

SCOPE OF WORK
UNARMED PRIVATE SECURITY SERVICES
FOR
UNDP COUNTRY OFFICE TRINIDAD AND TOBAGO

1. BACKGROUND

The United Nations Development Programme (UNDP) on behalf of the UN Agencies located at UN House wishes to procure round-the clock professional Unarmed Private Security Services (UPSS) to provide protection to the UN employees, office facilities, premises and equipment from damage or loss, and security threats to persons and premises.

There are six (6) United Nations Agencies, UNDP, UNFPA, UNDSS, UNOPS, UNICEF and UNHCR based in UN House located at #3A Chancery Lane, Port of Spain.

The main objective of this contract is to provide 24 hours protection to the UN House Premises located at 3A Chancery Lane, Port of Spain (hereinafter referred to as the "UN House") and to support the implementation of physical and technical security measures on the inner and outer perimeter of UN Premises.

2. CONTRACT OBJECTIVES AND SCOPE

The Security Company shall provide security services and protection for all UN assets and personnel in the UN premises and its surrounding compound in accordance with the UN policies, procedures and guidelines, as follows:

- Provide 24 hours 7 days a week security services with a full team to the UN Office and Building premises, and at entrance and exit points of the premises;
- Maintain existing physical and technical security measures;
- Manage the UN House telephone service after working hours, including handling incoming calls and bomb threats through telephone calls;
- Maintain day-to-day cooperation with UNDP Operations Unit and Designated Official (UN DO) (or alternate) for effective implementation of all joint security measures;
- Maintain full security at the time of demonstrations and protests arriving at the UN or passing through the adjoining streets;
- Report any criminal incidents or disturbances occurring on the UN Premises to the UN DO (or alternate) immediately for advice on further action.

Inputs:

- Provide qualified, competent, honest and well-trained personnel to perform. Evidence of such training in security matters should be provided to the organization.
- Provide uniformed equipped personnel at contractor's expense.

- Provide UN organizations with Certificate of Character and Curriculum Vitae for all security personnel who will provide service to the UN organizations.
- Proper handling and usage of security surveillance equipment to ensure efficient monitoring.
- Provide its own communication equipment for its personnel.
- Provide a list consisting of the names of the personnel providing service to UN House.
- Contractor has full responsibility for all work and services performed by its security personnel.

The Contract is proposed for one year, with possibility of 2-year extension based on satisfactory performance and half-yearly reviews.

3. FACILITIES

At present a total of 12,083 sq. ft. of that building and appurtenances including car park in the basement of the building is being used by the aforesaid offices.

The building is comprised by the following:

- Basement: Carpark
- Ground Floor: Entrance area, lobby, elevator and guard booth.
- First floor: Office space, 1 meeting room and 2 washrooms.
- Second floor: Office space, 1 meeting room and 2 washrooms.
- Third floor: Office space, 1 conference room, 2 washrooms, 1 lunch room and 1 kitchen.
- Access Control: Access control is provided by an automated system operated by proximity card readers. Visitors are required to have their identities and reasons for the visit confirmed prior to gaining access to the facility. Visitors shall be issued with a visitor pass and escorted while on the facility.
- Scanners: Handheld, Baggage, Full Body and Under Vehicle Scanners are operational at the facility.
- Closed Circuit Television (CCTV): A CCTV system with recording capability is installed and operational at the facility.
- Perimeter Security: Fenced walls and Gates.

4. UPSS PROVIDER'S RESPONSIBILITIES

- a) The UPSS provider shall designate a UPSS provider's Representative as the focal contact person on all matters relating to this contract.
- b) The UPSS provider shall provide all the necessary personnel, supplies, equipment and accessories needed to perform the services required in this contract. The UPSS provider must comply with all applicable requirements established by the Government of Trinidad and Tobago. The UPSS provider shall comply with and enforce all orders, policies and/or procedures issued by the UNDP.

- c) The UPSS provider shall furnish the security services, in accordance with industry standards, including but not limited to:
- Performing luggage, handbag and suitcase searches and inspections manually or using a hand-held metal detector;
 - Providing information and assistance to all UN Agencies visitors, guests and employees;
 - Responding to events such as security alerts, probable criminal acts, civil demonstrations and altercations occurring on UN House's Premises;
 - Responding to life threatening situations such as medical alerts, fire alarms, suspected or actual crimes and other related situations occurring on UN House's Premises. This shall include:
 - i. Assuring that all the appropriate alarms are sounded and building occupants alerted in the event of an emergency;
 - ii. Assisting in evacuating all occupants from buildings and other properties; and
 - iii. Assisting in coordinating communications and notifications among law enforcement personnel, UN Agencies' personnel and other emergency response elements in the event of an emergency;
 - Providing for checks and/or patrols to monitor security, safety and building systems. While patrolling the compound and perimeter of the compound, the guard should check for breaks in security (e.g., the perimeter, windows, doors, etc.);
 - Performing package and other security related inspections, as directed;
 - Receiving, issuing and accounting for keys and locks issued to the UN House's facility, offices, gates and other controlled or restricted areas requiring key access;
 - Monitoring the CCTV, recorders, intrusion alarms, fire alarms, security radio net, guard monitoring system and other security or safety equipment owned or controlled by the UNSMS organization;
 - Observing building occupants and reporting instances of non-compliance with security procedures to the UNDO Focal Point;
 - Detecting and preventing, as authorized under law, persons attempting to gain unlawful entry to UN House with the minimum force necessary;
 - Preparing and maintaining incident reports for events identified in General, Post, Supervisory and Special Orders. Incident reports will be submitted by the UPSS provider to the UNDP within 24 hours;
 - Maintaining a 24-hour duty log of all security-related activities, violations or events;
 - Conducting preliminary and follow-up investigations on incidents and/or complaints as directed by UN DO (or alternate);
 - Ensuring that all reports and other documents, e.g., incident reports and logs, are written clearly, legibly and accurately;

- Conducting after-hours security inspections for building security, fire and safety purposes;
- Providing security personnel at fixed posts with fully trained and qualified replacement personnel (breakers) to allow for comfort, personal needs, stress, meals or other situations requiring absences from posts;
- Ensuring compliance with local labor laws to ensure that no individual guard works more than the maximum allowable time in a twenty-four-hour period and no more than the maximum allowable days without a break.
- Ensure that guards are provided rest and meal breaks in accordance with local regulations and per agreement with UNDP. Security Guards must have at least rest between day and night shift, so no consecutive shifts. UPSS company must ensure that the security guards are not doing additional shifts in another location on the same day (to avoid consecutive shifts).

5. REQUIRED QUALIFICATIONS

5.1 Minimum Qualifications for Security Company

i. Experience

The Security Company shall have experience (at least in one contract) in the provision of security services to UN Agencies and/or International organizations/companies during the past 10 years.

ii. References

Companies shall provide a list of three (3) current and previous clients that they have signed a contract with. UNDP has the right to contact each reference and request information on the firm's responsiveness to security issues and problems, the quality of the services performed and the dependability of the firm in meeting security needs.

iii. Guard selection

Companies shall provide in their proposal CVs for the key personnel to be involved in the performance of the contract. Firms shall confirm that the nominated personnel shall not be changed without the approval of UNDP.

iv. Financial capacity

The Companies must be able to financially sustain their guard force if awarded the contract. The firm shall identify the financial institution it uses for its business. A letter from the financial institution such as Bank, with agreement of the company, shall confirm that the company is financially solvent and responsible. Companies that do not have adequate financial resources shall be considered inadequate and ineligible to bid.

5.2 Minimum Qualifications for Security Staff

The UPSS provider shall ensure that all personnel assigned to this contract have not been convicted of any serious criminal offence, including by a military tribunal, or found by a national or international authority to have breached criminal or humanitarian law in any jurisdiction. Further, in principle, they must not be subject to any ongoing judicial proceedings, including military, in respect of such offenses or violations.

i. Company Focal Point

Firms shall provide CVs of their key personnel; minimum selection criteria shall be adhered to or exceeded:

- a. Minimum education requirement: the equivalent of a United States high school diploma;
- b. Minimum 10 (ten) years of police, security or military experience;
- c. Excellent oral and written communications skills and proficient in word processing, PowerPoint and spread sheets;
- d. Minimum of 3 (three) years of experience in supervisory/managerial positions;
- e. Minimum of 5 (five) years of experience in dealing/liasing with international and government organisation

ii. Supervisor

- a) Completion of secondary school is required
- b) A minimum 5 (five) years of police, security or military experience.
- c) Fluency in English (speaking/reading/writing) – CXC Pass in English A.
- d) Committed to full term of contract.
- e) Basic computer proficiency in Microsoft® Outlook (incident reports), and Microsoft® Word (report writing)
- f) Good leadership skills and ability to exercise good judgment;
- g) Trained at a minimum to have/show proficiency/knowledge in self-defense, report writing, occupational safety, threat evaluation, emergency and bomb threat response, protection of information, responding to emergencies, fire prevention and protection, legal aspects of providing security services, and radio/telephone communications.

The Supervisor is responsible for:

- a) The implementation of security at UN House Premises
- b) Management of all guard members
- c) Control and supervision of guard activities
- d) Ensuring timely reporting of all incidents; weekly and monthly reporting
- e) Produce email/database reports of all security events in UN House which will be incorporated in a daily situation report and submitted to the UN DO (or alternate) as agreed.
- f) Control and operation of alarm system and emergency exit doors, in cooperation with the Operations
- g) Handling of difficult or uncooperative visitors and restraining people in order to implement security procedures.
- h) Assisting UN DO (or alternate) in arranging evacuation drills and handling emergency events

- i) Accompanying the UN DO (or alternate) to inspect every room in the UN office in case of bomb threat.
 - j) Contacting UN DO (or alternate) 24 hours a day in the event of an emergency
 - k) Any others job which the UN DO (or alternate) orders.
- iii. Unarmed Guards**
- a) Completion of secondary school is required
 - b) Minimum of 2 years of experience in the same field of work with reputable international organization.
 - c) Understand guard orders and maintain guard logs
 - d) Police Certification Character; and
 - e) Trained at a minimum to have/show proficiency/knowledge in public relations, self-defence and minimum force, radio communication, access control, searching techniques, basic firefighting and basic occupational safety.

Security guards for Main Doors & Gate

Security guard for main gates is responsible for:

- a) Ensure all vehicles are checked and cleared before entering premises (if deemed necessary)
- b) Logging all incoming and outgoing staff, visitors, or maintenance personnel in electronic database (or otherwise if required)
- c) Alerting UN Personnel of arriving visitors
- d) Ensure the Crossbar position is fully closed, in horizontal position (-) all the times, when there are no vehicles passing.
- e) Reporting the arrival of protesters or demonstrations through the chain of command.
- f) Blocking suspicious vehicle from entering UN premises.
- g) Ensure the gate is closed before leaving when office hours are finished.
- h) Directing staff to the assembly area when emergency events happen, under UNDP Operations Unit direction.
- i) Monitoring CCTV System and immediately reporting incidents to Supervisor, UN DO (or alternate)

Security guards for Reception Area

Security guard for reception area is responsible for:

- a) Carrying out checks on all visitors and staff and make sure that they are cleared, upon entering Building's area.
- b) Reminding the staff to wear their ID card all the time while they are in the Building.
- c) Reporting immediately to his/her Supervisor, UN DO (or alternate) any difficult visitors, restraint of persons, or uncooperative guests.
- d) Issuing and logging visitor, temporary and maintenance passes
- e) Ensuring the front and back doors are locked when all staff have left the building
- f) Detecting any imminent crime about to be committed
- g) Logging/recording incidents in online Incident Reporting System

- h) Directing staff to the assembly area when emergency situations happen, under UN DO's (or alternate's) direction.

5.3 UPSS PROVIDER PERSONNEL GENERAL QUALIFICATIONS

In accordance with above qualification/criteria, the security company is responsible for selecting candidates for employment. All personnel hired by Security Service Company will be required to go through an approval process, if requested by the hiring UNDP. They must meet the following minimum standards:

- a) Sex: Either male or female candidates shall be accepted.
- b) Be at least 21 years of age.
- c) Health: Free from all communicable diseases and in good general health without physical defects or abnormalities, which would interfere with the performance of guard duty;
- d) Physical condition: Able to perform physical tasks associated with the guard duties to which he/she is assigned;
- e) Drug dependency and medication: Shall not be dependent on alcohol or other drugs; if using prescribed medication, it shall not hinder the performance of assigned guard duties; and
- f) Education and literacy: Completion of secondary school is required.
- g) Elementary knowledge in English ability and fluency.
- h) Understand guard orders and maintain guard logs and reports in national language.
- i) Radio Communication: Able to operate UHF hand set.
- j) Basic training in first aid
- k) Trained in use of various fire extinguishers and fire control
- l) Must be knowledgeable about physical security systems and deterrents, how to operate an emergency generator and knowledge of alarm systems
- m) Must have the ability to follow instructions, communicate effectively, be reliable, dependable, firm, courteous and tactful.
- n) Must be able to comprehend orders and directives quickly. Must have ability to take clear and decisive action especially during emergency situations.
- o) Capable of handling telephone call in professional manner after working hours, including unwanted calls such as bomb threats
- p) Basic computer proficiency – must be able to use basic database for logging personnel entry/exit

6. REQUIRED POSITIONS AND GUARD POSTS WITH HOURS/DAYS OF SERVICE

		<u>Working Days</u>		
<u>NO</u>	<u>GUARD POST</u>	<u>Mon - Fri</u>	<u>Sat and Sun</u>	<u>Holidays</u>
1.	<u>Front Entrance Gate</u>	<u>24 Hours</u>	<u>24Hours</u>	<u>24Hour</u>
2.	<u>Reception Area</u>	<u>7:00am to 7:00pm</u>		

No guard under this contract shall work more than 12 hours in one 24-hour period or 60 hours in 7 consecutive days without the express approval of UNDSS.

7. TRAINING

Guard Training

Responsibility for all guard training rests with the Security Services Company.

The Security Services Company will develop the recruitment training and in-service training plans and submits them to the UN DO (or alternate) for approval;

- a) **Basic recruit training:** This is basic introductory training to focus the individual on the basic requirements of guard duty. Below is a list of suggested subjects to be included in the recruit training Programme;
- b) **Orientation:** Introduction to training Programme, training objectives, and the role of the guard force at the duty station or facility.
- c) **United Nations assets:** Description of assets, name, location and function. The UN DO (or alternate) to provide this instruction.
- d) **Local law and power of arrest:** What authority and power the employees + government security forces have.
- e) **Threat to facilities:** Description and nature of the threat to United Nations assets with examples.
- f) **Fires:** Description of the threat to assets by fire; use of fire extinguishers; familiarization with fire alarms and extinguisher locations.
- g) **Duty station emergency plans:** Role the guard force plays in case of fire, explosions, bomb searches and building evacuation. The UN DO (or alternate) is responsible for this instruction.
- h) **Physical security measures at duty station:** Description of access control and fire alarm systems used.
- i) **Basic guard duties:** General description of guard actions for protection of facilities and residences. Denial of access to unauthorized persons, maintenance of guard force records and logs and preparation of reports.
- j) **Guard force communications:** Procedures to be used in case of incident; notification of others; use of radio equipment.
- k) **General post orders:** Description of general orders and post orders in detail. Emphasis on guard responsibilities, deportment, penalties for commission of violations of orders.
- l) **Maintaining post logs:** Procedures for preparing daily logs and incident reports.
- m) **Restraint of disorderly persons:** Procedures for defending against physical attack; procedures for restraining others; guidance on use of force.
- n) **Use of personal equipment:** Procedures for the use of any equipment issued to employees.
- o) **Use of access control procedures:** Use of building search for suspected bombs; visitor control systems, including badge issuance and control. General coverage of this subject to all guard personnel, with detailed hands-on training to those employees assigned to access control duties.
- p) **Dealing with difficult people (National/International citizenship):** Procedure for dealing with uncooperative visitors/ staffs.
- q) **Emergency medical assistance:** Elements of first aid and cardio-pulmonary resuscitation (CPR) should be provided to ensure a capability of effective response on the part of the guard where

there is injury or apparent heart attack. The CPR aspect of this training can be a separate module and provided to the staff as well.

- r) **Evacuation/Emergency drills:** The UPSS provider shall conduct periodic drills and critiques of guard performance to assure an acceptable level of training by security personnel for responses to various emergencies such as intruders, mob violence, bomb threats, medical events, natural disasters and evacuations. These drills should be coordinated with the UNDP to ensure minimum disruption to UN House operations.

8. AD HOC AND EMERGENCY REQUIREMENTS

Ad Hoc Requirements: The UPSS provider shall have the capability to provide additional guard coverage during special events and emergency situations to protect UN House premises facilities, employees, property and guests, as requested by the UNDP.

Quick/Emergency Response Team: The UPSS provider shall have the capability to provide a Quick/Rapid Response Team to respond to the activation of the linked panic/alarm system or call for emergency 24 hours per day, 7 days per week. The role of the response team will be limited to liaison presence, conducting preliminary observations, securing the site and communicating the needs to the police and/or other emergency services when they arrive.

9. PRE-EMPLOYMENT SCREENING

- 9.1 The UPSS provider shall conduct an investigation of the reputation and character of each employee applying to work under this contract. The UPSS provider shall not assign personnel to this contract until the investigation is complete and the results determined to be favorable. Favorable, in this context, means that the applicant has no criminal record, there is no indication that the applicant has used illegal drugs or alcohol while working, personal references and former employers recommend the applicant for a position of trust and responsibility, and there are no other obvious disqualifying factors regarding the applicant's reputation and character. The UPSS provider shall maintain the results of the investigation during the life of the contract. UNDP shall have the right to review all investigative results and records for personnel assigned or proposed for this contract.

The investigation shall include, as a minimum, the following elements:

- a) A check of criminal files, as authorized by local law, at locations where the applicant has lived, worked or gone to school during the last seven years or up to the applicant's 18th birthday, whichever period is shorter;
- b) An employment check going back five years or to the applicant's 18th birthday, whichever period is shorter; and
- c) A check of at least three personal references.

- 9.2 The UPSS provider must maintain, at a minimum, the following documents in the personnel record of each employee assigned to work at the UNSMS organization facility:

- a) Individual performance record;

- b) Work application and supplemental data (copy of national identity card or other positive form of identification);
- c) Background investigation information;
- d) Individual training records;
- e) Photograph; and
- f) One set of fingerprints

9.3 The UPSS provider shall update the above documents on an annual basis or more frequently as more information becomes available. The information and supporting documents shall be made available upon the request of UNDP.

10. PROFESSIONAL CONDUCT

10.1 All UPSS personnel assigned to this contract shall maintain the highest standards of employee competency, conduct, cleanliness and integrity. Assignments shall be performed in accordance with prescribed guard orders to the best of each guard's ability and in accordance with safe work place policies and practices.

10.2 The UPSS provider shall remove any of its employees from UN House buildings or properties upon determination that such employees are found to be unfit for the performance of security duties. UNDP reserves the right to direct the removal of any UPSS employee determined to be in non-compliance with the qualifications and standards set forth in the SOW or for any other reason at the UNDP's sole, exclusive and non-negotiable discretion. A determination of unfitness may be made from incidents involving violations of General, Post, Supervisory and Special Orders⁶ and immediately identifiable types of misconduct or delinquency, without limiting the foregoing right of UNDP to have any UPSS employee removed for any reason.

10.3 The UPSS provider shall administer disciplinary action, up to and including removal, for those employees who commit the following offences, omissions or derelictions of duties. All disciplinary actions will be reported to the UNDP. The following, but not limited to, may be considered as demonstrating unfit performance:

- a) Knowingly and/or wilfully violating General, Post, Supervisory or Special Orders;
- b) Failing to demonstrate courtesy and good manners toward UN House employees, visitors, guests or the general public. (Not displaying a respectful and helpful attitude in all endeavours will be cause for removal from a post. Continued complaints shall be cause for removal from the contract.);
- c) Unauthorized use of UN House property, including telephones, communications equipment, security equipment, radios, credit cards or vehicles. The UPSS provider shall reimburse the UNDP for any loss, abuse or misuse of such property;
- d) Leaving disturbing papers on desks and opening desk drawers or cabinets for any reason other than a bona fide security reason;
- e) Falsifying, unlawfully concealing, removing, mutilating or destroying any official documents or records;
- f) Concealing material facts by wilful omission from official documents or records;
- g) Disclosing UN Agencies proprietary information or making any unauthorized news or

- press releases regarding the UN House personnel or operations;
- h) Disclosing duty assignment(s), particularly manpower, security precautions or procedures, except to persons authorized to have such knowledge or as approved by the UNDP;
 - i) Neglecting duties by sleeping while on duty, failing to devote full time and attention to assigned duties and unreasonably delaying or failing to carry out assigned tasks.
 - j) Conducting personal affairs during duty hours and refusing to render assistance or cooperate in upholding the integrity of the UNDP's security program;
 - k) Wilfully violating UNDP's security procedures or policies;
 - l) Abandoning post prior to proper relief;
 - m) Displaying disorderly or immoral conduct, e.g., using abusive or offensive language, quarrelling, intimidating by words or actions, fighting or otherwise participating in disruptive activities;
 - n) Gambling or unlawfully wagering or promoting gambling in any UN House building or on UN House property;
 - o) Carrying a firearm, pepper spray or any other weapon on their person, without explicit approval of the UNDP, while on UN House property, even though such carriage may be legal in the jurisdiction where assigned;
 - p) Using UNDP issued identification improperly;
 - q) Knowingly giving false or misleading statements or concealing material facts in connection with reports or records relating to investigative proceedings;
 - r) Knowingly making false statement(s) about other contract employees, UN Agencies employees or the general public;
 - s) Involvement in any form of discrimination or sexual harassment of other contract employees, UN House employees, visitors or members of the public while on UNSMS organization property;
 - t) Failing or delaying (without justifiable cause) to carry out a proper order of a supervisor or other official having authority to give such orders;
 - u) Eating, smoking or drinking while on post, or taking breaks in any location except those designated as authorized break areas;
 - v) Using or selling intoxicants, illicit drugs or controlled substances while on duty or consuming alcoholic beverages eight hours prior to entering duty. An employee who has reason to believe that the person reporting as relief is intoxicated, under the influence of intoxicating drugs or of impaired effectiveness from having used intoxicating drugs, shall decline to be relieved and shall immediately notify the UNDP and the UPSS provider. Accepting relief by an individual known or suspected to be under the influence of alcohol or drugs shall require the UPSS provider to suspend and/or remove both employees from the contract;
 - w) Vandalizing or intentionally damaging the UN House's property through direct action or negligence;
 - x) Failure to cooperate with the UNDP or UPSS provider authorized investigation.
 - y) Excessive absenteeism or tardiness; or
 - z) Soliciting or collecting monetary contributions during work time.

11. Minimum requirements for equipment

- **Security Guard Equipment:** The UPSS company shall provide and maintain security guard equipment for each guard: this equipment shall include at least the following: uniform, baton, whistle, flash light, lanyard for panic button or any similar device for quick emergency alert.

- **Communications Equipment** – The UPSS company shall furnish all communications equipment required for the performance of this contract. Such equipment includes base stations, hand-held units, cellular telephones and related items that may be required for communication with the UPSS company's operations centre by the Company's Supervisor, Chief of Security Guards and Security Guards assigned to the UN Premises. Maintenance and repair of all such communications equipment will be the responsibility of the UPSS company. The UPSS company shall be responsible for obtaining and maintaining any permits or authorizations necessary to operate such equipment and as required by law or regulation;
- **Guard Monitoring Devices** – The UPSS company shall furnish and maintain guard monitoring devices at each guard post to validate guard rounds, patrols and other security checks. The UPSS company will be responsible for having a sufficient number of these devices to ensure that each post has a device in good operating order. The UPSS company shall be responsible for the maintenance and repair of these devices.
- **Each Security Guard post** (also while on Foot Patrol) shall be equipped with at least one panic alert system (panic button on lanyard around neck, or on handheld radio, etc) in direct line with the main security centre of the UPSS company.
- **Direct Phone/Alarm Line** (via radio transmitter preferred) with the main security centre of the UPSS company.

12. UNIFORMS

All UPSS personnel assigned as security guards to UN House buildings and properties shall wear properly fitted uniforms when on duty. The UPSS provider shall ensure the security guards possess a sufficient number of uniforms so as to result in a professional appearance. The term "Security Personnel" refers to all UPSS security personnel, including uniformed and non-uniformed guards and supervisory personnel. Violations of these provisions shall be reported to the UPSS provider for remedial action.

13. ANTI-TERRORISM

The Contractor agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received under this Contract are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via <http://www.un.org/Docs/sc/committees/1267/1267ListEng.htm>. This provision must be included in all sub-contracts or sub-agreements entered into under this Contract.

14. ADJUSTMENT OF POST/POSITIONS

The UNDP reserves the right to require adjustments to the number of posts/positions in accordance with its security requirements. In such a case, any modifications needed to the Guard Schedule and any adjustments that affect the Price Schedule will require a contract modification.

15. BILLING AND PAYMENT TERMS

The UPSS provider shall submit monthly invoices no earlier than the 1st day of each month and no later than the 5th day of each month for the services rendered in the preceding month. The UNDP processes payments within 30 days of receipt of a correct invoice and approval by the Contract Officer.

16. OTHERS

16.1 Guard Force Equipment

The guard force will require equipment to perform its assigned duties. Items such as uniforms, weather-protective clothing, flashlights, batons, whistles, hand held radios and personal borne panic buttons, etc. should be furnished by UPSS provider.

16.2 Communications

Two-way radio communications are an important part of an effective guard force. Vehicles used for supervisory functions, mobile patrols or rapid response by a reaction force must be equipped with mobile radios.

The existing communication equipment in UNDP will be controlled/tested and handed over to the on-site guard force supervisor and periodically checked for accountability and maintenance. Additionally, coordination with the communications officer for frequencies, routine maintenance and emergency repair must be undertaken by the same UPSS provider.

16.3 Indemnity insurance

The UPSS provider is responsible to provide insurance against stolen or damaged property that is attributable to the guards if something untoward is caused to a UN facility by the failure of a guard to carry out his/ her duties.

16.4 Disciplinary Measures

The UPSS provider agrees to undertake any disciplinary measures recommended by UN against any guard whose conduct is considered unsatisfactory. UN must be informed of any new recruitment made by the security company.

16.5 Replacement

In the absence of any of the above personnel for any reason, the UPSS provider will provide a temporary qualified replacement at no additional cost to UN.

All substitute security personnel assigned to UN House buildings and properties shall be at least equal in qualifications and training to regularly assigned personnel, as specified in this SOW. The UPSS provider shall not assign personnel who have not completed a favourable background investigation.

The UPSS provider shall ensure that all guards assigned to this contract will be relieved for breaks necessary for rest, meals and personal hygiene.

17. PERFORMANCE MANAGEMENT INDICATORS MATRIX

No	Efficiency Measures	Deficiency
1	The guards should be properly trained on: Basic first aid, fire-fighting equipment, fire control, basic radio communication, and maintenance of logbook file.	Non-compliance
2	The guards should be accordingly uniformed and wear ID	Non-compliance
3	Guard deploying.	Unmanned Post
4	Punctuality of employees and key staff	Late reporting for duty
5	Guards should remain alert at all times whilst on duty.	Sleeping on Duty, negligent to instructions/ Corrections.
6	Hourly 10-point check for night shift guard	Non-compliance
7	Rotation of employees and orientation	Too frequent rotations without prior notice to the client and no proper briefing of guards
8	Post instructions should be adhered to	Failure to follow Post Orders
9	In-service training on specific-training as requested by the client and training manual on minimum standards	No further training after deployment
10	Quality of communication at UN Communication Centre Level	Frequency of complaints and/or provision of positive feedback
11	Immediate response telephone reports and correspondence	Late response
12	Incident and training reports: on-site monthly and quarterly management reports	Non-compliance of administrative records
13	Security assessment & on-site investigation	Thefts, late response on site crime
14	Standards of conduct	Abusive behaviour and non-adherence to instructions by focal persons
15	Response vehicle available 24 hours	Lack of response
16	Senior Management, contract management and key personnel responsiveness.	Lack of responses and/ or lack of required action
17	Availability and functionality of radio network equipment (including individual functioning radios)	Lack of radio network equipment (including individual functioning radios)
18	Security alert equipment	Lack of alert gadgets (button, stick, torches, remote button, whistles, etc.)
19	Monthly meetings	Non-implementation of recommendations.

18. EVALUATION CRITERIA

The Bidders must comply with all mandatory requirements in order to be considered for further evaluation. Mandatory Requirements should be submitted as an integral part of the bid.

Criteria		Minimum Required	Supporting Documents to be provided	Type of criteria
1.				
1.1.	Company capacity (size, organization chart, number of staff by category, places,) and structure of the service offer by your company. Focus on similar services required in this call for tenders	Have a minimum of 5 years of experience, specialized in government security, NGOs, International Institutions or companies considered to be of significant size (ex: more than 50 employees) and be able to carry out similar projects of the same Complexity in the capital and/or in the cities of the interior of the country	1. Corporate Profile 2. Company Organization Chart 3. Minimum three (3) ongoing or completed contracts for same or similar services executed in last three (3) years;	MANDATORY Y
1.2.	Describe the Company's radio communication Facilities: Radio room with standards and number of radios in service	The company must: have a radio room in its premises which can cover all the sites of the UNS to be monitored (for permanent contact with its guards placed on these sites) have an authorized frequency have a communication procedure Radio	Radio Room Communication protocol list of equipment copy of frequency authorization	MANDATORY Y

Criteria		Minimum Required	Supporting Documents to be provided	Type of criteria
1.3.	Describe in detail the uniforms that will be worn by the staff as well as all the individual Equipment. Specify the number and frequency of renewal	Uniforms must be professional and conform to UN standard safety standards (trousers, short-sleeved shirt, jacket, Safety shoes...) -at Least 2 complete kits (trousers /jacket/shirt/etc. as per the Annex 1 section 11, 12 and 16.1. minimum of 1 pairs of shoes-their renewal must effective every year	Detailed list and modalities of renewal pictures of guards dressed in their outfits/uniforms	MANDATORY Y
1.4.	Describe in detail the equipment that will be provided by the company for the performance of the Contract. Give as many details as possible (model, brands, etc.)	The equipment list must meet the requirement described in Annex 1 section 11 of the scope of works and the type of equipment is low risk. The supplier will dispose of the equipment in inventory or commit to supply them within the maximum 7 days following the signing of the Contract.	Detailed list and terms of renewal (if Applicable) and, Images/photos of individual key equipment	MANDATORY Y
1.4.	Describe the list of intervention vehicles (cars. Motorcycles,) of the company.	Have at least 2 patrol cars always available for the purpose of this contract. The supplier must have the necessary equipment at the time of submission.	Detailed list and, vehicle grey cards or lease agreements on behalf of the company	MANDATORY Y
2				
2.1.	Describe the organization of the teams as well as the roles and responsibilities according to the staffing table	The organizational plan must conform to the staffing table detailed in Annex 1 section 5	Organizational Plan of the teams for the coverage of the positions	MANDATORY Y

Criteria		Minimum Required	Supporting Documents to be provided	Type of criteria
2.2.	Describe your mobilization plan for this project, including the hiring of staff incorporating the required morality surveys in the specifications, the implementation process, the acquisition of equipment, training schedules, etc.	The mobilization plan must be comprehensive and cover all aspects to ensure the start-up of high-quality services and be considered as Low- risk. This mobilization programme must clearly indicate the number of calendar days to complete the full deployment and which may not exceed 15 days	Detailed technical submission, as indicated in Section 6 (technical submission Form of the ITB)	MANDATORY Y
3.				
3.1.	Describe your company's approach to staff compensation, including benefits, social security, etc. Do not include salaries or financial information but estimated ratio.	The approach must comply with all legal requirements relating to the code collection of Labour Convention and local labour law. Thus, cover insurance, social benefits, training costs, benefits in kind, etc.	Related Documents (framework agreement/ group/Conventions/etc.) To: sickness insurance in case of accident and death by accident long-term disability attestation of the social security if applicable other benefits, distinctions, etc.	MANDATORY Y
3.2.	Describe in detail the initial training program that will be offered to each member of the custodial staff, depending on the role of each person – controller, supervisor, guard, as well as the continuing education program specifying Identification of training needs among staff and frequency of training	The training plan must meet the minimum requirement described in Annex 1 section 7 of the scope of work so that the safety risk associated with the non-training of staff is low	Training Plan and Training Modules on: General Description of protection actions for the protection of installations incident/offence handling procedure: procedures for the use of radio equipment emergency response others	MANDATORY Y

Criteria		Minimum Required	Supporting Documents to be provided	Type of criteria
3.3	Describe your company's code of conduct in relation to the rule of law, respect for human rights, protection of the interests of the client and	The code of conduct exists and is accessible – Agree to UN code of conduct – https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct	The code of conduct	MANDATORY
3.4.	Describe in detail your approach to emergency exercises. Description of the Company's ability to respond to emergencies	The contingency plan must meet the minimum requirements described in section 7 of the scope of works	Emergency operational Plan for three (3) cases listed below: fire, bomb alert, riots, criminal intrusions and explosive incidents evacuation of the building	MANDATORY

Criteria		Minimum Required	Supporting Documents to be provided	Type of criteria
3.5	Qualifications of Focal Point / Representative of the security company	<p>Curriculum Vitae of the representative of the security company</p> <p>a. Minimum education requirement: Secondary School certification;</p> <p>b. Minimum 10 (ten) years of police, security or military experience;</p> <p>c. Excellent oral and written communications skills and proficient in word processing, PowerPoint and spread sheets;</p> <p>d. Minimum of 3 (three) years of experience in supervisory/managerial positions;</p> <p>e. Minimum of 5 (five) years of experience in dealing/liasing with international and government organisation</p>	Curriculum Vitae of main Company's Focal Point for this project	MANDATORY

Criteria		Minimum Required	Supporting Documents to be provided	Type of criteria
3.5	Qualifications of Company's supervisors	<p>a) Completion of secondary school is required</p> <p>b) A minimum 5 (five) years of police, security or military experience.</p> <p>c) Fluency in English (speaking/reading/writing) – CXC Pass in English A.</p> <p>d) Committed to full term of contract.</p> <p>e) Basic computer proficiency in Microsoft® Outlook (incident reports), and Microsoft® Word (report writing)</p> <p>f) Good leadership skills and ability to exercise good judgment;</p> <p>g) Trained at a minimum to have/show proficiency/knowledge in self-defence, report writing, occupational safety, threat evaluation, emergency and bomb threat response, protection of information, responding to emergencies, fire prevention and protection, legal aspects of providing security services, and radio/telephone communications.</p>	Curriculum Vitae of main Company's supervisors for this project	MANDATORY Y

Criteria		Minimum Required	Supporting Documents to be provided	Type of criteria
3.7	Qualifications of Unarmed Security Guards	<p>f) Completion of secondary school is required</p> <p>g) Minimum of 2 years of experience in the same field of work with reputable international organization.</p> <p>h) Understand guard orders and maintain guard logs</p> <p>i) Police Certification Character; and</p> <p>j) Trained at a minimum to have/show proficiency/knowledge in public relations, self-defence and minimum force, radio communication, access control, searching techniques, basic firefighting and basic occupational safety.</p>	Curriculum Vitae of anticipated security guards if known If none, all CV must be provided when the contract is awarded	

* Only companies that receive PASS in all criteria will get a final result of PASS

** Only companies that receive a PASS as the final result of the evaluation will continue to the financial evaluation phase.