**ANNEX - A: Terms of Reference**

**1. Background.**

**a.** RI 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 RI properties. Although the primary responsibility lies with the host government, RI requires the security guard services to complement the security provided by the host government.

**b.** RI estimated requirement is 50+ male guards in various locations across Yemen.

**2. Breakdown of needed guards per location:**

**a.** The requirements are for security guards (both male and female) in various locations in Yemen. Due to RI’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.** RI North Area

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Locations | Morning shift  7am- 3pm | After noon shift  3pm – 11pm | Night shift  11pm – 7am | **Total Guards per 24 hours, 7 days** |
| Sanaa Office | 3 | 2 | 2 | 7 |
| Sanaa Guest house | 1 | 2 | 2 | 5 |
| Dhamar Office/GH | 2 | 2 | 2 | 6 |
| Hajjah Office & Warehouse | 4 | 3 | 3 | 10 |

**d.** RI South Area

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Locations | Morning shift  7am- 3pm | After noon shift  3pm – 11pm | Night shift  11pm – 7am | **Total Guards per 24 hours, 7 days** |
| Aden office | 2 | 2 | 2 | 6 |
| Aden Guest house | 1 | 2 | 2 | 5 |
| Aden Warehouse | 1 | 1 | 1 | 3 |
| Shabwah office and GH | 2 | 1 | 2 | 5 |

E. Marib

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Locations | Morning shift  7am- 3pm | After noon shift  3pm – 11pm | Night shift  11pm – 7am | **Total Guards per 24 hours, 7 days** |
| Marib office (future opening) | 2 | 1 | 2 | **5** |

**. The Service provider must adhere to the following:**

**a.** The service provider must comply with RI mandate requirement.

**b.** The service provider must comply with the code of conduct of RI.

**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 sheet for the staff.

**g.** The Official permissions must be issued by Aden Security Department.

**The official permission must be issued by Mareb Authorities**

**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 RI 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 RI 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,INGOS, Embassies, Banks and Hotels. (Attach recommendation letters)

**c.** The operational office of the service provider must be available in all 3 Governorates.

**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 RI 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.

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 (company responsibility) :**

1) Manage and monitor the performance of the guards.

2) Minimum English language knowledge.

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 RI security focal point.

6) Liaise daily with RI security focal point.

7) Comply with the RI mandate.

8) Comply with the code of conduct of RI.

9) Comply with the RI communication skills.

10) Report all incidents to RI 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 RI office are properly applied.

15) Ensure that RI 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 RI equipment provided to the guards.

19) In the event of emergence, the security supervisor shall contact RI security focalpoint.

20) Comply with and keep stand by for any further security tasks that might be asked by RI

security focal point within RI 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.

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 RI security focal point and the receptionist.

6) Inspection of all vehicles that might get inside RI 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 RI premises.

10) The guards shall maintain a daily officer utility log and daily log of incident reports. These reports shall be communicated to RI on a weekly basis. RI 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 as USD 350/net Salary per Month as per the attached price Exhibit also 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 as lump sum covering IDD holidays/overtime and any extra scope.

**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 RI.

**h.** The service provider is solely responsible for all taxations or other assessments on any income derived from RI. RI will not make any withholding from salary for purposes of income tax. RI 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.

**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.** RI 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

7) Winter Jackets

**10. Operation**

**a.** Must provide services for the RI offices and the RI camps among different locations in

AOO across the country when requested.

**b.** Must manage the area (North (Sana’a, Dhamar & Hajjah) and South (Aden , Shabwah and Marib) 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 RI) 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 RI.

**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 RI facilities and installations, shall abide by all security regulations of the installation and shall be subject to such checks as may be deemed necessary. RI 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 RI 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 RI 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 RI 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 RI or any of its designated auditors, either internal, external or specialist, within 24 hours of a written request by the RI Representative to so present the records. This condition will be binding from commencement to twelve (12) months after expiry of the contract.

**c. Quality:**

RI or will carry out announced and unannounced routine and non-routine inspections of the service provider’s operations. RI reserves the right to reject any and all services performed which do not conform to RI'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.