UNHCR
United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

RFP/SOADEN/005/22
FOR THE PROVISION OF SECURITY GUARD SERVICES
ANNEX - A: Terms of Reference

1. Background.

a. UNHCR requires security guard services for the protection of its staff members, premises and property against all kinds of threats including theft, loss and disturbances. The services include the crowed management, access control, monitoring and reporting inside UNHCR properties. Although the primary responsibility lies with the host government, UNHCR requires the security guard services to complement the security provided by the host government.

b. UNHCR estimated requirement is 50+ male guards (inclusive of Supervisors, CCTV & X-Ray, Head Guards and Guards) and 5+ female guards in various locations in Yemen (Aden and Lahej/Al Madarbah & Ras Al Arah, in addition to any location subject to operational UNHCR Aden requirements).

2. Breakdown of needed guards per location:

a. The requirements are for Supervisors, Head guards and security guards (both male and female) in various locations in Yemen. Due to UNHCR's variable operational requirements during the year, guards may be required on a daily, weekly as well as the standard monthly basis in case a temporary surge is required due to additional security needs.

b. Annex A; specifies current and proposed requirements. Please note that this information has been stated in order to enable bidders to have an indication of the projected requirements**.**

c. UNHCR SO /Aden:

Post Number	Post level	Post type hrs/Day	Number of Posts	Time	location	Staff number
1	Male Security Guard	24/7	1	24hrs	Walk through metal detector	3
2	Male Security Guard	24/7	1	24hrs	Trap Zone	3
3	Male Security Guard	24/7	1	24hrs	CCTV	3
4	Female Security Guard	8 hrs/5 days	1	0700-1500	X-ray Machine	1
5	Male Security Guard	8 hrs/5 days	1	0700-2300	Reception Area & Escort	2
6	Head Guard	8 hrs/ 5 days	1	0700-1500	Patroling	1
7	Male Security Guard	24/7	1	24hrs	Patroling	3
8	Female Security Guard	8 hrs/5 days	1	0700-1500	Reception	1

d. UNHCR Registration Center/ Aden:

Post Number	Post level	Post type hrs/Day	Number of Posts	Time	location	Staff number
9	Male Security Guard	24/7	1	24hrs	CCTV	3
10	Male Security Guard	24/7	1	24hrs	Gate 6	3
11	Male Security Guard	8 hrs/5 days	2	0700-1500	Waiting area	2
12	Female Security Guard	8 hrs/5 days	1	0700-1500	Waiting area	1
13	Male Security Guard	8 hrs/5 days	1	0700-1500	CCTV	1
14	Male Security Guard	8 hrs/5 days	1	0700-1500	Checkpoint one	1

e. UNHCR Guest House/Aden

Post Number	Post level	Post type hrs/Day	Number of Posts	Time	location	Staff number
15	Male Security Guard	24/7	1	24hrs	Walk through metal detector	3
16	Male Security Guard	24/7	1	24hrs	Trap Zone	3
17	Male Security Guard	24/7	1	24hrs	CCTV	3
18	Female Security Guard	8 hrs/7days	1	0700-1500	X-ray Machine	1

f. UNHCR Camp/Kharaz:

Post Number	Post level	Post type hrs/Day	Number of Posts	Time	location	Staff number
19	Male Security Guard	24/7	2	24hrs	Office	6
20	Male Security Guard	24/7	1	24hrs	Guest House	6
21	Male Security Guard	8 hrs/7days	3	0700-1500	Main gate 1	3
22	Female Security Guard	8 hrs/5 days	2	0700-1500	Main gate 1	2
23	Head Guard	8 hrs/7days	1	0700-1500	On site	1

3. **The Service provider must adhere to the following:**
   - **a.** The service provider must comply with UNHCR mandate requirement.
   - **b.** The service provider must comply with the code of conduct of UNHCR.
   - **c.** The service provider must be capable to train the guards on security training fields.
   - **d.** The service provider must be liable for any damaged or missed office properties especially after working hours, if negligence is proved.
   - **e.** Basics of Yemeni Law as it relates to the security industry
   - **f.** Placing attendance machine for the staff.
   - **g.** The Official permissions must be issued by Aden Security Department.
   - **h.** For the performance of the security services herein, the guard may be given keys to the office main and rear entrance gates at the UNHCR office and guest house, in such case, the contractor must issue a written receipt to the guard indicating that the keys have been handed over.
   - **i.** If patrol cars or other vehicles are required for the performance of security services under this contract, the contractor must provide and maintain such vehicles.

4. **The Service provider must provide the following:**
   - **a.** The service provider must provide the Organic Diagram
   - **b.** The Salary slips of the guards on monthly basis additional to the attendance record.
   - **c.** Security equipment (Metal detector, reflecting searching mirrors, Flashlights.
   - **d.** The names of the guards must be given to UNHCR for verification purposes well in advance of assignment to perform services under this contract.

5. **Service provider must provide proof for the following requirements**:
   - **a.** The service provider must have experience in the security industry not less than 5years.
   - **b.** The service provider must provide at least three references of past and current contracts of nature like the services required in this project. Prefer documented experience at UN Agencies, Embassies, Banks and Hotels. (Attach recommendation letters)
   - **c.** The operational office of the service provider must be in Aden Governorate.
   - **d.** The service provider must have bank account.
   - **e.** All documents and registrations must be issued from Aden departments.
   - **f.** The service provider must provide its human resources plan and recruitment criteria.
   - **g.** The service provider must provide the training plan for the guards.
   - **h.** The service provider must provide the logistic and supply plan.
   - **i.** The service provider must provide detailed operation Plan.
   - **j.** The service provider must be able to deploy the needed services for UNHCR operation in the south

and south center.

k. The service provider must have active operation room 24/7.

l. The service provider should be able to provide the required security equipment (Handheld metal detector, searching mirror, walkie talkie devices, torch lights, smart phones with SIM cards for supervisors and head guards)

j. The service provider must comply with providing the social insurance and pay slips records on monthly basis.

k. Service provider must provide samples of the uniform for evaluation.

l. Quarterly evaluation for performance of the staff.

6. Desired Qualifications:

The service provider must **provide proof** of all below required qualifications.

a. Supervisor/ Head Guard

1) Minimum of a Grade 12 secondary school qualification.
2) Must NOT have a criminal background.
3) Must have at least 7 years of experience in military or police. Experience in security field is acceptable.
4) The supervisor/head guard must be trained and capable to monitor, operate and handle the following security equipment:
   a. CCTV System.
   b. X-ray machine.
   c. Walk through metal detector.
   d. Handheld metal detector.
   e. Walkie talkie and radio communication skills.
5) Should preferably have experience in supervising security guards in a similar environment.
6) Very good level of awareness about fire extinguisher and fire alarm system.
7) The Supervisor/ Head Guard must have First Aid training.
8) Should have experience in supervising guards in a similar environment.
9) Should have experience at security at level of diplomatic standards, embassy standards.
10) Should have experience in suspect identification.
11) Should have experience in firefighting response.
12) Should have experience in record and log system.
13) Should have experience in raising the security awareness for the guards.
14) Should have experience in gender sensitivity and ethics.
15) Should have experience in emergency response and building evacuation.
16) Should have experience in premises access control.

b. Guard

1) Minimum of a Grade 12 secondary school qualification.
2) The guard must have clear criminal records certificate.
3) Must have at least 3 years of experience in military or police. Working in security field is acceptable.
4) The guards must be trained and capable to monitor, operate and handle the following security equipment:
   f. CCTV System.
   g. X-ray machine.
   h. Walk through metal detector.
   i. Handheld metal detector.
   j. Walkie Talkie and radio communication skills.

5) Very good level of awareness about Fire extinguisher and fire alarm system.
6) The guard must have basics on First Aid Training.
7) Should have experience in diplomatic and embassy standards.
8) Should have experience in suspect identification.
9) Should have experience in firefighting response.
10) Should have experience in record and log system.
11) Should have experience in gender sensitivity and ethics.
12) Should have experience in emergency response and building evacuation.
13) Should have experience in premises access control.
14) Should have experience in body and package searching.

7. Primary duties and responsibilities

a. Supervisor/ Head Guard:

1) Manage and monitor the performance of the guards.
2) Minimum English language knowledge.

1) The supervisor/Head guard must operate and handle the following security equipment properly and keep them in a good condition:
   k. CCTV System.
   l. X-ray machine.
   m. Walk through metal detector.
   n. Handheld metal detector.
   o. Walkie Talkie

3) Ensure that all guards fully understand their duties and conduct the duties competently.
4) Manage the duty roster and ensure that the required number of guard's report for duty each shift.
5) Report any shortage in guard's presence to UNHCR security focal point.
6) Liaise daily with UNHCR security focal point.
7) Comply with the UNHCR mandate.
8) Comply with the code of conduct of UNHCR.
9) Comply with the UNHCR communication skills.
10) Report all incidents to UNHCR security focal point.
11) Submit all required reports promptly and properly using agreed templates.
12) Ensure that the daily occurrence log is properly maintained.
13) Ensure that the Visitor's log is properly maintained.
14) Ensure that the security procedures of respective UNHCR office are properly applied.
15) Ensure that UNHCR access control policies are properly applied and adhered to.
16) Ensure that the guards are always properly dressed while on duty.
17) Ensure that the guards report for duty on time and do not leave their duty post until properly relieved.
18) Responsible for all UNHCR equipment provided to the guards.
19) In the event of emergence, the security supervisor shall contact UNHCR security focal point.
20) Comply with and keep stand by for any further security tasks that might be asked by UNHCR security focal point within UNHCR AOO.

b. Guard:

1) The guards must operate and handle the following security equipment properly and keep them in a good condition:
   p. CCTV System.
   q. X-ray machine.

r. Walk through metal detector.
s. Handheld metal detector.
t. Walkie Talkie

2) The guards must be properly trained on security subjects.
3) The guards must be properly licensed, in accordance with local law, to perform security services, including but not limited to, the carrying of firearms.
4) The guards must be uniformed and wear appropriate identification badge.
5) The guards must apply the access control procedures in coordination with UNHCR security focal point and the receptionist.
6) Inspection of all vehicles that might get inside UNHCR premises and ensure that the vehicles are free of any suspicious objects.
7) The guards are responsible to secure premises and personnel by patrolling property, monitoring of surveillance equipment CCTV 24/7, inspecting buildings, equipment, and access points, permitting entry.
8) In emergency situations, security guards must escort visitors, staff and people of concerns to staff office or to the assembly area.
9) Control of the entrances and exits through searches of visitors and bags if necessary and ensure that they carry the visitor's card given to them while on UNHCR premises.
10) Female guards' main duty is to search female visitors, monitoring surveillance equipment CCTV, X-Ray machines, and helping in reception duties for admission of UNHCR visitors and contractors in the office and guest house.
11) The guards shall maintain a daily officer utility log and daily log of incident reports. These reports shall be communicated to UNHCR on a weekly basis. UNHCR can check the logbooks at any time.

8. Pricing Structure

a. The service provider will ensure that his employees are getting their full take home salary for guards and supervisors and not the equivalent in local currency on the first day of each month.

b. Bidders must ensure that they adhere to the Labor Laws and Practices of the Republic of Yemen when formulating their shift structure and determining the hours each person is to work per 24-hour period.

c. The company must provide the cost for the overtime working hours.

d. The staff should work for maximum 48hours per week to get the full take home salary.

e. The company ensures the other employee rights regarding sick, annual leaves.

f. The service provider will ensure immediate replacement of staff on annual or sick leave. The service provider must also be responsible for the payment for all entitlements due to the replaced staff or the relief.

g. The service provider shall comply with the local labor laws, ordinances, rules and regulations bearing upon the performance of its obligations, and he should be responsible for payment into the social security plan and medical insurance plan for its staff and provide proof of payments if requested by UNHCR.

h. The service provider is solely responsible for all taxations or other assessments on any income derived from UNHCR. UNHCR will not make any withholding from salary for purposes of income tax. UNHCR is exempt from any liabilities regarding taxation and will not reimburse any amount to the service provider.

i. The service provider must adhere to the national policy on the employee working hours, holidays, annual leave and sick leave entitlements.

j. During the holy month of Ramadhan, UNHCR, through the service provider, will pay to all guards and supervisors a bonus equivalent to a one-month net salary.

9. Uniforms

a. The service provider shall provide all security personnel with a full set of uniform. All uniforms should be appropriate and consider functionality, working environment and climatic conditions. The service provider personnel shall present a neat appearance and shall be easily recognized.

b. Guards and Supervisors shall wear uniforms when on duty. Uniforms shall be in good repair, freshly laundered, well fitting, and color coordinated. Guards shall wear fresh uniforms every day and the service provider shall have extra uniforms available to allow guards to change if a uniform should become heavily soiled. Uniforms shall not contain commercial advertising except that hats or name tags may contain the name of the service provider firm. Shoes shall be standardized and shall be clean and of sturdy construction and shall cover the foot completely.

c. UNHCR must be consulted when company plans to change the uniform

d. Service provider must provide samples of the uniform for evaluation.

e. The service provider must provide the approved uniforms to their personnel on a regular basis (at least two sets per year) to replace worn or damaged items. A complete set of uniform at least shall include:

1) Trousers
2) Shirts (Pilot type with two pockets and epaulettes)
3) Belt
4) Cap
5) Badges (service provider name and rank)
6) Shoes

10. Operation

a. Must provide services for the UNHCR offices and the UNHCR camps among different locations in AOO across the country when requested.

b. Must manage the area (Aden and Kharaz refugee camp) by deploying a site manager who works for the service provider.

c. Must provide general building evacuation plan for each location.

d. Must be able to provide replacement guards, head guards and supervisors with no delays.

e. Must provide a communication plan to ensure successful management of the contract. (provide list of focal points).

f. Must demonstrate that they have an acceptable security-training program and that the personnel offered will receive proper security training based on the operation requirement.

11. Training:

a. The service provider is required to submit documented evidence that their security personnel receive proper training in the following subjects (before appointment to UNHCR) supported by certificates:

1) The role and function of Security Personnel
2) Access control procedures
3) Radio procedures
4) Telephone procedures
5) Emergency procedures in case of (bomb threat, evacuation, fire, medical, demonstrations, unruly behavior, etc.)
6) Patrolling procedures
7) Basic First Aid
8) Use of fire extinguishers
9) Incident reporting procedures
10) Keeping of proper security occurrence and incident Jogs
11) Uniform care and presentation

12) Personal hygiene and appearance
13) Operating the baggage X-ray machine
14) Operating the hand-held metal detectors
15) Operating the walk-through metal detectors
16) Operating the CCTV equipment
17) Basic English Language
18) Surveillance and counter surveillance
19) Procedures in case of break in and intrusion
20) Searching vehicles for strange objects.

b. Prior to commencement of the contract implementation, the selected service provider must enable its personnel to be trained on the office specific surveillance, reconnaissance detection and reporting protocols by UNHCR.

c. The service provider must provide refresher training to the guards at least twice a year.

12. Equipment to be supplied by the Security Service provider:

The service provider is to equip the security personnel (and limited to) with:

a. A full set of uniforms protective rain warm clothing

b. All Guards must carry the company recognized ID card.

c. Communications equipment like handheld radios for the essential positions, mobile phones with SIM card for senior staff in each location,

d. Flashlights when required.

e. Cleaning and maintaining of all uniforms and equipment is the responsibility of the service provider to insure proper cleaning and maintenance.

13. Third Party Liability:

The service provider shall bear all responsibility and liability, financial and otherwise, for any physical harm caused to his/her employees, or to other persons or any physical damage caused to property and equipment in the execution of this agreement.

14. Removal of Employees

All personnel employed by the service provider in the performance of this contract or any representative of the service provider entering UNHCR facilities and installations, shall abide by all security regulations of the installation and shall be subject to such checks as may be deemed necessary. UNHCR reserves the right to direct the removal of any employee for misconduct, security reasons, or any overt evidence of communicable disease. Removal of the service provider personnel for reasons stated above shall not relieve the service provider from responsibility for total performance in relation to this agreement. Service provider must provide reasonable reasons for removing employees from UNHCR locations.

15. Administrative and Management Requirements.

a. Performance Evaluation Meetings:

The Contract Manager/Supervisor of the service provider shall be required to meet at least weekly with the UNHCR Focal point or his/her representative during the first month of the contract and thereafter monthly to review the implementation of the contract and other related matters. The Contract Manager/Supervisor will be responsible for the distribution of properly recorded minutes of such meetings.

b. Records and Audits:

The service provider shall be required to maintain a complete and separate financial record and accounts for all transactions pertaining to or materially relevant to the operation at UNHCR facilities in relation to this agreement. This will include, but not limited to, invoices, bills, receipts, vouchers, payroll records, disbursement records, general and sub ledgers and other documentation pertaining to or substantiating expenditure and receipt of revenue on either an accrual or cash basis. The original financial ledgers and sub-ledgers and all original supporting documentation will be made available to inspection and audit by UNHCR or any of its designated auditors, either internal, external or specialist, within 24 hours of a written request by the UNHCR Representative to so present the records. This condition will be binding from commencement to twelve (12) months after expiry of the contract.

c. Quality:

UNHCR or third- party Quality Assurance Evaluators (QAEs) will carry out announced and unannounced routine and non-routine inspections of the service provider's operations. UNHCR reserves the right to reject any and all services performed which do not conform to UNHCR's specifications. Rectification of rejected services shall be at the expense of the service provider. Failure to correct inadequately performed services could result in termination of the contract.