**ANNEX B: Technical Evaluation Questionnaire**

UNHCR in Jordan require security management and guard services for their facilities. The guard force is a key element of the security program and one example of our commitment to providing a safe and secure working environment for our employees, UPSS providers and visitors.

Unarmed Private Security Services (UPSS) providers are kindly requested to complete the below questionnaire. Submission of false documents or false information will automatically lead to disqualification.

**Evaluation Criteria:**

|  |  |  |
| --- | --- | --- |
| **Required Information** | **Yes/NO** | **Comments** |
| 1. Valid Company Certificates:  * Certificate of profession from the Chamber of Commerce. * Commercial Registration Commercial registration certificate from Ministry of trade * Valid Company Bank account, personal accounts are not acceptable. |  |  |
| 1. Valid licenses/ documentation necessary to operate as a private security company in Jordan. |  |  |
| 1. Valid certificate to operate Radio station Frequency License (Walkie -talkie communication) |  |  |
| 1. At least 6 consecutive years’ experience in working in the field of Safety and Security. |  |  |
| 1. Confirmation letter to provide insurance policy (Indemnity insurance) |  |  |
| 1. Provide your mobilization plan for this project (detailing your plan, time frame, and preparation on how you will start the contract and take over the security services in UNHCR and UNICEF premises, hiring staff, developing protocols, acquiring equipment, scheduling training, and other related responsibilities) |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SN** | **Required Information** | | **Yes/No** | **Comments** |
| **Expertise of Firm / Organization/Staff** | | | | |
| 1 | Years of active consecutive Experience (provide previously signed contracts during last 15 years) | a. Less than 6 years |  |  |
| b. 7-10 years |  |  |
| c. 11-15 years |  |  |
| d. More than 15 years |  |  |
| 2 | Experience with Clients (Details should be provided)  Details should be provided through reference letters at least five references, contracts (Previous Satisfactory experience with UN offices, embassies, hospitals, banks or NGO’s, for the last 10 years.) | a. UN agencies |  |  |
| b. Embassies |  |  |
| c. Large commercial complex i.e. Malls |  |  |
| d. Banks |  |  |
| e. Other Clients (Hospitals& NGOs) |  |  |
| **Proposed Methodology, Approach and Implementation Plan** | | | | |
| 3 | Service Provider has Branch Offices in Jordan.  SOP, Operation Plan, Contracts with clients, Reference letter, in addition to provide a rental contract or ownership contracts | a. North Jordan |  |  |
| b. Centre Jordan |  |  |
| c. South Jordan |  |  |
| 4 | Provided minimum Summer and Winter “good quality” Uniform per Year \* Procurement Plan, Photos. Subject to verification visit by UNHCR Technical team | a. Shirt , Tie and Trousers |  |  |
| b. Cap , Gloves & Shoes |  |  |
| c. Winter hat & Winter Shirt |  |  |
| d. Warm Jacket & Raincoat |  |  |
| 5 | Communication Plan.  (SOP for communications, Radio operation). | a. Smart Duty phones for specific  deployed staff & company emails |  |  |
| b. Walkie Talkie |  |  |
| 6 | Providing Security personnel equipment.  Procurement Plan, storage items verification. Subject to verification visit by UNHCR Technical team | a. Flashlights & Reflection mirrors |  |  |
| b. Handheld metal detectors |  |  |
| 7 | ISO qualifications/certifications Provide a valid ISO certifications and qualifications ,in addition to a previous ISO certificates for the last six years (one choice) | a. Obtained for 6 years or more |  | \*\* |
| b. Obtained for 3-5 years |  | \*\* |
| c. Obtained for 1-2 years |  | \*\* |
| d. No ISO certification |  | \*\* |
| **Operation and Training** | | | | |
| 8 | Providing Security and Safety Training (Annual training plan, training certificates, contracts with trainers or a certified training center, by providing training attendance records and certificates | a. First Aid Training |  | \*\* |
| b. Crowd control training |  | \*\* |
| c. Monitoring and CCTV training & Radio communication training |  | \*\* |
| d. Inspection training |  | \*\* |
| e. Ability to provide3 Days of training per year |  | \*\* |
| f. Ability to provide More than three training days |  | \*\* |
| g. Break In the incident |  | \*\* |
| h. Active shooter |  | \*\* |
| i. Surveillance detection |  | \*\* |
| j. Evacuation & Fire Fighting Training |  | \*\* |
| k. Available training center and staff |  | \*\* |
| 9 | Operation Control Room Center SOP, Verification Visit survey, (escalation plan) staffing structure, working schedule | a. Available staff 24/7 & Emergency contacts |  | \*\* |
| b. Available staff during Working Hours & Panic Alarm Response |  | \*\* |
| c. Maps and GPS locations |  |  |
| 10 | Emergency Response: Duration (Short Notice). (one choice)  SOP and emergency response plan, Verification Visit survey | a. Immediately & Available Emergency response plan |  | \*\* |
| b. 1hour |  | \*\* |
| c. 3hrs |  | \*\* |
| 11 | Inspection plan: Number of Inspections and follow-up visits per week  SOP, Inspection records and Verification visit survey | a. During the day |  | \*\* |
| b. During the night |  | \*\* |
| c. During the weekend |  | \*\* |
| 12 | Performance level (3 v. good, 2 Good, 1 limited) (To be checked with clients) to provide performance reference Letters through the last 3 years of high-value contracts, Mission Vision and service-oriented, visit survey | a. Clients’ Staff |  | \*\* |
| b. Clients’ Guests |  | \*\* |
| c. Premises |  | \*\* |
| **Management Structure and Key Personnel** | | | | |
| 13 | English Language command, (3 v. good, 2 Good, 1 limited), (To be checked with clients)  (Recruitment policy, Training plan, Certificates (Education degree, Diploma) | a. Site Manager & Supervisor |  | \*\* |
| b. Head Guard & Guard |  | \*\* |
| d. CCTV Officer & Receptionist |  | \*\* |
| 14 | Proof of current number of employees. (one choice)  Bidders to provide the Social Security insurance list for the employed staff or Employees' Contracts, or Statement of bank account | a. 200 and less |  | \*\* |
| b. 200-400 |  | \*\* |
| b. 400-600 |  | \*\* |
| c. more than 600 |  | \*\* |
| d. more than 800 |  | \*\* |
| 15 | Confirmation to provide female staff.  Provide Social Security insurance list for the employed staff, Staff list, Contracts, Recruitment policy, HR policy | a. Amman |  | \*\* |
| b. Mafraq |  | \*\* |
| c. Azraq |  | \*\* |
| d. Irbid |  | \*\* |
| 16 | Insurance Policy  Confirmation letter to provide health insurance policy | c. Ability to provide medical Insurance Policy for nonmilitary staff upon contract award |  | \*\* |

\* UNHCR may request additional parts for operational and general requirements, i.e., reflective Jackets.

\*\* Please indicate the number

\* Performance level (3 v. good, 2 Good, 1 limited) (To be checked with clients)

a. Clients Staff: within the performance, the client should be satisfied with the service provider staff and their performance satisfactory/unsatisfactory

b. Client Guests: how does the service provider serve the guests of the client? Especially the receptionist, but also the security guards

c. Premises: Does the service provider fulfill the main required task which is access control of the premises? Do they keep the premises protected, and clean, and serve the premises with all security and safety matters?

Those elements should be initiated in the performance report.