

Annex B

Terms of Reference – Request for Offer

The UNHCR Representation in Bulgaria is soliciting bids from selected Security Firms.

The Security Firms are requested to provide UNHCR with a quotation for a package, for approximately 04 security posts. This package includes two components:

First Component

- A. Please provide us with the offer Total Price for a Security Guard, 24 hrs shift universal price Day/Night (BGN/per hour)
- B. Please provide us with the offer Total Price for a Security response service for Office Premises (BGN/per month)

Second Component

The details of every day duties of the Security Guards will be outlined by the client in working order after the selection is made and the selected Company is contracted.

Attached as Annex A to this letter, you will find a copy of UNHCR Security Specifications, which must be fulfilled should you desire to bid.

Security Firms are requested to provide UNHCR with the following information:

- 1- List of International and Corporate Organizations as existing clients
- 2- An armed response team reacting at the triggering of the alarm or guard's radio call and able to reach the UNHCR building in Sofia in less than 10 minutes
- 3- Capacity in alarm system installation and maintenance
- 4- Uniform and badges
- 5- 24 hrs Monitoring Center for alarm system and monitored VHF radio net with the Security Guards, with human and hardware back-up
- 6- Fleet of dedicated vehicles for patrols
- 7- Social benefits and Insurance coverage of the Security Guards (in the event that injuries or death may occur while on duty) and assurance that your firm complies with all Bulgarian Laws with respect to workers and social benefits that workers are entitled to
- 8- Company officially registered and licensed
- 9- Guards, supervisor and members of the armed reaction team on full time employment
- 10- Guards and members of the armed reaction team in possession of valid Security License issued by the Chamber of Security Companies

Security Firms are requested to provide the UNHCR with the following information:

A. Company experience

- 1- Company experience
- 2- Number of years in Bulgaria
- 3- International Standards and certificates that the Company possesses
- 4- International technical affiliation (Brand name)

B. Equipment

1. Guard force equipment
2. Communications equipment
3. Alarm systems

C. Quick reaction force

1. Team composition
2. Equipment
3. Training approach

D. Supervision

1. Frequency of radio checks
2. Number of supervisors/patrols
3. Frequency of inspections

E. Quality Control

1. Approach
2. Liability in case of theft or loss of UNHCR asset/s

F. Guards

1. Guard profile
2. Initial training
3. Continuous training
4. Valid security license

G. Social framework

1. Adherence to Bulgarian Law including social benefits (Pension, Medical Insurance, etc)
2. Shift schedules 8 hrs
3. Insurance coverage (in the event of injuries or death while on duty)