



Office of the Resident Coordinator
Of the UN System's Operational Activities for Development in Lesotho

Section 3: Terms of Reference (TOR)¹

**PROVISION OF SECURITY SERVICES AND PROTECTION TO THE PERSONNEL AND PREMISES OF THE UN HOUSE
LESOTHO LOCATED AT 13 UNITED NATIONS ROAD, PO BOX 301 - MASERU 100 KINGDOM OF LESOTHO.**

Starting date: 1st September 2019

Duration of contract: 12 Months with possibility of Renewal.

Background:

United Nations Lesotho seeks to recruit services of a competent and legally operating security firm, registered in Lesotho, to provide protection to its personnel and premises in accordance with the specific terms of reference below and the General UNDP Contractual Terms and Conditions.

SERVICES TO BE PROVIDED

The Contractor shall provide security services and protection to the personnel and premises of the UN House Lesotho located at 13 United Nations Road, PO Box 301 - Maseru 100 Kingdom of Lesotho, as follows:

General Requirements

- (a) A security force of Unarmed Internal Security Guards including Rapid Response Support team, guard monitoring system and two-way radio network each and every day. They shall patrol the UN premises at periodic times.
- (b) The Guards should have the following minimum qualifications

¹ This document serves as a guide to Requestor on how to write the TOR for the RFP, by suggesting contents. This document is not to be shared with Proposers in this current state and form. The TOR actually written by the Requestor shall be the TOR that will be attached to this part of the RFP.



Office of the Resident Coordinator
Of the UN System's Operational Activities for Development in Lesotho

Personnel	Minimum Qualifications
External Supervisor	LGCSE; Supervisor Certification Training with Health and Safety background. Ability to communicate in both spoken and written English; At least 5 years' experience as a supervisor in security services.
Onsite Supervisor	LGCSE; Basic End User Programmes Computer knowledge, ability to communicate by emails in both spoken and written English; At least 5 years' experience as a supervisor in security services.
Guards	JC certificate; ability to communicate in English; At least 2 years' experience as a security guards.

- (c) Security services shall be performed on 7 days per week 24-hour basis at 13 UN Road, United Nations House. Security officers shall have shifts as follows:

MAIN ENTRANCE UN HOUSE

Monday to Sunday; Day shift (06:00hrs- 18:00hrs)

2 x Security Guards: Responsible for access control, perimeter (exterior) and interior (inside the building) patrols.

NOTE: Upon request, 1 x Security Guard to be assigned to escort the contracted cleaners while they perform their duties at the premises.

Monday to Sunday; Night Shift (18:00 hrs-06:00 hrs.)

2 x Security Guards: Responsible for access control and perimeter patrols

Monday to Friday; Day Shift (06:00 hrs-18:00 hrs.)

1 x Security Guard (Female): Responsible for access control and manning the X- Ray machine.

Monday to Friday; Day Shift (06:00 hrs-18:00 hrs.)

UNITED



NATIONS

**Office of the Resident Coordinator
Of the UN System's Operational Activities for Development in Lesotho**

1 x Security Guard: Responsible for access control inside the UN house.

STAFF VEHICLE ENTRANCE UN HOUSE

Monday to Sunday; Day shift (06:00hrs- 18:00hrs)

1 x Security Guard: Responsible for access control and perimeter patrols.

Monday to Sunday; Night Shift (18:00 hrs-06:00 hrs.)

2 x Security Guards: Responsible for access control and perimeter patrols

Required Services:

- (d) The internal security guard force shall be properly trained and licensed, in accordance with local law, to perform security services, excluding the carrying of firearms.
- (e) Shall be responsible for performing such necessary drills in fastening flags at the UN House, WFP Country Office and RC residence.
- (f) Shall maintain respect and complement UN Staff at all material times.
- (g) The guards shall be (clean and neatly) uniformed and wear appropriate identification insignia/badges. The names of the guards shall be given to UNDP - RC/LSA for verification purposes well in advance of assignment to perform services under this Contract.
- (h) Recruitment and Training of Security Guards.
- (i) Provision of 24 /7 Rapid Response System
- (j) Conducting Exterior (within perimeter fence) and Interior (around the building) Foot Patrols – action to be taken in an event of any unusual/suspicious situation observed.
- (k) Operating 24-hour Control Room.





Office of the Resident Coordinator
Of the UN System's Operational Activities for Development in Lesotho

- (l) Monitoring Panic button - test response for emergency 24-hours Radio Communication.
- (m) Supply, Installation and Maintenance of security equipment Guard Patrol and Monitoring System.
- (n) Safe-keeping and operating the assigned set of Mater Keys to gain access (as per established procedure for signing out/entry made into Log Book) to the affected premises in an event of an emergency/suspicious activities during duty/off-duty hours.
- (o) Upon request - Escorting the contracted cleaners in the premises while they perform their duties. There shall be a designated Security Guard to the tasked.
- (p) Transport of staff from/to duty location.
- (q) Deployment of "beepers" to the doors of the staff members' offices that will indicate when the doors are left open and will discontinue the sound once the doors are secured.
- (r) Ground floor windows and building's entrances/ doors to be equipped with burglar alarm (sensors).

A: PERSONNEL

Job description for Site Manager:

1. Conduct on site management of day to day security service and ensure the delivery of service according to TORs.
2. Report on daily basis to DSS and the security focal point/ Local Security Assistant for RC on all security related issues and carry out/ensure all instructions of guards' services according to UN rules and regulations.
3. Ensure the functions of security operations and guards force management system according to the standard set by TORs.
4. Take immediate action on all short falls related to security guards' services.



Office of the Resident Coordinator
Of the UN System's Operational Activities for Development in Lesotho

5. Carry out all function set by TORs and job description as prescribed by the Security Company and by Lesotho Legislation.
6. Provide Daily report on all security occurrences as requested by UNDSS and the security focal point.
7. Control checks need to be conducted on outgoing vehicles, either at random ('black ball' system) or continuously, to ensure unauthorized removal of UN assets/properties inside the vehicles and as deterrent to vehicle theft.
8. Ensure surveillance and prevention of unwarranted monitoring of the UN House and prevent such photographic or digital/audio and or visual capturing of UN properties or events, whatsoever the case may be.

Policy and Procedures:

Receiving visitors for UN Agencies and deliverables

1. The guards at the search bay shall search the visitors and the vehicles according to search policy, ensure NO firearm or weapons allowed to the offices, and record the visitors' information in the Log/Occurrence Book (OB) provided.
2. The Front Desk will receive the visitors; confirm the information according to a VALID ID /PASSPORT/driver's license document, record the ID or document presented from the visitors' OB.
3. Request the visitor to provide information regarding the purpose of the visit, contact the host (UN concerned person) confirming the appointment, if the host is available and willing to receive the visitor, the visitor, belongings (parcels, brief cases, folders and bags) will go thru x- ray scanner (in case any suspicious item(s) will be identified, the site manager will be informed and further physical searching will be conducted).
4. The visitor will be issued UN VISITOR's card, visitor personal ID will be kept at the front desk, inform the visitor upon completion of the visit in order to receive back his/ her ID Doc.



Office of the Resident Coordinator
Of the UN System's Operational Activities for Development in Lesotho

5. The host will be asked to accompany the visitor to venue of the visit; however, in some cases and upon request from the host, the front desk will accompany the visitor to the host. Visitors are to be escorted by the host/Security at all times while in the premises.
6. Receive, check deliveries and handover to UN Receptionist.

Receive incoming mail and parcels and direct them to the concern person.

1. The Guest entrance security personnel will check / scan all incoming mail /parcels, in case any suspicious item(s) or threat will be identified, the Site Manager shall be informed, and further physical searching will be conducted.
2. All mails / parcels must be recorded in OB, details of delivery person and to who will be delivered, the concerned person will sign in the OB, front desk will be responsible to ensure that the mail /parcel will be received by UN Receptionist, who shall ensure that the concerned person only or by other persons on his / her behalf receive the parcel.
3. Maintain the OB and records, Perform the security duties and administrative instruction directed from UNDSS.
4. The Guest entrance security personnel will be responsible to maintain visitors, incoming mail / parcels and call /messages records for further reference.
5. The Guest entrance security personnel will perform the responsibility of liaison and coordination between all UN agencies or company and UNDSS in regard all security related issues.
6. The Guest entrance security personnel shall adhere to all security SOPs communicated to them during the contract period.

General Job Description of the Security Guard

- (a) The security service shall include control of entries and exits, body search and ID card check/verification of the incoming people other than the staff working at the building and securing peace of the inhabitants at the building and overall security of the building with its entire premises. Description of the premises and responsibilities of the security guards are as follows:





Office of the Resident Coordinator Of the UN System's Operational Activities for Development in Lesotho

- **Main Entrance Door:** This is the entrance where people enter and exit, and visitors are searched, and ID cards checked.
 - **Watch and Control Duty:** This is the security service including watch at the place of assignment and control duty to prevent parking of outsider's cars and placement of foreign objects at the parking area and in front of the building.
 - **Reception Duty:** Assisting visitors upon their arrival at the building in an effective, kind and professional manner and registering their names and directing them to the relevant departments. Knowledge of English language is essential.
 - Exterior and interior patrols/observation made – proper and timely action taken when necessary with regards to Safety & Security of the UN Staff, assets, premises and visitors/clients.
 - **Upon request** – escorting the contracted cleaners on duty at the premises.
- (b) Security Guards shall perform their duties at the ground floor, in the front of the building, main gate, the staff entrance, at the parking area and at other places at the sides of the building as shall be notified by the UNDSS.
- (c) Any and all visitors coming to the building and wishing to pay a visit shall, irrespective of their identity, be visually searched thoroughly without letting him/her notice it, as if he/she were a suspect.
- (d) Security guards shall immediately get acquainted with the staff working at the building and other people shall be regarded as customers and visitors.
- Security guards shall be provided with the list of names of the staff and their car plate numbers so that they can control the entries to the building and those to the parking lot accordingly.
 - Security guards shall act professionally and with courtesy but not be overly familiar/acting in an informal way with the staff, customers and visitors for any reason whatsoever
 - Entries and exits after normal working hours by the staff shall be recorded in the register by time and UNDSS shall be notified of the same the next morning.
- (e) Security guards shall in no case allow entry into building unauthorized individuals (i.e. salesmen, beggars, peddlers, etc).





Office of the Resident Coordinator
Of the UN System's Operational Activities for Development in Lesotho

- (f) In case of emergency (fire, sabotage, attack, bombing alert, flood, etc.) or reported incidents (i.e. theft), security guards shall first attend the case, ensure preservation of proof and evidence at the scene, and shall immediately notify DSS of the incident.
- (g) The security guards shall always maintain the liaison/coordination with, and receive work-related instructions, from UNDSS and shall accommodate the instructions so given and shall inform UNDSS of any issues that may go beyond their authority.
- (h) Security guards shall not allow any unauthorized parking at the public parking area, in front of the building's main and back entrances.
- (i) Security guards should support UNDSS with a variety of other functions pertaining to the implementation of Security Plan and Security directives of UN.
- (j) Security guards shall ensure that all the security and fire-alarm equipment work properly and in case of any detection of malfunctioning should inform UNDSS.
- (k) In the event of an emergency, the Contractor shall contact UNDSS.
- (l) Security guards shall monitor the smoke detection system;
- (m) Contractor shall provide maintenance of the CCTV/video camera surveillance system and shall provide a certified technician to service the equipment.

B. TRAINING AND STANDARD PERFORMANCE

1. Guarding Training

Responsibility for all guard training will rest with the contractor. However, each guard shall undergo basic training provided by UNDSS.

2. Quick Reaction Force



Office of the Resident Coordinator Of the UN System's Operational Activities for Development in Lesotho

Such force must be able to respond within reasonable minutes at the activation of the alarm system, the remote panic button, or telephone call of the guards or supervisor. The team vehicle must be in any area/part, even during extreme weather conditions.

3. Staff Continuous Training

Guards should attend a refresher training session (on points mentioned above) every six months. Medical status and physical condition of the guards should be assessed during this period. Any guards performing below the minimum of 75% of the set standard should not be assigned /posted to UN House.

Regular briefing of guards on incidents and security situation must be done.

4. Supervision

A supervisor should have a dedicated radio and / recharged cell phone and make at least two controls between 06:00 and 18:00 and three controls between 18:00 and 06:00 per UN location under his supervision.

C. EQUIPMENTS

1. Guard Force Equipment

The contractor shall provide each guard with, among other things, the following equipment:

- I. 2 x neat and tidy uniforms per annum.
- II. Flashlight.
- III. Whistle.
- IV. Watch.

2. Communications



Office of the Resident Coordinator Of the UN System's Operational Activities for Development in Lesotho

The contractor shall provide hand held radios for each guard on site.

Each radio must also have a battery charger and a spare battery for the hand-held radio equipment. There should be a mobile phone on contract for the Supervisor and a dedicated one for the Manager. The Controlroom for the Company should be readily available for support 24 hours, 7 days a week with reasonable effective response time for emergencies.

3. Alarm System

- (i) The contractor should be able, in support of the guards, to provide on a rental or purchase basis, electronic systems, triggering a sound and light alarm.
- (ii) This alarm should be connected to a 24hour day and night performance at the HQ and systematically generate the arrival of the alarm response team.
- (iii) This alarm should be able to trigger, from a system of magnet contacts, movement detector, fixed panic buttons and remote control in a radius of 200 meters from the receptor.
- (iv) Whether provided on a rental or purchase basis, the contractor will be responsible to install and maintain the alarm system and make sure that it is upgraded at each new technology development in that matter.
- (v) UN shall be able to inspect the contractor's control room and test the system.

D: QUALITY CONTROL

- 1. UNDSS Office shall collect all information and perform investigation concerning quality control and performance of the contractor. DSS will provide feedback on guard performance to the RC/DO.
- 2. UNDSS and RC/DO shall have the right to request any information in investigation thereto, from the guards or Site Management whenever deemed expedient for the purposes of quality control.
- 3. UNDSS and RC/DO should receive a report about the guard's bi-annual refreshing course and physical evaluation.
- 4. In case of any argument arising between a client and a guard, or only if the client who has his guard changed, the company shall immediately shift the guard from his duty and proceed to an administrative investigation without disturbing the client, further.

UNITED



NATIONS

Office of the Resident Coordinator
Of the UN System's Operational Activities for Development in Lesotho

5. Every six months UN RC/DO will evaluate the performance of the contractor if necessary; add specific requirements to the current contract. In extreme cases, the UN could take the decision to terminate the collaboration with the contractor, in this case a 30 days notification will be sent to the company.
6. UN shall provide a checklist to help assessing the company performance. UN staff having guards at their private premises will use it as guideline of what to expect.



UNITED



NATIONS

Office of the Resident Coordinator
Of the UN System's Operational Activities for Development in Lesotho

APPENDIX I

PROVISION OF SECURITY SERVICES FOR UNITED NATIONS IN MASERU PERFORMANCE MANAGEMENT
INDICATOR MATRIX

Service Provider:

Contract/ Award:

Year:

Nr.	Requirements	Performance Rating (1 = Excellent, 2 = Very good, 3 = Good, 4 = Fair, 5 = Unsatisfactory)	Comments Written Comments are Required for Excellent and Unsatisfactory Ratings
1	The guard should be properly trained		
2	The guards should be properly uniformed and wear ID badges		
3	Guards deployment (Shift changes, rotation, replacements)		
4	Punctuality of Guards		
5	Regular Supervision		
6	Guards always alert whilst on duty.		
7	Rotation and orientation of guards		
8	Post instructions adhered to		
9	In-service training on specific training requested by the client and training manual on minimum standards		
10	Quality of communications		
11	Immediate response telephone reports and correspondence		
12	Incident and training reports: on- site monthly and quarterly management reports		
13	Security assessment and on-site investigations		
14	Standards of conduct		
15	Functionality of security equipment		
16	Response of Management		

Approved By:

Name: Dr Aiti Zwandvoort Position: RC a.iDate: 12/6/19