

## Questions and Answers

### 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

##### 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:** Are pistols or rifles required for armed guards?

**A:** Yes, Pistols and Rifles are required for armed guards.

**Q3:** Will armory be provided by UNHCR?

**A:** Armory must be provided by the security company.

**Q4:** If staff are only required 5 days per week, we note safe storage of weapons as per GW SoP/ Mol Regulations will be a concern. Can you please comment.

**A:** The UN integrated Compound in Duhok is 24/7. Guards are rotating their shifts including their weapons. No storage for weapons is required.

**Q5:** Please confirm if the Team Leader/ Supervisor and Senior Team Leader/Supervisor are armed personnel? If so, what type of weapon is required pistol or rifle?

**A:** Team leaders/ Supervisors and Snr. Supervisors are armed personnel where applicable e.g., in Duhok mixed weapons (pistols and rifles) are used.

**Q6:** Will UNHCR provide water for the personnel on location?

**A:** Yes, it will be.

**Q7:** Could you please clarify the difference between the monthly rate and daily rate tables, cost elements are already being detailed in the monthly rate table?

**A:** Sometimes, UNHCR require additional SGs in some locations. Thus, daily rates are required.