UNHCR

VKIUN
Visoki komesarijat za izbeglice Ujedinjenih nacija
Predstavništvo za Srbiju

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1 November 2013

To: Sales/Commercial Department

Quotation request: QR/0410/ADM – OFFICE SECURITY SERVICES

The Office of the United Nations High Commissioner for Refugees in Belgrade invites your firm offer in accordance with its general purchasing terms and conditions, for the following:

Important
Offers must only be addressed to the secretary of the UNHCR Local Committee on Contracts as explained at the bottom of this invitation. Offers that are otherwise addressed and/or sent or copied to other individuals will be marked invalid and not considered for evaluation.
Offers should be in English. No consideration will be given to incomplete offers.

Services:

Office security services for UNHCR premises in Belgrade, Krunska 58 and Krunska 61 as per the below terms of reference.

Terms of Reference

FOR SECURITY AGENCY PROVIDING SECURITY SERVICES FOR UNHCR OFFICE IN BELGRADE

Overall Responsibility

The security agency provides security services and protection to the personnel and premises of the United Nations High Commissioner for Refugees Office in Krunska 58 and Krunska 61.

The security agency provides security guards trained to perform security services. In case of emergency, the agency ensures adequate response with its own staff and informs UNHCR Security Focal Point who informs the police.
UNHCR is seeking for the following number of guards:

Building in Krunska 58:

1 guard 24 hours/day and 1 guard 9 hours/day (07:00 – 16:00)

Building in Krunska 61

1 guard 24 hours/day

UNHCR requires that contractor identifies one person for the main building that will be in charge for day shift only.

UNHCR office working hours

- UNHCR office hours are from 08:00 to 16:30 hours Mondays through Thursdays and from 08:00 to 15:30 hours on Fridays (except UN holidays – 10 days per year).

Specific Duties and Responsibilities

- Controls entry and exit of people, check identification cards and admit visitors; keep the record of visitors;
- Verifies that the persons entering the premises are either staff possessing UN ID cards, or visitors having an appointment.
- Checks the visitors with metal detector, as required.
- Takes each visitor's personal identification and registers it in the visitors' book.
- Patrols premises and grounds; monitor electronic surveillance equipment, maintain security of the office premises and goods, inspect exiting goods and report any irregularities. Ensures that unauthorized vehicles are not parked outside the premises.
- Responds to security emergencies involving the UNHCR staff and property and calls the agency's support without delay.
- Reports to the UNHCR Security Focal Point (SFP) and Field Security Coordination Assistant (FSCA) any security incidents, suspicious activities and persons in the vicinity of the office.
- Ensures that all office machines, air conditioners, lights, etc., are turned off after office working hours.
- Verifies that all doors and offices are locked after working hours.
- Controls admissions of authorized personnel and movement of UNHCR property into and out of the premises.
- Provides fire prevention and fire fighting services.
- Investigates damage, accidents and incidents to determine cause, circumstances and participants; prepare reports.
- Receives incoming telephone calls through the office telephone switchboard and ensures that correct messages are taken and delivered to appropriate staff member.
- During winter season ensures that area around the building is cleared from snow.
- If required performs clerical duties after office working hours (for example: faxing, photocopying).
- Perform other duties as required in agreement with the security agency.

<u>Qualification Requirements</u>

For Agency:

- To be officially licensed for provision of security services and registered as such with the police

For Security Guards:

- High school diploma
- Appropriate security training
- Previous work experience needed
- Good knowledge of English language required
- Computer literacy is an advantage
- Written confirmation from the police that person does not have a criminal record

Other requirements

All security guards engaged in UNHCR premises must be hired by the Contractor with fully regular employment contracts in accordance with the Labour Law in Serbia and provided with all benefits (paid social contributions, annual and sick leave, etc.) stipulated by Law. Engagement of personnel with other types of contracts will constitute the breach of contract with UNHCR.

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

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

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

Delivery:

Service to commence as of 1 January 2014 following confirmation of an eventual order.

Your offer (preferably in English) must clearly state and include the following:

- **Firm price per hour;**
- **The price per hour should include full administrative and operational management of security guards, provision of uniforms and regular checks and monitoring of security guards on the spot;**
- **The information on the net estimated salary per guard to be provided.**

Information for bidders:

1. UNHCR reserves the right to accept the whole or part of your quotation. The lowest tender need not be accepted.
2. UNHCR usually undertakes to pay 10/30 days after receipt of invoicing documents in order.
3. **UNHCR does not undertake to pay by letters of credit or in advance of delivery.**
4. Being under the 1946 convention on the privileges and immunities of the United Nations, UNHCR is exempt from all direct taxes and customs duties.
5. **Offer to be made in dinars (RSD), the currency to be used for payment**;
6. **The offered price will be fixed and valid throughout the contract period (1 January – 31 December 2014).**

Offers/descriptive pamphlets:

Offers must be received by registered mail or courier in sealed envelopes marked **not to be opened by registry** latest by **15 November 2013 - 10.00 CET** and should be addressed to:

Secretary of the Local Committee on Contracts
UNHCR Belgrade
Krunska 61
11000 Belgrade
Serbia
QR/0410/ADM – Office Security Services
Not to be opened by registry

Offers not addressed as such will not be considered

Validity:

Your quotation should remain valid until 31 December 2013, during which period a purchase order, if placed, will be accepted by you.

For further questions please call:

Mr Dusan Vranes, tel: 3082-131
Ms Vesna Mitrovic, tel: 3082-132

Thank you and regards,

UNHCR Procurement Unit - Belgrade