They shall never engage in arguments with any person, and shall refer disagreements and misunderstandings to their immediate supervisor. They must read and fully understand and comply with all SOPs, General Orders and Post Instructions.
- Guards shall, at all times, maintain a neat and clean appearance and, while on duty be fully dressed in the prescribed uniform and equipment. Guards shall be subject to inspection at any time.
- Guards shall perform only those security duties relating to their official function, and shall not perform any non-security related or unauthorized functions during duty hours.
- Guards shall not use abusive language. Guard personnel shall not act in any manner detrimental to the reputation of the United Nations.
- Guards at UNDP facilities must be able to demonstrate a working knowledge of his/her posts emergency action plan and post instructions and comply with all orders or instructions given to them by the respective agency representative.
- Guards shall not abuse their authority for personal or monetary gain.
- Guards shall not gamble or engage in any illegal activity -at all times.
- Guards shall remain alert and vigilant at all times. They shall not sleep on post, engage in personal conversations in persons or on the telephone, read newspapers, watch TV or attend any other personal business during duty hours. Engaging in any of these activities shall be cause for immediate disciplinary action.
- Guards shall not leave their assigned post, until they are properly relieved, by another assigned guard. The outgoing Guard shall brief and pass on any special instructions to the relieving Guard concerning outstanding or significant events that occurred during the previous shift.

The relieving Guard shall take complete charge of duties from the Guard he/she relieves, including the post logbook and all other equipment maintained on post.

- Guards must not become involved in any activities, which would prompt public criticism, or cause discredit or interfere with the UN and Host Country relations.
- Guards shall be aware of and attempt to detect surveillance directed at UN facilities and personnel. If surveillance is detected, the information shall be entered in the logbook and an incident report shall be prepared. The direct supervisor is to be contacted immediately.
- Where appropriate, guards shall maintain in a neat, orderly manner, a log book, record books, incident reports, or any other written record of duties performed or of any security event.
- Guard personnel shall not offer or divulge any information about the UN operations or personnel to anyone. Report immediately to their immediate supervisor any attempt by individuals to solicit information regarding UN personnel or facilities.
- Guards shall be alert to the surrounding area and report to the Guard, Shift Supervisor any vehicles or individuals acting in a suspicious manner.
- Guard shall identify and make proper log entries for visitors, and other appropriate persons to UN facilities if and when required. Further, Guards shall conduct inspections of all persons, property or vehicles, refuse the entry into UN compounds any person carrying unauthorized items, and issue appropriate access
- Guards shall control identification badges according to UN policies and post instructions. A receipt ledger shall be maintained for any items surrendered at the access control area.
- Guards shall ensure that only authorized persons displaying a valid form of identification and legitimate visitors enter the area they are assigned to protect. ID cards must be displayed at all times, while inside UN facilities.
- Fire Drills – The service provider personnel shall be tasked to assist UN Agency Security Staff in ensuring evacuation of the UNDP facilities in accordance with the UN Agency Emergency Evacuation Procedures, and also with the use of fire-fighting equipment prior to arrival of the Emergency Services
- NB: Each security guard should be present in the office half an hour before the start of his/her official duty time.
- The contractor should make available in each location in addition to the required number of guards, one supervisor with the following responsibilities in addition to what was mentioned above:

Supervisor's Responsibilities:

Responsible for the day to day performance of the private security guard-force employed to secure UN Location In Syria:

1. Manage the duties of the security guards ensuring that all guards conduct their duties competently
2. Manage the duty roster and schedules ensuring that the required number of personnel reports for duty each shift.
3. Liaise on a daily basis with the UNDP Security Supervisor
4. Report all incidents to the UNDP Security Supervisor

5. Submit all required reports promptly and properly
6. Ensure that the daily occurrence log is properly maintained
7. Ensure that the Visitor's log is properly maintained,(where required).
8. Ensure that the security procedures of UNDP are properly executed.
9. Ensure that UNDP access control policies are properly executed and adhered to.
10. Ensure that the guards are properly dressed and fit for work at all times while on duty
11. Ensure that the guards report for duty on time and do not leave their duty posts until properly relieved.
12. Ensure that all security guards have proper duty sheets and that they are properly trained to execute their duties.
13. Ensure that the correct number of security guards is present on duty at all times.
14. Ensure that security guards are properly trained on their roles in the event of an emergency(medical, fire, bomb scare, etc)
15. Report any deficiencies in the performance of the guard-force to the UNDP security supervisor.
16. Responsible for all UNDP equipment provided for the guard-force.
17. Ensure the proper control and management of contractors and deliveries.
18. Ensure that all escape routes are kept clear and accessible and that escape door locks are maintained.
19. Ensure that all access doors and gates are kept locked when required.
20. Arrange with UNDP security supervisor to conduct regular training sessions for guards.
21. Execute any additional tasks and duties that may be delegated by UNDP security supervisor from time to time.

Senior Security Guards:

1. Manage the duties of the security guards of their shift ensuring that all guards conduct their duties competently
2. Report all incidents to the Security Supervisor and the UNDP National Security Officer
3. Submit all required reports promptly and properly
4. Ensure that the daily occurrence log is properly maintained

- 5 Ensure that the Visitor's log is properly maintained.
- 6 Ensure that the security procedures of UNDP are properly executed
- 7 Ensure that UNDP access control policies are properly executed and adhered to.
- 8 Ensure that the guards are properly dressed at all times while on duty
- 9 Ensure that the guards report for duty on time and do not leave their duty posts until properly relieved.
- 10 Responsible for all UNDP equipment provided for the guard-force.
- 11 Ensure the proper control of Vehicles in to the premises.
- 12 Assist the security supervisor in the execution of his duties.

Main Responsibilities of Guards (including the Female):

In addition to the duties mentioned above, guards are responsible for the following:

1. Report on time for duty and remain at duty post until properly relieved.
2. Report for duty properly dressed in a clean and neat uniform
3. Take proper care of all UNDP equipment provided for the execution of duties
4. Must have a detailed knowledge of UNDP security procedures and ensure that these procedures are properly executed.
5. Report any and all incidents to the Supervisor and UNDP Security Manager
6. Ensure that UNDP access control policies are properly executed and adhered to
7. Be courteous and polite at all times
8. Must know the UNDP emergency evacuation procedures

All Guards must be able to operate the X-Ray Scanning as follows:

1. Scanning all kind of luggage and materials getting in to UN locations.
2. Inspections of all personal luggage
3. Isolate all suspicious items as per UNDP SOPs

4. Report all incidents immediately to security supervisor

3 CONTRACTOR’S GENERAL RESPONSIBILITIES AND SCOPE OF WORK
4

4.1 The Contractor shall provide unarmed security guard services in various premises occupied by UN Agencies. In order to fulfill their responsibility for maintaining and supervising the “day-to-day” security measures at UNDP facilities, the Contractor shall be responsible for the establishment of a manpower resource pool which should be configured to the individual facility as depicted in the tentative deployment plan as herein displayed.

#	Location	Days Per Week	Shift	Security Supervisor*	Security Guard		Note
					Male*	Female*	
1.	Four Seasons Hotel	Sun - Sat 7 days	First Shift (8 Hours)	1	11	1	
			Second Shift (8 Hours)	1	11	0	
			Third Shift (8 Hours)	1	11	0	
2.	Tartous Hub		First Shift (8 Hours)	1	2	1	The supervisor shall work for 10 hours a day
			Second Shift (8 Hours)	0	3	0	
			Third Shift (8 Hours)	0	3	0	
3.	Aleppo Hub		First Shift (8 Hours)	1	27	7	
			Second Shift (8 Hours)	1	21	2	
			Third Shift (8 Hours)	1	22	1	
4.	Mazzeh Office		First Shift (8 Hours)	1	4	0	
			Second Shift (8 Hours)	1	4	0	
			Third Shift (8 Hours)	1	4	0	
5.	Qamishli Hub	First Shift (8 Hours)	1	3	2	The supervisor shall work for 10 hours a day	
		Second Shift (8 Hours)	0	3	0		
		Third Shift (8 Hours)	0	3	0		
6.	Homs Hub	First Shift (12 Hours)	1	8	2		
		Second Shift (12 Hours)	1	7	0		

7.	UNDP office in Tartous		First Shift (8 Hours) Sunday – Thursday	0	0	1	
8.	UNDP Office in Latakia		First Shift (8 Hours) Sunday – Thursday	0	0	1	

* this is the number of required posts. The bidder shall propose the required personnel and the schedule of shifts to cover these posts taking into consideration the maximum working hours as per Syrian Labor law, weekends, national holidays, annual and sick leave, ...

- 4.2 The Contractor shall accept that from time to time, the level of services and **security personnel required will increase or decrease** and the Contractor should adjust accordingly, without any changes in the standard rates applied for security personnel. The contractor should not employ additional staff without prior written request/approval by UNDP.
- 4.3 The contractor will provide services in accordance with the deployment plan of 24 hours a day, 7 days a week, including national holidays and UN official holidays.
- 4.4 The Contractor shall perform the services required by providing, experienced and fully qualified professional guards, who can understand and communicate in the basic English language. The contractor shall provide documentary proof that the guards had received adequate professional training.
- 4.5 In undertaking responsibility for the performance of security duties, the Contractor thereby represents that the number of personnel it will deploy is adequate. The service provider shall be responsible for providing all personnel for the execution of the services. UNDP will approve uniforms and will provide other equipment and materials prior to their use in the performance of this contract.
- 4.6 The Contractor shall be able to receive calls at their HQ on a 24/7 basis and immediately call the UNDP Security Official during office and non-office hours at times of incidents and an ERT (Emergency Response Team) should be on stand-by and able to respond to calls when required.

3.7 Uniforms:

The Contractor shall provide all security personnel with a full set of uniform. All uniforms shall be appropriate and take into account functionality, working environment and climatic conditions. The Contractor personnel shall present a neat appearance and shall be easily recognizable. Employees shall wear uniforms when on duty. Uniforms shall be in good repair, freshly laundered, well fitting, and colour coordinated. Employees shall wear fresh uniforms every day and the service provider shall have extra uniforms available to allow employees to change if a uniform should become heavily soiled. Uniforms shall not contain commercial advertising except that hats or name tags may contain the name of the Contracted firm. Shoes shall be standardized, clean and of sturdy construction and shall cover the foot completely. Employees shall wear socks or hose as appropriate. Open toe shoes, sandals, sneakers, canvas shoes, shoes with high platforms, spiked heels, or heels higher than two inches shall not be worn. The type and colour of uniforms, as well as the standards of dress for Contractor supervisor, and general staff shall be approved by the UNDP Security Officer prior to the contract start date. The Contractor shall

submit sample uniforms to the UNDP no late than 3 days prior to the contract start date. The Contractor shall provide approved uniforms to the security staff on a regular basis to replace worn or damaged items as indicated below:

Item	Quantity	Frequency
Trousers	3	Annually
Short-Sleeve Shirt Summer	2	Annually
Long-Sleeve Shirt Winter	2	Annually
Belt	1	Annually
Cap	1	Annually
Badges (company name and rank).	1	Annually
Shoes	2pair	Annually
Jersey	1	Annually
Winter Jacket	1	Annually
Winter Gloves	1pair	Annually
Winter Woolen Hat	1	Annually

Security personnel will not be permitted to wear items of clothing which are non-uniform and not provided by the company in sight.

3.8 In the event that the Contractor fails to render the services required, UNDP reserves the right to engage another Contractor to acquire its services and any cost accrued as a result to UNDP in excess of the contractual cost of such services shall be debited to the account of the Contractor.

5 CONTRACTOR'S PERSONNEL

- 5.1 The Contractor shall be fully responsible for all work and services performed by its agents, employees and sub-contractors.
- 5.2 The Contractor shall select, for work under this Contract, competent, reliable and trustworthy individuals who will perform in accordance with the requirements laid down herein, respect the local customs and conform to the highest standards of professional integrity.
- 5.3 The Contractor's personnel and company should have the following qualifications:

Qualifications:

The Contractor must ensure that all contracted employees are qualified to perform the specified job task. All personnel must undergo due diligence and positive vetting before being assigned. Personnel must have a clean record and may not have been convicted of any felony or misdemeanor during a five (5) year period preceding the date of submitting proposals. Police reports attesting to this from the personnel country of origin and/or Syria will be made available to UNDP upon request.

The Supervisor: The Contractor is to provide proof of the following:

- Secondary school qualification.
- Must be able to speak, read and write English.
- Must be vetted by the Syrian Police.
- Must not have a criminal background.
- Should have a military or police background.
- Trained and qualified to use detection equipment such as hand-held metal detectors, x-ray machines and walk-through metal detectors
- Should preferably have experience in supervising security guards in a similar environment.

The Guards (including the Female): The Contractor is to provide proof of the following:

- Secondary school qualification.
- Must have Basic English knowledge.
- Must be vetted by the Syrian Police
- Must not have a criminal record.
- Trained and qualified to use detection equipment such as hand-held metal detectors, x-ray machines and walk-through metal detectors
- Should have a military or police background.

The Company: The Contractor is to provide proof of the following:

- Must have a history in the security industry.
- Must provide references.
- Must provide a communication plan to ensure successful management of the contract.
- Must demonstrate a capability to manage their personnel on the ground.

- Must demonstrate that they have an acceptable security-training program and that the personnel offered will have received proper security training.
- Must be able to provide relievers at short notice.
- Must be properly registered in accordance with Syrian laws and legislation.
- Must provide details of employment benefits provided to their employees.
- Must ensure that security personnel are given sufficient rest-days.

Training:

The Contractor is required to submit documentary evidence that their security personnel receive proper training in the following subjects

1. The role and function of Security Personnel.
2. Access control procedures.
3. Radio procedures.
4. Telephone procedures.
5. Emergency procedures (bomb threat, evacuation, fire, medical, demonstrations, unruly behavior, etc).
6. Patrolling procedures.
7. Basic First Aid.
8. Use of fire extinguishers.
9. Incident reporting procedures.
10. Keeping of proper security occurrence and incident logs.
11. Uniform care and presentation.
12. Personal hygiene and appearance.
13. Operation of baggage X-ray machine.
14. Operation of hand-held metal detectors.
15. Operation of walk-through metal detectors.
16. Basic Hostile Reconnaissance and Surveillance Detection (HRSD).
17. Basic public relations

- 5.4 UNDP deems it that security guards between the ages (22) twenty-two years and (40) forty years are better suited for the physical requirements of the service. This requirement is only applicable in respect of security guards and excludes supervisors and contract managers.
- 5.5 The company should include in the offer to this RFP, information related to above-mentioned requirements and provide a breakdown of the total number of proposed staff by age, education level and previous experience with Syrian Military, Syrian Police or a commercial security firm. UNDP reserves the right to check the provided information and the Contractor will be liable for any discrepancy.
- 5.6 The company should include in the offer to this RFP, Terms of Reference (TORs) for Security Guards and Supervisors.
- 5.7 The Contractor shall ensure that its agents and employees perform all services under this contract with maximum efficiency and attention to detail.
- 5.8 All personnel provided by the Contractor shall be deemed, for purposes of this Contract, to be employees of the Contractor, and not agents, servants or employees of UNDP. Accordingly, the Contractor shall be responsible for its personnel wages, insurance, replacements, transportation to and from the premises, uniforms, food, medical care and all other things and associated services and facilities (unless otherwise stated below as being provided by UNDP) which are necessary for the full and satisfactory performance of its obligations under a contract that may result from this RFP. Expenses of any kind incurred in connection with the performance of the contract shall be solely at the expense of the Contractor.
- 5.9 The Contractor shall employ adequate number of staff to cover leave rotations, holidays, weekends and sickness. All costs related to above-mentioned should be included in the contractor's price proposal (see Section Two, page 13) per person. Notwithstanding, UNDP hereby notifies all Contractors that UNDP will only pay for daily positions and not for reserve/backup posts that may be required.
- 5.10 The Contractor shall immediately remove and replace any of its personnel for any cause upon the written request of UNDP. Replacement of any of the Contractor's withdrawn personnel shall be provided as quickly as is reasonably possible by the Contractor, and in a manner that will have no significant adverse impact upon the Contractor's performance. UNDP Security Officer should approve any long-term or short term replacement. Withdrawal or replacement of any of Contractor's personnel shall be at the Contractor's sole expense.
- 5.11 The Contractor shall ensure that, unless removed at the request of UNDP, all personnel assigned to perform services under this contract shall be so assigned throughout the terms of this contract, including for such time as may be extended by UNDP.
- 5.12 The Contractor shall provide a full-time Contract Manager and an Alternate who shall act with full authority for the Contractor and shall be responsible for overall management and co-ordination of work under the Contract. The Contract Manager or Alternate shall be the central point of contact and shall be available to meet on any site with the Procurement Officer and the Security Officer or their designated representatives. The Contract Manager and Alternate shall all read, write, speak and understand English. The Contractor shall designate the individuals in writing (listing names, addresses and home telephone numbers) to UNDP not later than ten days prior to the contract commencement date.
- 5.13 The Contractor will ensure that the Contract Manager strictly follows the instructions received from the UNDP Security Officer or his/her designated representative/s and will take all necessary measures to instruct the Contractor's staff accordingly and in a timely manner.

6 REPORTING REQUIREMENTS

The Contractor shall produce:

Incident reports

Where a security incident occurs within the area of security responsibility, the contractor shall produce and submit to the UNDP Security Officer, a written report of that particular incident at the end of the shift.

Assessment reports

On a quarterly basis, an assessment report be submitted to the UNDP Security Officer detailing general security at duty point and recommendations

7 EXTRA WORK

- 7.1 UNDP reserves the right to request additional staff if needed on ad hoc basis and the contractor will be paid for additional personnel on basis of the rates included in the proposal to this RFP. The Contractor shall not provide any extra services which involve additional charges to UNDP unless it is specifically authorized in advance by UNDP's Procurement Officer in writing. Non-compliance with this provision will result in expense being borne by the Contractor.

8 SUPERVISION OF SERVICES

- 8.1 Supervision and acceptance of services required by this contract will be accomplished by the Security Officer for UNDP or his designate(s). The Contractor is required to contact the Security Officer to establish proper working and reporting channels.

9 RESPONSIBILITIES OF UNDP

Responsible Officer:

The UNDP National Security Officer is primarily responsible for the safety and security of all UNDP-Syria staff, resources, assets, facilities, programmes, projects and to ensure the compliance with all United Nations security policies, procedures and regulations. The UNDP National Security Officer performing the following range duties in addition to any duties that may be assigned from time to time:

1. Supervision of the private security guard-force
2. Supervision of facility (building) security and safety
3. Supervision of access control and issuance of ID cards
4. Supervision of the Warden System
5. Regular communication with Syrian Security Authorities

The authority to enter into financial commitments will reside with the UNDP RR. Any commitments undertaken by the service provider that have a financial implication for the UNDP must be pre-approved.

Equipment:

The UNDP will provide the following equipment for use at UNDP premises on loan to the Contractor:

1. Radios
2. Handheld metal detectors
3. Stationary
4. Torches and batteries
5. Walk Through Metal Detector
6. X-Ray machine
7. Under-carriage vehicle inspection mirrors
8. Explosives detector
9. Huts with heaters

All equipment supplied shall be returned to UNDP in the same quantity and condition, taking into account normal wear and tear.

10 REIMBURSEMENTS

- 10.1 The Contractor shall reimburse to UNDP at cost any equipment loaned by UNDP and damaged or lost by the Contractor's personnel, except for normal wear and tear.

11 STANDARD OF SERVICES

- 11.1 Contractor's services may be inspected at any time by the designated UNDP officer/s. UNDP shall reject all services that do not conform to contract terms and conditions. Failure to correct inadequately performed services shall result in non-payment for said services. Should the Contractor be unable to provide the required services as established, UNDP reserves the right to contract alternative services, at the Contractor's expenses.

12 MEDICAL MATTERS

- 12.1 The Contractor shall provide to UNDP medical certificates clearing its personnel of any diseases, or maladies which may be transmitted to others. Failure to do so will immediately disqualify any persons from working under the contract.
- 12.2 Prior to the contract start date, the Contractor shall furnish, in writing, to the designated UNDP Security Officer and to Procurement Officer, the name and address of the company doctor who is responsible for treating its employees or to be notified in case of an accident.

13 INSURANCE AND LEGAL MATTERS

- 13.1 The Contractor is to certify and upon request provide proof of their company having been registered locally with the Government of Syria. Further to this, the Contractor is to certify and

- prove that they have registered with any relevant governmental authority and/or labor union covering such a requirement.
- 13.2 The Contractor shall provide appropriate Third Party and Professional Responsibility Insurance coverage. In case of any damages/loss to UNDP property at any location resulting from the Contractor's omissions and/or negligence not covered by his Third Party or Professional Responsibility Insurance, the Contractor agrees to compensate for such damages/loss.
 - 13.3 The Contractor shall obtain at its own cost, all and every legal authorization and permit from the local authorities that may be required in the performance of this Contract.
 - 13.4 The Contractor shall provide and maintain at its own expense Workmen's Compensation Cover for its personnel for the duration of the Contract and any and all insurance required for labor mandated under the laws of Syria. In that regard, the Contractor is to provide evidence and coverage of insurance provided/to be provided in the submission of their proposal. Proof that the insurance is operational will be required prior to the start of work under the terms of the contract.
 - 13.5 The salaries of Contractor's personnel, allowances, subsidies and working hours will be established in accordance with the applicable Syrian Laws and Regulations.
 - 13.6 The Contractor shall comply with all applicable laws, rules and regulations in force in Syria, which deal with or is related to the performance of the Contractor's and its personnel, particularly with regard to discipline and security.

14 PERFORMANCE BOND AND PENALTIES

- 13.2. The successful Contractor is required, prior to the execution of the contract, to present to UNDP a Performance Bond in an amount of 5% of the Service Contract value. This Performance Bond will be held by UNDP as a performance guarantee against the Contractor's performance and will remain valid throughout the duration of the Service Contract life and thirty (30) days following this, or until such times as all residual contract and payment issues have been successfully resolved, whichever is greater.
- 14.1 Should the Contractor be in default under the terms and conditions of the Service Contract, UNDP may choose from the following options in order to remedy a default on the part of the Contractor:
 - 13.1 Upon written notice to the Contractor regarding a failure to comply with the terms and conditions of the contract, the Contractor will be entitled to 24 hours in order to remedy the default. If after such time the default remains unchanged or unsatisfactorily remedied UNDP may withhold the percentage of the monthly invoice which corresponds to the amount of time during which the Contractor remains in default. When the default is remedied the Service Contract will continue under the same terms and conditions with the holdback being deducted from the Contractor's monthly invoice; Should UNDP provide additional support in order to independently remedy the default, the Contractor shall be liable for that period of time that the Contractor is in default as well as the costs accrued as a result of the additional support;
 - 13.2. Should the default remain un-remedied for a period of seven (7) days than the contractor shall be considered to be in fundamental breach and the Service Contract shall be terminated forth with. Any additional cost accrued by UNDP as a result of the breach will be claimed against the Performance Bond.

14 Pricing Structure:

1. Bidders must price their bids for 3 x 8hour shifts per 24hour period, and for 2*12 hours shifts per 24 periods as indicated in the staffing tables above.

2. Bidders must ensure that they adhere to the Labour Laws and Practices of The Syrian Arab Republic when formulating their shift structure and determining the hours each person is to work per 24hour period.
3. Security personnel allocated to the UN offices in Syria should receive the following minimum monthly salaries in Local Currency at UN Exchange rate on the date of payment to Security personnel excluding any deduction (such as social security, income tax, medical insurance, ...). The company shall advise in advance the deductions in line with the Syrian Labor Law and include them under reimbursement. The salaries will be reviewed on annual basis.:

Supervisor: USD 250

Senior Security Guard: USD 225

Security Guard: USD 200

(This amount started on contract signature date in addition to 4% as annual allowance)

15 ADMINISTRATIVE AND MANAGEMENT REQUIREMENTS

Performance Evaluation Meetings:

The Contract Manager/Supervisor of the service provider shall be required to meet at least weekly with the UNDP Responsible Officer or his/her representative during the first month of the contract and thereafter monthly to review the implementation of the contract and other related matters. The Contract Manager/Supervisor will be responsible

Section 4: Proposal Submission Form²

[insert: Location]

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to provide professional services for [insert: title of services] in accordance with your Request for Proposal dated [insert: Date] and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal sealed under a separate envelope.

We hereby declare that:

- a) All the information and statements made in this Proposal are true and we accept that any misrepresentation contained in it may lead to our disqualification;
- b) We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council;
- c) We have no outstanding bankruptcy or pending litigation or any legal action that could impair our operation as a going concern; and
- d) We do not employ, nor anticipate employing, any person who is or was recently employed by the UN or UNDP.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the General Terms and Conditions of UNDP's Contract for Professional Services.

We agree to abide by this Proposal for [insert: period of validity as indicated in Data Sheet].

We undertake, if our Proposal is accepted, to initiate the services not later than the date indicated in the Data Sheet.

We fully understand and recognize that UNDP is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that UNDP will in no

² No deletion or modification may be made in this form. Any such deletion or modification may lead to the rejection of the Proposal.

case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Contact Details : _____

[please mark this letter with your corporate seal, if available]

Section 5: Documents Establishing the Eligibility and Qualifications of the Proposer

Proposer Information Form³

Date: *[insert date (as day, month and year) of Proposal Submission]*

RFP No.: *[insert number]*

Page _____ of _____ pages

1. Proposer's Legal Name <i>[insert Proposer's legal name]</i>		
2. In case of Joint Venture (JV), legal name of each party: <i>[insert legal name of each party in JV]</i>		
3. Actual or intended Country/ies of Registration/Operation: <i>[insert actual or intended Country of Registration]</i>		
4. Year of Registration: <i>[insert Proposer's year of registration]</i>		
5. Countries of Operation	6. No. of staff in each Country	7. Years of Operation in each Country
8. Legal Address/es in Country/ies of Registration/Operation: <i>[insert Proposer's legal address in country of registration]</i>		
9. Value and Description of Top three (3) Biggest Contract for the past five (5) years		
10. Latest Credit Rating (if any)		
11. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved.		

³ *The Proposer shall fill in this Form in accordance with the instructions. Apart from providing additional information, no alterations to its format shall be permitted and no substitutions shall be accepted.*

12. Proposer's Authorized Representative Information

Name: *[insert Authorized Representative's name]*

Address: *[insert Authorized Representative's name]*

Telephone/Fax numbers: *[insert Authorized Representative's name]*

Email Address: *[insert Authorized Representative's name]*

13. Are you in the UNPD List 1267.1989 or UN Ineligibility List ? YES or NO

14. Attached are copies of original documents of:

All eligibility document requirements listed in the Data Sheet

If Joint Venture/Consortium – copy of the Memorandum of Understanding/Agreement or Letter of Intent to form a JV/Consortium, or Registration of JV/Consortium, if registered

If case of Government corporation or Government-owned/controlled entity, documents establishing legal and financial autonomy and compliance with commercial law.

Joint Venture Partner Information Form (if Registered)⁴

Date: *[insert date (as day, month and year) of Proposal Submission]*

RFP No.: *[insert number]*

Page _____ of _____ pages

1. Proposer's Legal Name: <i>[insert Proposer's legal name]</i>		
2. JV's Party legal name: <i>[insert JV's Party legal name]</i>		
3. JV's Party Country of Registration: <i>[insert JV's Party country of registration]</i>		
4. Year of Registration: <i>[insert Party's year of registration]</i>		
5. Countries of Operation	6. No. of staff in each Country	7. Years of Operation in each Country
8. Legal Address/es in Country/ies of Registration/Operation: <i>[insert Party's legal address in country of registration]</i>		
9. Value and Description of Top three (3) Biggest Contract for the past five (5) years		
10. Latest Credit Rating (if any)		
1. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved.		
13. JV's Party Authorized Representative Information Name: <i>[insert name of JV's Party authorized representative]</i> Address: <i>[insert address of JV's Party authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Party authorized representative]</i> Email Address: <i>[insert email address of JV's Party authorized representative]</i>		

⁴ The Proposer shall fill in this Form in accordance with the instructions. Apart from providing additional information, no alterations to its format shall be permitted and no substitutions shall be accepted.

14. Attached are copies of original documents of: *[check the box(es) of the attached original documents]*

All eligibility document requirements listed in the Data Sheet

Articles of Incorporation or Registration of firm named in 2.

In case of government owned entity, documents establishing legal and financial autonomy and compliance with commercial law.

Section 6: Technical Proposal Form

<p>TECHNICAL PROPOSAL FORMAT</p> <p>INSERT TITLE OF THE SERVICES</p>
--

Note: Technical Proposals not submitted in this format may be rejected. The financial proposal should be included in separate envelope.

Name of Proposing Organization / Firm:	
Country of Registration:	
Name of Contact Person for this Proposal:	
Address:	
Phone / Fax:	
Email:	

<p>SECTION 1: EXPERTISE OF FIRM/ ORGANISATION</p>
<p><i>This section should fully explain the Proposer’s resources in terms of personnel and facilities necessary for the performance of this requirement. All contents of this section may be modified or expanded depending on the evaluation criteria stated in the RFP.</i></p> <p>1.1 Brief Description of Proposer as an Entity: Provide a brief description of the organization / firm submitting the proposal, its legal mandates/authorized business activities, the year and country of incorporation, types of activities undertaken, and approximate annual budget, etc. Include reference to reputation, or any history of litigation and arbitration in which the organisation / firm has been involved that could adversely affect or impact the performance of services, indicating the status/result of such litigation/arbitration.</p> <p>1.2. Financial Capacity: Provide the latest Audited Financial Statement (Income Statement and Balance Sheet) duly certified by a Public Accountant, and with authentication of receiving by the Government’s Internal Revenue Authority. Include any indication of credit rating, industry rating, etc.</p>

1.3. Track Record and Experiences: Provide the following information regarding corporate experience within the last five (5) years which are related or relevant to those required for this Contract.

Name of project	Client	Contract Value	Period of activity	Types of activities undertaken	Status or Date Completed	References Contact Details (Name, Phone, Email)

SECTION 2 - APPROACH AND IMPLEMENTATION PLAN

This section should demonstrate the Proposer's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; and demonstrating how the proposed methodology meets or exceeds the requirements.

2.1. Approach to the Service/Work Required: Please provide a detailed description of the methodology for how the organisation/firm will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment.

2.2. Technical Quality Assurance Review Mechanisms: The methodology shall also include details of the Proposer's internal technical and quality assurance review mechanisms.

2.3 Implementation Timelines: The Proposer shall submit a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.

2.4. Subcontracting: Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team.

2.5. Risks / Mitigation Measures: Please describe the potential risks for the implementation of this project 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.

2.6. Reporting and Monitoring: Please provide a brief description of the mechanisms proposed for this project for reporting to the UNDP and partners, including a reporting schedule.

2.7. Anti-Corruption Strategy: Define the anti-corruption strategy that will be applied in this project to prevent the misuse of funds. Describe the financial controls that will be put in place.

2.8. Partnerships: Explain any partnerships with local, international or other organizations that are planned for the implementation of the project. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team. Letters of commitment from partners and an indication of whether some or all have successfully worked together on other previous projects is encouraged.

2.9 Statement of Full Disclosure: This is intended to disclose any potential conflict in accordance with the definition of “conflict” under Section 4 of this document, if any.

2.10 Other: Any other comments or information regarding the project approach and methodology that will be adopted.

SECTION 3: PERSONNEL

3.1 Management Structure: Describe the overall management approach toward planning and implementing this activity. Include an organization chart for the management of the project describing the relationship of key positions and designations.

3.2 Staff Time Allocation: Provide a spreadsheet will be included to show the activities of each staff member and the time allocated for his/her involvement. (Note :*This spreadsheet is crucial and no substitution of personnel will be tolerated once the contract has been awarded except in extreme circumstances and with the written approval of the UNDP. If substitution is unavoidable it will be with a person who, in the opinion of the UNDP project manager, is at least as experienced as the person being replaced, and subject to the approval of UNDP. No increase in costs will be considered as a result of any substitution.*)

3.3 Qualifications of Key Personnel. Provide the CVs for key personnel (Team Leader, Managerial and general staff) that will be provided to support the implementation of this project. CVs should demonstrate qualifications in areas relevant to the Scope of Services. Please use the format below:

Name:		
Position for this Contract:		
Nationality:		
Contact information:		
Countries of Work Experience:		
Language Skills:		
Educational and other Qualifications:		
Summary of Experience: <i>Highlight experience in the region and on similar projects.</i>		
Relevant Experience (From most recent):		
Period: From – To	Name of activity/ Project/ funding organisation, if applicable:	Job Title and Activities undertaken/Description of actual role performed:
<i>e.g. June 2004-January 2005</i>		
<i>Etc.</i>		
<i>Etc.</i>		

References no.1 (minimum of 3):	<i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i>
Reference no.2	<i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i>
Reference no.3	<i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i>
<p>Declaration:</p> <p>I confirm my intention to serve in the stated position and present availability to serve for the term of the proposed contract. I also understand that any wilful misstatement described above may lead to my disqualification, before or during my engagement.</p> <p>_____</p> <p>_____</p> <p>Signature of the Nominated Team Leader/Member Date Signed</p>	

Section 7: Financial Proposal Form⁵

The Proposer is required to prepare the Financial Proposal in an envelope separate from the rest of the RFP as indicated in the Instruction to Proposers.

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Any estimates for cost-reimbursable items, such as travel and out-of-pocket expenses, should be listed separately.

In case of an equipment component to the service provider, the Price Schedule should include figures for both purchase and lease/rent options. UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The format shown on the following pages is suggested for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

The Proposer Bidders must ensure that they adhere to the Labor Laws and Practices of the Syrian Arab Republic when formulating their shift structure and determining the hours each person is to work per 24-hour period.

To ensure less staff turnover and sustainable services to be provided by the Security personnel allocated to the UN Premises in Syria, staff should receive the following minimum monthly salaries (excluding any deduction), fixed for the first year of services and to be reviewed on annual basis:

Supervisor:	USD 250.
Senior Security Guard:	USD 225.
Security Guard Male / Female:	USD 200.

⁵ *No deletion or modification may be made in this form. Any such deletion or modification may lead to the rejection of the Proposal.*

A. Cost of Personnel

Location	Personnel Title	A	B	C	D={B+C}	E	F= {D+E} x 12	G	H=G+F	I={H x A}
		No. of Person	Min. Monthly Salary USD	Other monthly cost USD per person per month	Gross Salary USD per person per month	Company Monthly Overhead USD per person	Yearly total USD per person	Other yearly cost USD per person per year	Grand yearly total USD per person	Total USD for 12 months
Four Seasons Hotel	Security Supervisor									
	Senior Security Guard									
	Security Guard Male / Female									
	Total USD (Four Seasons Hotel) → (L1)									
Tartous Hub	Security Supervisor									
	Senior Security Guard									
	Security Guard Male / Female									
	Total USD (Tartous Hub) → (L2)									
Aleppo Hub	Security Supervisor									
	Senior Security Guard									
	Security									

	Guard Male / Female									
	Total USD (Aleppo Hub) → (L3)									
Mazzeh Office	Security Supervisor									
	Senior Security Guard									
	Security Guard Male / Female									
	Total USD (Mazzeh Office) → (L4)									
Qamishli Hub	Security Supervisor									
	Senior Security Guard									
	Security Guard Male / Female									
	Total USD (Qamishli Hub) → (L5)									
Homs Hub	Security Supervisor									
	Senior Security Guard									
	Security Guard Male / Female									
	Total USD (Homs Hub) → (L6)									
UNDP Office in Tartous	Security Guard Female									
	Total USD (UNDP Office in Tartous) → (L7)									

UNDP Office in Latakia	Security Guard Female									
	Total USD (UNDP Office in Latakia) → (L8)									
Grand Total USD (L1 + L2 + L3 + L4 + L5 + L6+L7+L8)										

B. Cost Break down:

i. Other monthly cost per person per month

No.	Description	Security Supervisor	Senior Security Guard	Security Guard
1.	Social security			
2.	Income Tax			
3.	Medical Insurance			
4.	others (Please specify)			
5.				
6.				
Total USD				

ii. Other yearly cost per person per year

No.	Description	Qty per Person per Year	Unit Price	Total Price
A. Uniform				
1.	Trousers	3		
2.	Short-Sleeve Shirt Summer	2		
3.	Long-Sleeve Shirt Winter	2		
4.	Belt	1		
5.	Cap	1		

6.	Badges (company name and rank).	1		
7.	Shoes	2pair		
8.	Jersey	1		
9.	Winter Jacket	1		
10.	Winter Gloves	1pair		
11.	Winter Woolen Hat	1		
B. Others (Please list below)				
1.				
2.				
Total USD				

Notes:

- The Min. Monthly Salary shall be paid to the Security persons Syrian Pound at the Privilege of UN exchange rate at the date of payments to Guard. Salaries should be transferred/paid within the 1st week of the month that follows the month in which the service was provided. The invoice shall be dated the same date of salary transfer/paid.
- The following supporting documents are needed to settle the payments of invoices:
 - Company overhead: will be paid based on the offered rate and the number of security persons.
 - Monthly salary of the security persons: will be reimbursed based on the actual salaries paid to security persons not to exceed the offered min. monthly salary upon submission a proof of salary transferred/paid and received by the security persons
 - Other monthly and yearly cost: will be reimbursed based on the actual amount paid for/or on behalf of the security persons upon submission and official receipt.
 - Uniform: will be reimbursed based on the actual number of uniforms received by the security guard not to exceed the numbers mention above upon submission proof of uniform received by security persons.

Section 8: FORM FOR PERFORMANCE SECURITY⁶

(This must be finalized using the official letterhead of the Issuing Bank. Except for indicated fields, no changes may be made on this template)

To: UNDP

[Insert contact information as provided in Data Sheet]

WHEREAS [*name and address of Contractor*] (hereinafter called “the Contractor”) has undertaken, in pursuance of Contract No. [Click here to enter text](#).dated [Click here to enter a date](#). , to execute Services (hereinafter called “the Contract”):

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract:

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Contractor, up to a total of [*amount of guarantee*] [*in words and numbers*], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of [*amount of guarantee as aforesaid*] without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid until a date 30 days from the date of issue by UNDP of a certificate of satisfactory performance and full completion of services by the Contractor.

SIGNATURE AND SEAL OF THE GUARANTOR BANK

Date

Name of Bank

Address

⁶ If the RFP requires the submission of a Performance Security, which shall be made a condition to the signing and effectivity of the contract, the Performance Security that the Proposer’s Bank will issue shall use the contents of this template

Section 9: Contract for Professional Services

THIS IS UNDP'S TEMPLATE FOR CONTRACT FOR THE PROPOSER'S REFERENCE. ADHERENCE TO ALL TERMS AND CONDITIONS IS MANDATORY.

Date _____

Dear Sir/Madam,

Ref.: _____/ _____/ _____ [INSERT PROJECT NUMBER AND TITLE OR OTHER REFERENCE]

The United Nations Development Programme (hereinafter referred to as "UNDP"), wishes to engage your [company/organization/institution], duly incorporated under the Laws of _____ [INSERT NAME OF THE COUNTRY] (hereinafter referred to as the "Contractor") in order to perform services in respect of _____ [INSERT SUMMARY DESCRIPTION OF THE SERVICES] (hereinafter referred to as the "Services"), in accordance with the following Contract:

1. Contract Documents

1.1 This Contract is subject to the UNDP General Conditions for Professional Services attached hereto as Annex I. The provisions of such Annex shall control the interpretation of this Contract and in no way shall be deemed to have been derogated by the contents of this letter and any other Annexes, unless otherwise expressly stated under section 4 of this letter, entitled "Special Conditions".

1.2 The Contractor and UNDP also agree to be bound by the provisions contained in the following documents, which shall take precedence over one another in case of conflict in the following order:

- a) this Letter;
- b) the Terms of Reference [ref.dated.....], attached hereto as Annex II;
- c) the Contractor's Proposal [ref....., dated]
- d) The UNDP Request for Proposal [ref....., dated.....]

2.7 The Contractor represents and warrants the accuracy of any information or data provided to UNDP for the purpose of entering into this Contract, as well as the quality of the deliverables and reports foreseen under this Contract in accordance with the highest industry and professional standards.

OPTION 1 (FIXED PRICE)

3. Price and Payment

3.1 In full consideration for the complete and satisfactory performance of the Services under this Contract, UNDP shall pay the Contractor a fixed contract price of _____ **[INSERT CURRENCY & AMOUNT IN FIGURES AND WORDS]**.

3.2 The price of this Contract is not subject to any adjustment or revision because of price or currency fluctuations or the actual costs incurred by the Contractor in the performance of the Contract.

3.3 Payments effected by UNDP to the Contractor shall be deemed neither to relieve the Contractor of its obligations under this Contract nor as acceptance by UNDP of the Contractor's performance of the Services.

3.4 UNDP shall effect payments to the Contractor after acceptance by UNDP of the invoices submitted by the Contractor to the address specified in 9.1 below, upon achievement of the corresponding milestones and for the following amounts:

<u>MILESTONE</u>	<u>AMOUNT</u>	<u>TARGET DATE</u>
Upon....././....
....././....

Invoices shall indicate the milestones achieved and corresponding amount payable.

OPTION 2 (COST REIMBURSEMENT)

3. Price and payment

- 3.1 In full consideration for the complete and satisfactory performance of the Services under this Contract, UNDP shall pay the Contractor a price not to exceed _____ **[INSERT CURRENCY & AMOUNT IN FIGURES AND WORDS]**.
- 3.2 The amount contained in 3.1 above is the maximum total amount of reimbursable costs under this Contract. The Breakdown of Costs in Annex _____ **[INSERT ANNEX NUMBER]** contains the maximum amounts per cost category that are reimbursable under this Contract. The Contractor shall reflect in his invoices the amount of the actual reimbursable costs incurred in the performance of the Services.
- 3.3 The Contractor shall not do any work, provide any equipment, materials and supplies, or perform any other services which may result in any costs in excess of the amount under 3.1 or of any of the amounts specified in the Breakdown of Costs for each cost category without the prior written agreement of _____ **[NAME and TITLE]**, UNDP.
- 3.4 Payments effected by UNDP to the Contractor shall be deemed neither to relieve the Contractor of its obligations under this Contract nor as acceptance by UNDP of the Contractor's performance of the Services.
- 3.5 The Contractor shall submit invoices for the work done every _____ **[INSERT PERIOD OF TIME OR MILESTONES]**.

OR

- 3.5. The Contractor shall submit an invoice for _____ **[INSERT AMOUNT AND CURRENCY OF THE ADVANCE PAYMENT IN FIGURES & WORDS]** upon signature of this Contract by both parties and invoices for the work done every _____ **[INSERT PERIOD OF TIME OR MILESTONES]**.
- 3.6 Progress and final payments shall be effected by UNDP to the Contractor after acceptance of the invoices submitted by the Contractor to the address specified in 9.1 below, together with whatever supporting documentation of the actual costs incurred is required in the Breakdown of Costs or may be required by UNDP. Such payments shall be subject to any specific conditions for reimbursement contained in the Breakdown of Costs.

4. Special conditions

4.1 The responsibility for the safety and security of the Contractor and its personnel and property, and of UNDP's property in the Contractor's custody, rests with the Contractor.

4.2 The advance payment to be made upon signature of the contract by both parties is contingent upon receipt and acceptance by UNDP of a bank guarantee for the full amount of the advance payment issued by a Bank and in a form acceptable to UNDP.

4.3 The amounts of the payments referred to under section 3.6 above shall be subject to a deduction of _____ **[INSERT PERCENTAGE THAT THE ADVANCE REPRESENTS OVER THE TOTAL PRICE OF THE CONTRACT]** % (... percent) of the amount accepted for payment until the cumulative amount of the deductions so effected shall equal the amount of the advance payment.

4.4 Owing to [...], Article(s) [...] of the General Conditions in Annex I shall be amended to read/be deleted.

5. Submission of invoices

5.1 An original invoice shall be submitted by mail by the Contractor for each payment under the Contract to the following address:

.....

5.2 Invoices submitted by fax shall not be accepted by UNDP.

6. Time and manner of payment

6.1 Invoices shall be paid within thirty (30) days of the date of their acceptance by UNDP. UNDP shall make every effort to accept an invoice or so advise the Contractor of its non-acceptance within a reasonable time from receipt.

6.2 All payments shall be made by UNDP to the following Bank account of the Contractor:

_____ **[NAME OF THE BANK]**

_____ **[ACCOUNT NUMBER]**

_____ **[ADDRESS OF THE BANK]**

7. Entry into force. Time limits.

7.1 The Contract shall enter into force upon its signature by both parties.

7.2 The Contractor shall commence the performance of the Services not later than _____ **[INSERT DATE]** and shall complete the Services within _____ **[INSERT NUMBER OF DAYS OR MONTHS]** of such commencement.

7.3 All time limits contained in this Contract shall be deemed to be of the essence in respect of the performance of the Services.

8. Modifications

8.1 Any modification to this Contract shall require an amendment in writing between both parties duly signed by the authorized representative of the Contractor and _____ **[NAME AND TITLE]** UNDP.

9. Notifications

For the purpose of notifications under the Contract, the addresses of UNDP and the Contractor are as follows:

For the UNDP:

Name

Designation

Address

Tel. No.

Fax. No.

Email address:

For the Contractor:

Name

Designation

Address

Tel. No.

Fax. No.

Email address:

If the above terms and conditions meet with your agreement as they are typed in this letter and in the Contract Documents, please initial every page of this letter and its attachments and return to this office one original of this Contract, duly signed and dated.

Yours sincerely,

[INSERT NAME AND DESIGNATION]

For **[INSERT NAME OF THE COMPANY/ORGANIZATION]**

Agreed and Accepted:

Signature _____

Name: _____

Title: _____

Date: _____

UNDP

GENERAL CONDITIONS OF CONTRACT FOR SERVICES

1.0 LEGAL STATUS:

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP). The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

2.0 SOURCE OF INSTRUCTIONS:

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action that may adversely affect UNDP or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNDP.

3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

4.0 ASSIGNMENT:

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

5.0 SUB-CONTRACTING:

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written

approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

6.0 OFFICIALS NOT TO BENEFIT:

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

7.0 INDEMNIFICATION:

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:

8.1 The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.

8.2 The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.

8.3 The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing

work or services in connection with this Contract.

8.4 Except for the workmen's compensation insurance, the insurance policies under this Article shall:

8.4.1 Name UNDP as additional insured;

8.4.2 Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;

8.4.3 Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

8.5 The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

9.0 ENCUMBRANCES/LIENS:

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with the UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

10.0 TITLE TO EQUIPMENT: Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:

11.1 Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials

which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.

11.2 To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.

11.3 At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.

11.4 Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

12.0 USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or THE United Nations, or any abbreviation of the name of UNDP or United Nations in connection with its business or otherwise.

13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:

Information and data that is considered proprietary by either Party, and that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that is designated as confidential ("Information"), shall be held in confidence by that Party and shall be handled as follows:

13.1 The recipient (“Recipient”) of such information shall:

13.1.1 use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser’s Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,

13.1.2 use the Discloser’s Information solely for the purpose for which it was disclosed.

13.2 Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:

13.2.1 any other party with the Discloser’s prior written consent; and,

13.2.2 the Recipient’s employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls, controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

13.2.2.1 a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,

13.2.2.2 any entity over which the Party exercises effective managerial control; or,

13.2.2.3 for the UNDP, an affiliated Fund such as UNCDF, UNIFEM and UNV.

13.3 The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such

disclosure is made.

13.4 The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.

13.5 The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

13.6 These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

14.1 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.

14.2 If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

14.3 Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.

14.4 The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the

Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract..

15.0 TERMINATION

15.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 (“Arbitration”), below, shall not be deemed a termination of this Contract.

15.2 UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.

15.3 In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.

15.4 Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

16.0 SETTLEMENT OF DISPUTES

16.1 Amicable Settlement: The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

16.2 Arbitration: Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party’s written request for such amicable settlement, shall be referred by

either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 ("Interim Measures of Protection") and Article 32 ("Form and Effect of the Award") of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate ("LIBOR") then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

17.0 PRIVILEGES AND IMMUNITIES:

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18.0 TAX EXEMPTION

18.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.

18.2 Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNDP before the payment thereof and the UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide the UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

19.0 CHILD LABOUR

19.1 The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

19.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

20.0 MINES:

20.1 The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

20.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

21.0 OBSERVANCE OF THE LAW:

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

22.0 SEXUAL EXPLOITATION:

22.1 The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the

Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

22.2 The UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

23.0 SECURITY:

23.1 The Contractor shall:

- (a) Put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the services are being provided;
- (b) Assume all risks and liabilities related to the Contractor's security, and the full implementation of the security plan.

23.2 UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this contract. Notwithstanding the foregoing, the Contractor shall remain solely responsible for the security of its personnel and for UNDP's property in its custody as set forth in paragraph 4.1 above.

24.0 AUDITS AND INVESTIGATIONS:

24.1 Each invoice paid by UNDP shall be subject to a post-payment audit by auditors, whether internal or external, of UNDP or the authorized agents of the UNDP at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract. The UNDP shall be entitled to a refund from the Contractor for any amounts shown by such audits to have been paid by the UNDP other than in accordance with the terms and conditions of the Contract. Should the audit determine that any funds paid by UNDP have not been used as per contract clauses, the company shall reimburse such funds forthwith. Where the company fails to reimburse such funds, UNDP reserves the right to seek recovery and/or to take any other action as it deems necessary.

24.2 The Contractor acknowledges and agrees that, at anytime, UNDP may conduct investigations relating to any aspect of the Contract, the obligations performed under the Contract, and the operations of the Contractor generally. The right of UNDP to conduct an investigation and the Contractor's obligation to comply with such an investigation shall not lapse upon expiration or prior termination of the Contract. The Contractor shall provide its full and timely cooperation with any such inspections, post-payment audits or investigations. Such cooperation shall include, but shall not be limited to, the Contractor's obligation to make available its personnel and any documentation for such purposes and to grant to UNDP access to the Contractor's premises. The Contractor shall require its agents, including, but not limited to, the Contractor's attorneys, accountants or other advisers, to reasonably cooperate with any inspections, post-payment audits or investigations carried out by UNDP hereunder.

25.0 ANTI-TERRORISM:

25.1 The Contractor agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received under this Contract are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via <http://www.un.org/Docs/sc/committees/1267/1267ListEng.htm>. This provision must be included in all sub-contracts or sub-agreements entered into under this Contract.

26.0 AUTHORITY TO MODIFY:

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possesses the authority to agree on behalf of UNDP to any modification of or change in this Agreement, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Agreement signed by the Contractor and jointly by the UNDP Authorized Official.
