Pre-Bid Conference Minutes

HCR/IRQ/COE/2024/RFP/100

Establishment of a Frame Agreement for the Provision of Security Services to UNHCR Offices in Erbil, Duhok, Sulaymaniyah, Iraq

Pre-bid conference was organized on 30/06/2024 at 10:00 HRS on Microsoft Teams, the following agenda have been discussed.

I.   Conference Agenda:

1- Providing a detailed step-by-step review of the tender's package with highlights of the key elements.
2- Overview of the technical and financial details of the project.
3- UNHCR's expectations on the delivery of the project, in terms of quality, quantity, delivery and corresponding timelines.
4- ERP Cloud Submission.
5- Responding to the queries from the participating companies/suppliers/contractors/firms etc.

II.   Proceedings:

The supplier(s) were provided an opportunity to request for any clarifications and/or additional information with an intention to ensure fairness, integrity and transparency of the process. The floor was opened Q&A.

The following clarifications were requested and responded during the Q&A session.

Questions and Answers:

Q1: Could you please confirm the working hours? will it be 48 hours per week or 40 hours per week?
A: The standard working hours requested are 40 hours per week (8 hours per day). In cases of emergencies requiring additional hours, we will notify the company in advance. However, the total working hours per week will not exceed 48 hours.

Q2: Could we schedule the guards to work six days a week instead of five?

A: The guards are required to work five days a week with two days off. The shift schedule will be finalized and agreed upon with the company at the time of implementing the services.

Q3: Could we submit the bid security in USD currency instead of IQD currency?

A: Yes, this is possible, however please ensure that the Bid Security equivalent in USD is calculated using the UN rate at the time of the submission, following the below website: **https://treasury.un.org/operationalrates/OperationalRates.php**

Q4: We registered on ERP Cloud in September 2023 and are currently experiencing issues logging into our account on the Cloud ERP Portal. Can you please assist us with resolving this matter?

A: Please send an email to hqvmdm@unhcr.org explain your problem as per the below structure:

- Subject: Error Summary & Company Name
- User ID & Company Name
- Description of error and steps you took before encountering any errors or issues
- Screenshots of error/warning messages

Important:

it is strongly recommended to carefully read (Annex F) – Supplier Portal Manual.

III.   Conclusion:

The Pre-Bid Conference was concluded at 30/06/2024 – 11:00 HRS Baghdad Standard Time. The conference was successful in providing participating suppliers with a clear understanding of the project and the tender documents, and in ensuring that all questions and concerns were addressed.