

## Section 3: Schedule of Requirement

## ANNEX 1

### Provision of Equipped Armed Private Security Company (APSC)

#### **A. Project Title: UN Agencies and Sister Concerns**

#### **B. Project Description**

- 1 UNDP, on behalf of all UN Agencies and Sister Concerns present in Yemen, intends to secure the services of a professional contractor/s to provide, manage and operate an Armed Security Services, at the UN Common Accommodation Facility, Sana'a (UNCAF), UN Agencies and other UN Sister concerns' facilities across Yemen.
- 2 An Inter-Agency LTA will be awarded to the selected contractor/s initial for one year with possibility to extend for 2 years; at the discretion of the relevant UN Agencies; performance of the contractor will be assessed on a yearly basis. This contract/s will be awarded, through a competitive selection process, to the service provider/s that can clearly demonstrate through a written proposal a high degree of experience, ability, competency and best-practice in security services.

#### **C. Scope of Services, Expected Outputs and Target Completion**

- 3 UNDP Yemen is seeking the services of professional companies that can provide the following security services throughout Yemen:
  - a. Provision of a fully trained and equipped guard force of Armed Private Security Companies (APSC), at UNCAF Sana'a and facilities across Yemen as and where required;
  - b. Provision of trained and equipped armed guard force personnel at UN facilities as and where required;
  - c. Develop and implement its own "Use of Force Policy" consistent with the applicable national laws and with United Nations 'Use of Force Policy" (which shall be made available to the private company for reference purposes)
  - d. Develop its own firearms management procedures and "Weapon Manual" consistent with the applicable national laws of the states in which the service is to be provided and to the extent consistent with the United Nations Department of Safety and Security Manual of Instruction on Use of Force Equipment including firearms, (which shall be made available to the private security company for reference).
  - e. Continuous and ongoing training and re-training of all contracted security personnel and resources on a regular, programmed and scheduled basis as agreed between the service provider and UNDSS Security Team.
  - f. Providing round-the-clock experienced security guard and supervisors to the organization premises and other premises as may be required during the contract period.

- g. A series of Team Leaders and Deputy Team Leaders\*, certified medics are to be determined by the service provider and included as part of the internal management of the Armed Guards.
- 4 The service provider/s shall provide all supervisory, management and other personnel with the required experience, education and ability together with other resources to plan and provide security services operations to the UN facilities across Yemen as defined in the Statement of Works. The service provider/s shall perform to the standards and shall follow all applications and directives as identified in the Statement of Works to include international best practice procedures.

## **Static Protection of United Nations Personnel, Premises and Property**

### ***Objective***

- 5 Provide a competent, robust and sustainable armed response to deny any attack in protecting all the United Nations (UN) personnel, visitors and facility staff at UNCAF and other UN facility entrusted to protect, in accordance with the requirements of this TOR. The Use of Force Policy developed by the Contractor and in line with UN Use of Force (UoF) should be the guidance principle in using force to detect, deter, deny, delay an attack. A resilience period of 45 minutes is expected in this regard.

### ***Basic Functions***

- 6 Provide Armed response during the course of delivering the basic functions.
- 7 Patrol the designated area and in the immediate vicinity of it.
- 8 Identify and report suspicious persons or objects which may cause a security concern.
- 9 Subsequently, contain or remove suspicious persons or objects which may cause a security concern.
- 10 Respond to active shooter and complex attack against the UN premises and accommodation as deem required, in accordance with the "Use of Force Policy".
- 11 Monitor and respond to intrusion and safety alarms.
- 12 Provide timely incident reports to the UNDSS/Field Security Coordination Officer (FSCO) and or Chief Security Adviser.
- 13 Provide First Aid to United Nations personnel in the event of incident, after neutralizing the threat.

### ***Armed response during the course of delivering basic functions***

- 14 Protect United Nations personnel, premises and property within the designated area in accordance with the Use of Force Policy developed by the Contractor in line with the UN UoF, and in accordance with the requirements of this Statement of Works.

### **Duties of the Armed Security Company:**

- 15 The service provider/s shall be responsible for providing all equipment, materials, weapons and personnel for the execution of the services. UNDSS or the applicable UN Agency will approve the equipment, uniforms and other materials prior to their use in the performance of this contract.
- 16 The service provider/s shall provide properly qualified security personnel and resources, in the correct numbers, equipped with the correct equipment and skills to carry out the functions and duties as contained in this Statement of Works.
- 17 Individual shifts and duty-rosters will be prepared by the provider, in consultation with the UNDSS/FSCO UNCAF, and based on the latest Security Risk Assessment (SRA) pertinent to the location.
- 18 The basis of shift rotation will provide; (a) an on-duty team, (b) a stand-by team, and (c) off-duty component on the proviso that the guard force must be ready and equipped to deal with any internal emergency or external act of aggression at any time of the day or night. The full complement of staffing as prescribed for the facility, leave and sick staff will not be considered as UN staff complement.
- 19 For the purpose of this Statement of Works, the contractor must provide the full gear equipment (including weapons and ammunition) to all the armed personnel contracted as per paragraph "C", sub para "3", sub para "g" upon request of UNDSS/FSCO UNCAF.

### **Working Hours and Compulsory Time Off:**

- 20 Security personnel will rotate posts on 8 hours basis, rotatable shifts between on-duty team and stand-by team.
- 21 Security Personnel are to receive ten (ten) days break (paid) off duty, every month
- 22 Personal leave must be granted in terms of service provider policy and country labor laws.

### **The Duties of the Armed Security Guards will include:**

- 23 Under the direct supervision of the Guard Supervisor, the guards perform the following task as detailed in the "Basic Functions" detailed above and other security duties as directed by the UNDSS/FSCO UNCAF and UN Security Team:
  - Protect staff in the UN compounds against external aggressors
  - To man static sentry posts and to be located at vantage points to be designated by UNDSS/FSCO UNCAF.
  - To conduct regular patrols within and around the UN compounds during day and to report anything unusual through the guard supervisor to the appointed UNDSS/FSCO UNCAF and UN Security Team.
  - To provide armed escorts to VIP staff whenever required and detailed by the Guard supervisor

- To report any deficiencies in physical security to the UNDSS/FSCO and UN Security Team.
- To perform other security duties as detailed by UNDSS/FSCO and UN Security Team either on an individual basis or within a team.

**The Duties of Guard Supervisor will include:**

24 Under the direct supervision of the UN Security Team the Guard Supervisors perform the following duties:

- Exercise Command and Control of all guards
- Plan static security tasks and implement these plans; these must include a sound guard's shift roster to allow for adequate and robust presence at all times
- Detail armed escorts to accompany staff for VIP staff movements, under exceptional circumstances, whenever required and instructed by the UNDSS/FSCO and UN Security Team.
- Study existing UN and UNDSS security and contingency plans
- Rehearse guards regularly on security response to all attack modalities
- To exercise and demonstrate sound leadership and initiative at all times
- To function effectively under pressure to counter threats, including hostile elements
- Liaison with other security entities including MoI Guards and supervisor of local security personnel
- Conduct limited training, drills, and revision as required
- Make evaluations on mission tasks and recommend changes and improvements to drills, plans and skill sets
- To submit daily incident reports to the UN Security Team
- Perform other related security duties as designated by the UN Security Team
- The Guard Supervisor should have sufficiently comfortable conversational English to be able to interact with the UN Security Team, during times of incident, without difficulty

**Trainer/Instructor:**

25 The service provider of the armed guard contract will provide a trainer/instructor who will be responsible for the preparation of training plan and to conduct training for guard forces. All training plan/s must be submitted to UNDSS for approval prior the training exercises.

26 The service provider shall be responsible for providing all equipment, materials, weapons, ammunition, personnel for the execution of the training services. UNDSS/FSCO UNCAF will approve the equipment, uniforms, materials and resources prior to their use in the

performance of this contract.

- 27 The service provider shall provide properly qualified security instructors, in the correct numbers, equipped with the correct equipment and skills to carry out the functions and duties as contained in this Statement of Works.
- 28 The Service Provider shall provide regular and continual security training at all locations across Yemen where security personnel are deployed in support of the UN operation/s.
- 29 The purpose of the Trainer is to supply advanced training that integrates guard forces into site requirements, specifically abilities beyond control tasks. The Trainer will imbed protection and defensive capabilities. The guard force must be capable of:
- Repelling an attack
  - Executing a counter attack (including within buildings or structures)
  - Capable of holding the facility and executing a controlled and disciplined fire-fight.
  - Establishing and holding a cordon
  - The crux of the training will be defensive capabilities as a team.
- 30 In addition to the above, the Trainer will be responsible to provide – and assess competency in – first aid, marksmanship, rules of engagement, communications, SOPs etc.

### **Training Standards**

- 31 Prior commencing services under the contract, the APSC will provide the following training to each of its personnel on the International Code of Conduct, the APSC use of Force Policy and the APSC Weapon Manual and also the following:
- Firearms handling
  - Radio communications
  - Premises access control of the UNSMS organization in question
  - Counter-terrorism search
  - First Responder medical training
  - Training on the use of specific equipment to be utilized
  - Hostile surveillance and reconnaissance detection training
  - Supervisory and management skills
  - Cultural sensitivity training
  - Human Rights Law and application
  - Use of Force training
  - Management of workplace conflict resolution

- Integrity and ethical awareness
- Preventing sexual harassment

32 Overview of United Nations security management system relevant to their duties

33 The Armed Private Security Company must certify to the UNSMS organization in question that each personnel have undergone the above training and demonstrated the necessary level of skills before commencing the provision of services for the organization

34 The APSC must demonstrate to the UNSMS organization that a programme of refresher training is implemented for each personnel.

#### **Post Requirements (per shift):**

35 The UNDSS/FSCO and UN Security Team will designate the armed guards posts in line with the number of armed personnel contracted as per paragraph “C”, sub para “3”, sub para “g”.

#### ***D. Institutional Arrangement***

#### **RESPONSIBILITY OF THE SUCCESSFUL PROPOSER**

##### **Company:**

36 The service provider must be properly registered in terms of the laws of Yemen and shall be fully compliant with national security industry regulations and will obtain all the necessary certifications, import and export licenses, in-country permits and licenses for the security personnel and all of the required equipment. The provider should be a licensed and approved provider of security services, to diplomatic entities, within Yemen.

37 The service provider must have been in business of providing armed security for at least five (5) years prior to submission of its proposal.

38 The service provider must undertake all reasonable steps, to verify with the relevant national authorities that any potential personnel (i) has not been convicted of any national criminal offences including military tribunal, or found by national and (ii) is not subject to any ongoing judicial proceedings, including military, in respect of such offences or violations.

39 All armed guards have to go through Psychological Evaluation from a reputable M.D. to insure their wellbeing prior engagement of their service. A report must be provided to UNDSS/FSCO UNCAF upon request.

40 The service provider shall confirm to the UNSMS organization in question, in writing that the above outlined Screening Process has been conducted and that only personnel who meet the mentioned requirement are to be engaged to provide armed security services.

41 The service provider will be responsible to provide all weapons, ammunitions, uniforms, communications equipment and personal protective equipment necessary for the proper

conduct of the services detailed in the contract. This should also include sufficient ammunition to fulfill training requirements.

- 42 The service provider will be responsible to maintain and ensure the highest degree of morale and wellbeing of their personnel, and will be required to provide whatever recreational equipment is necessary to achieve this.
- 43 The service provider will be required to provide evidence of their proposed rotation and leave plan.
- 44 The service provider will be required to provide monthly expenditure report for all UN agencies to UNDP.
- 45 The service provider will be responsible for providing uniforms and specialist equipment for the personnel, as follows:

### **Uniform:**

- 46 All Guards to be presented in smart, matching uniforms. Uniform should consist of trousers, shirt, boots, appropriate headwear and suitable winter clothing to include pullovers, jackets, gloves etc. The colour and style of uniform should be approved by UNDSS/FSCO UNCAF and would normally consist of combat/cargo-style trousers, matching shirts, high-lace boots (black or tan). Colours should be neutral – tan, black, blue preferred – and not emblazoned with logos, emblems etc.

### **Duty Equipment:**

- 47 The requirements for each guard is listed below and is post specific:
  - Uniform
  - UHF/VHF handset (including charger and spare batteries)
  - Cell phone (including activated SIM card)
  - Personal Protection Equipment (to include body armour with ceramic plates front & back, helmet, eye and ear protection)
  - Assault rifle (AK104, AKSU, M4, or similar), with minimum 5 magazines of 150 rounds, calibre 7.62 mm FMJ or appropriate ammunition.
  - Long barrel scoped precision rifle (Dragunov type) with minimum of 5 magazines, 100 rounds of 7.62mm, FMJ for each designated marksmen (minimum 8 armed guards per team to be qualified for this type of rifle).
  - Semi-automatic pistol (Glock or similar) with minimum of 3 magazines of 45 rounds, calibre 9mm FMJ
  - Grenade launcher, 40 mm (H&K, MZP1 or similar), minimum 4 CS grenades
  - Equipment chest rig/belt rig

- Personal trauma pack
- Gas Mask
- Night vision goggles

### **The Service Provider**

48 The service provider is responsible to fully furnish an on-site clinic with all trauma kits and post a qualified paramedic on duty for every shift.

49 In addition to the personal equipment, the service provider must furnish an on-site armoury with the following equipment:

- 8 Binoculars, 7x50
- 8 Night vision devices, handheld/helmet mounted
- 50 spare batteries for VHF radios
- 20 flash bang devices
- 20 smoke grenades
- 10 grenade launchers, 40 mm (H&K, MZP1 or similar), minimum 40 grenades

50 The service provider will ensure that the following reserve ammunition are available onsite as follow:

- 40 handgun magazines with 600 rounds
- 16 precision rifle magazines with 320 rounds
- 50 teargas grenades (40 mm)
- All ammunition shall be factory new, high quality manufacture
- A full set of equipment and weapons is provided for the on-duty, standby team and off-duty team.

### **Planning**

51 Taking into account the requirement for interoperability between all components of the UN protection forces, the Service Provider will compile, in conjunction with the individual UN Agency FSA's/UNDSS, an integrated security plan for each location to which personnel are deployed.

### **Personnel:**

52 The service provider must provide qualified and experienced personnel to accomplish the duties and work as stipulated and required by this Statement of Works. The personnel provided must be employees of the service provider and shall be legally enabled to work within Yemen. The service provider shall be able to provide relief personnel to cover for

mandatory time-off, holidays or illnesses.

It is mandatory that service UN Contractors pays salary and compensation to its security guards that the salary is divided into 70% of the cost proposed by the successful supplier is paid to the guards and the remaining is taken by the company as administrative cost.

- 53 The successful contractor shall provide and maintain each of their personnel with adequate life insurance, medical insurance including medical evacuation, and third-party liability coverage
- 54 The use of alcoholic beverages and/or illegal drugs (including Qat) by the service provider personnel, while on duty, is strictly forbidden. The service provider shall immediately remove and replace any employee who is under, or strongly suspected of being under, the influence of alcohol or drugs.
- 55 All security personnel shall wear identification badges with a minimum of the service provider's name and the employee's name.
- 56 The service provider will provide a weekly status update report, in addition, they will be required to report any identified security deficiency and/or any security incidents immediately to the UNDSS/FSCO UNCAF and UN Security Team.
- 57 The service provider will be responsible for the provision of life support services such as food, water, medication for its personnel, including EDD Team.

#### **Mobilization/Demobilization:**

- Initial mobilization period for security personnel will be within 60 days
- Demobilization and/mobilization to a different location will be within 30 days from the date of notification
- Final demobilization within 60 days from the end of contract date
- Eviction and replacement will be done within 1 week.

#### **Responsibility of UN Agency/UN Sister Concern**

- 58 The contractor will be provided with the following:
  - Living quarter equipped with basic furniture, such as, bed, chairs, desks and basic kitchen equipment.
  - The UN will provide suitably equipped and protected guard posts, standard of which will be agreed between UN and the contractor.
  - Appropriate communication equipment in order to enable the contractor to communicate with UN position and personnel, such as, desk phones and radio programming capability.

#### ***E. Duration of the Work***

59 UNDP intends to award a contract/s to the successful bidder(s) for five years, renewable/terminates every year without a competitive bidding process, at the discretion of UN agencies.

60 The contract is renewable on a yearly basis upon UNDSS performance evaluation of the successful bidder(s), meeting all performance standards as set-out in the Statement of Works.

61 In the case of underperformance by the successful bidder(s), UNDP on behalf of UNDSS and or UN sister Agencies can terminate the contract prior the end of the 5 years LTA.

## ***F. Location of Work***

62 Below is an indicative number of UNDSS current requirement. However, this requirement may change, which will be communicated with the selected contractor as and when necessary.

### LOT 1

#### **The provision of Armed Guards and Supervisors**

LOCATION	NO OF GUARDS REQUIRED ON DUTY			Supervisors per Shift	Medics per Shift
	1 <sup>ST</sup> SHIFT	2 <sup>ND</sup> SHIFT	3 <sup>RD</sup> SHIFT		
UNCAF	51	51	51	2	1
<b>Total</b>	<b>153 Armed Guards</b>			<b>6 Supervisors</b>	<b>3 Medics</b>

\*Supervisor(s) are required for all shift

### LOT 2

#### **Explosive Detection Dog(s) EDD Team**

Location	Description	Supervisor	Handler	Dogs
UNCAF	<b>No of posts</b>	3	5	5

63 It is anticipated that UN locations during the course of the contract may change. Any changes with regard to number of personnel and/or additional (or fewer) locations will be agreed in writing between UN or UNDP and the Contractor.

## ***G. Qualifications of the Successful Service Provider at Various Levels***

64 The service provider must ensure that all contract employees are qualified to perform the specified job task. All personnel must undergo due diligence and positive vetting before being assigned. Personnel must have a clean record and may not have been convicted of any felony or misdemeanour during a five (5) year period preceding the date of submitting proposals. Police reports attesting to this from the personnel country of origin and/or Yemen will be made available to UNDP upon request.

65 The Proposer shall ensure that all its personnel employed and assigned to perform under any Contract resulting from this solicitation meet or exceed the following minimum

criteria:

- must be at least 25 years of age;
- be physically fit and able to perform all general patrol duties, functions and activities;
- be free from all communicable diseases;
- be well proportioned, as to height and weight;
- be in good general health, without physical defects or abnormalities which would interfere with the performance of duties;
- be verified as having armed military or police background;
- have binocular vision correctable through the use of glasses/contact lenses to 20/30;
- have adequate color acuity and be capable of hearing normal conversation at three (3) meters with either ear, without the benefit of a hearing aid.
- **Should not have any criminal records in the past, or any pending court cases currently.**

### **Trainer/Instructor:**

#### **66 Person Specification - required:**

- Fluent English and the language of the security personnel
- Clear and developed leadership skills
- Demonstrated capacity in training development and execution
- Successful experience of working with third country national and, ideally, Yemeni's
- Excellent interpersonal skills, with all levels of seniority
- Excellent writing/staff-work
- A minimum of 5 years previous, and demonstrable command experience in the military or police
- Excellent communication skills (written and spoken) enabling effective rapport with workplace colleagues at all levels, regardless of background, nationality and culture.
- Strong organizational skills and the ability to priorities effectively and efficiently.

### **The Guard Supervisor:**

67 Should, as a minimum, have previously held the military or police rank of Sergeant. In addition to the skills required for the guards, supervisors are to have demonstrable skill in:

- Conversational level English
- Leadership skills

- Command and control
- Proven tactical ability in urban and rural environments
- Writing and issuing operational orders during combat and non-combat situations
- Preparation and submission of daily incident reports
- Supervising small teams of security personnel
- Identifying and locating defensive positions when and where the operational situation requires
- Supervising security measures and practices in base camp environments
- Navigation and map reading
- Undertaking formal training and general instruction
- Excellent small arms weapon handling skills for theatre.
- Defensive layout, continuous improvement of layouts.
- Counter-penetration operations.
- Fire plans and Fire Control.
- Disciplinary hearings

### **The Armed Guards:**

68 Should, as a minimum 3 years experience, have previously served in an armed military or police force and have demonstrable training and experience in small-unit tactics

- The service provider will provide sufficient evidence that personnel of the Guard Force have the leadership, technical background, and experience appropriate to carry out the above-mentioned activities, and medically fit for purpose / remote deployment.
- Personnel assigned must be able to work in a cooperative fashion with UN staff, Yemen host country security elements and designated security focal points
- Personnel must be able to deliver work that is not in conflict with priorities, goals and ethics of the United Nations.
- Have knowledge and understanding of access control procedures
- Have high standards of personal discipline
- Have a basic knowledge of combat first aid
- Have proven ability to operate their weapons as part of a defensive/offensive situation or when on or in vehicles especially when in a temporary defensive position
- Have a proven ability to follow orders within a combat situation and clear understanding of basic battle drills

- Have basic navigation and map reading skills
- Have a high level of interpersonal and communication skills
- Have a basic level of communication in English both verbally and written
- Have a basic knowledge in survival techniques in the Yemen environment
- Have a proven ability to operate radio & telecommunication equipment and a basic ability to follow procedures for HF, VHF, UHF and other systems used by the UN
- Demonstrated ability to live in field conditions for extended periods

**Medics staff:**

- Should have at minimum 5 year's experience, have a recognized nurse degree/diploma and renewed professional licence.
- Providing nursing care, treatment and follow-up of guards status, ensure protocols are applied in service and universal hygiene standards/precautions, in order to ensure the quality and continuity of care for the guards.
- Knowing, promoting, implementing and following up the universal hygiene standards/precautions, bio-hazard prevention and infection control, security rules and other protocols and procedures in the medical premises and ensuring high standards of hygiene of his working environment. Participating in health education of the guards when necessary.
- Carrying out admission, surveillance and follow-up of guards (i.e. assessment of the evolution of their state of health and the identification of any emergency situation or deterioration)
- Carrying and supervising administrative procedures and documents (fill in patient's files, forms, consumptions, statistics, registers, health files, etc.), ensuring an appropriate written/oral handover, and reporting any problematic situations and cases that may arise. Participating in data collection and keeping the company doctors/supervisors informed.
- Ensuring triage of injured personnel in case of wards or during emergencies, detecting the priority acute/emergency cases, carrying out first aid care and referring them to the doctor when necessary.

**The Company:**

69 The service provider/s must be able to provide proof of the following:

- Must demonstrate at least 5 years of experience in the security industry, particularly in the fields related to this Statement of Works

- Must have a valid and current license to provide armed security services in their Home State as defined by Montreux Document (the State where the APSC is registered or incorporated)
- The APSC must have valid and current licenses to provide armed security services and import, carry and use of firearms and ammunition in the Territorial State, as define by the Montreux Document (the State on whose territory the APSC will operate);
- **Must have a sound financial standing and management and institutional capacity to deploy, maintain and operate the size of the work force under the scope of this ToR;**
- Must provide references of satisfactory services provided in the fields of providing armed security personnel.
- Must provide a communication plan to ensure successful management of the contract.
- Must demonstrate a capability to manage their personnel on the ground, particularly those deployed in the regions
- Must demonstrate that they have an acceptable security-training program and that the personnel offered will have received proper security training.
- Must be able to provide relievers at short notice.
- Must be properly registered in accordance with Yemeni laws and legislation.
- Must provide details of employment benefits provided to their employees.
- Must ensure that security personnel are given sufficient rest-days, providing a leave rotation schedule.

## ***H. Scope of Proposal Price and Schedule of Payments***

70 Once a Contractor is awarded with the Contract, in full consideration of the complete and satisfactory performance of the Services under the Contract, the relevant UN agency/Sister concern shall make payments to the Contractor in accordance with the pricing structure set forth in the Pricing Table **of the contract to be signed off with the winning bidder**. The prices shall remain fixed for each of five years as agreed by the parties.

### ***Proposal.***

71 *The contractor is expected to provide a written proposal indicating how it will achieve the requirements as stated in this TOR and also demonstrate the ability to deliver service. Relevant government authorization proof must be included in the proposal.*

## ***I. Criteria for Selecting the Best Offer***

The below method will be used:

**72** Technically compliant offer lowest price.