

## Section 3: Terms of Reference (TOR)<sup>1</sup>



UNITED

NATIONS

Office of the Resident Coordinator

ANNEX III: TERMS OF REFERENCE:

**SECURITY SERVICE PROVIDER TO THE UN HOUSE, SUB-OFFICES AND RESIDENCES:**

### BACKGROUND

The United Nations (UN) Systems in Namibia wish to have a security service provider enlisted in order to provide safety and security services to the UN House, sub-offices and at the residences of certain staff members. Therefore, a security service provider which is professional, duly registered with all the related government institutions, and with appropriate experience is sought herewith.

### OBJECTIVES

The contract with the selected security service provider would cover the provision of safety and security and related services that include, but are not limited to provision of protection/ guarding duties, managing residential security, control access, registration of visitors, keep records of visitors, searching of parcels and persons, searching of vehicles entering UN premises and any other duties as stipulated by the Security Advisor of United Nations Department of Safety and Security (UNDSS) in consultation with the Resident Coordinator of the UN Systems in Namibia.

### SAFETY AND SECURITY POLICY

Security service provider is expected to provide and be compliant with the following requirements;

- a. The security service provider should issue uniforms to the security guards which exemplify the company logo as well as the uniforms.
- b. Such uniforms should be issued to the individuals security guards free of charge.
- c. The remuneration of security guards should be market related and acceptable to the UN as well as to the labour law provisions of Namibia and this will be monitored from time to time.
- d. Such security service provider is expected to deploy security guards only for eight hours tour of duties and should be provided adequate time off in order to recuperate.
- e. Security guards should be trained in basic security management; they should also continuously be given training at the cost of the security service provider.
- f. UN official language in Namibia is English; therefore, the individual security guards who are deployed to UN installations should be conversant in English (Speaking, writing and reading).
- g. High level of discipline and punctuality are essential performance indicators.

<sup>1</sup>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.

**h. The following can be considered as breach of contract;**

- ❖ Deserting of guarding posts,
- ❖ Sleeping on duties
- ❖ Visits by other people whilst on duty at a guarding post,
- ❖ Use of earphones whilst on duty,
- ❖ Use of loud stereos whilst on duty,
- ❖ Excessive use of cell phones whilst on duty,
- ❖ Smelling alcohol or being under the influence of alcohol,
- ❖ If the security service provider fails to uphold good labour relations with employees.

<b>SCOPE OF SERVICES</b>
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The selected security provider shall provide full, prompt, accurate, and expert security services to staff of the UN Agencies in accordance with the UN policies, procedures, and guidelines. The services required under this Terms of Reference shall include, but not limited to, the following:

- a. The selected security service provider shall appoint dedicated senior personnel/Operations Officer with extensive safety and security background and experience to the UN so that operational issues are addressed and communicated henceforth. Such individual will be screened in order to check his/her competencies.
- b. The selected security provider shall also be required to provide security guards services to the RR/RC residence and residences of staff members who opt to utilize such services.
- c. Bulk of safety and security services will be at the UN House and others such UN installations as it will be identified from time to time.
- d. At RR/RC'S residence and residences of staff members, security guards are expected to be discreet of any information pertaining to the RR/RC and staff members and should not divulge the information without any permission from RR/RC or such staff member.
- e. Security guards who are deployed at various UN installations are not UN staff members or employees and are therefore not to claim any insurance or employee benefits.

<b>COMPLAINTS AND DISPUTES</b>
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- a. The security service provider shall be expected to have a harmonious and sound employment relationship with its employees (security guards) so that any disputes or complaints emanating from security service (company) do not put UN in disrepute.
- b. The UNDSS will if deemed necessary and appropriate from time to time issue complaints in writing and will expect a written explanation from the selected security service provider.
- c. If the security service provider companies have a complaint against UN it is advisable that such complain is directed to the UNDSS Security Advisor.

## SECURITY SERVICE PROVIDER QUALITY CONTROL

The Security Advisor will monitor, evaluate and assess the service provided by the security service provider in order to establish and benchmark the quality of service being provided to the UN. As safety and security risks and challenges are changing so will the Security Advisor communicate such new paradigm shift to the service provider. Such standards are expected to be maintained.

## QUALIFICATIONS OF THE SECURITY SERVICE PROVIDER

**The following criterion should be met by the aspiring security service provider;**

- a. Minimum of three years of security service provision,
- b. Sound financial status,
- c. Reference of reputable services provided to other companies especially in diplomatic fraternity;
- d. Appropriate equipment and appliances to its disposal (**site assessment will be done**),
- e. Capacity and capability to train security guards (**assessment will be carried out**),
- f. Provision of transport to the guards so that punctuality is enhanced,

## PERSONNEL

- a. The security service provider shall assign personnel as provided in the breakdown below to provide prompt, courteous and efficient service to the UN and to fulfill its obligations under the contract.
- b. In general, the security service provider shall assign the relevant personnel according to their technical know-how and reliability.
- c. The UN has the right to interview all prospective dedicated staff and to request replacement of any security service provider employee for reasonable cause.
- d. The UN also reserves the right to do background checks on any/all security service provider staff who are assigned to the UN account.
- e. The UN taking up such background checks, or not, in no way diminishes the security service provider obligations and liabilities concerning its personnel.

<b>UN House <u>Weekdays</u> Day &amp; Night: -</b>	<b>Guard Parking Basement</b>	<b>x 1 <u>Patrol the Parking bay area at Two hourly intervals</u></b>
	<b>Guard Open Parking Area</b>	<b>x 1 <u>Patrol entire premises at Two Hourly Intervals</u></b>
<b>UN House <u>Weekends</u> Day &amp; Night-</b>	<b>Guard at the Pedestrian Entrance x 1</b>	
	<b>Guard at the Vehicle Gate Control Entrance x 1</b>	
	<b>Guard Parking Areas Basement/Open Parking x 1</b>	
<b>RR/RC's Residence Day &amp; Night: -</b>	<b>Guard x 1</b>	

<b>TERMS OF PAYMENT</b>
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Statement of account or invoice for UN House, other installations and respective staff members shall be submitted to the concerned UN Agencies on a monthly basis.

<b>CONTRACT</b>
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The security service provider would be contracted for an initial period of 3 years, subject to continuous performance evaluation. Therefore, quarterly performance meetings will be held between the designated representative of the security service provider and UNDSS. The Resident Coordinator will give notice of termination of contract if the performance and the service is not satisfactory or if there is a breach in the contract by giving a notice of 30 days.