

Terms of Reference for LTA Security Guarding Services Libya Offices

Project/ Assignment Title	Provision of Security Services to UNICEF Main Office and Field Offices
Workplan Code No.: Activity: Security Services Background:	UNICEF wishes to engage a reputable company operating in the field of security services (herein after referred to as “the Contractor”) to provide security services for the UNICEF Office in Tripoli, Libya and potentially other locations.
Objectives:	<p>To provide Security Services to an International standard which are sufficient enough to provide effective protection to UNICEF staff, premises and assets within the UNICEF Country Office for a period of two years with the possibility of an extension for an additional year provided performance is satisfactory and based on the market situation.</p> <p>As an international organisation, UNICEF has its own security standards and has an obligation within the country specific SRMM [Security Risks Management Measures] to ensure that effective security is provided to protect its staff and assets.</p> <p>UNICEF Libya’s Security Advisor (hereinafter referred to as the “SA”) will inform the Contractor of the required level of security at the selected location.</p> <p>The initial term of the contract shall be twenty four months, with a possible extension of twelve months on the same terms and subject to availability of budget and satisfactory performance of the Contractor(s).</p>
Scope of Work:	<p>The Contractor must be licensed or registered by the Libyan Government as a well-established Security Company with experience in the area of physical security with focus on Security Guard services. Being a member of a recognized international security association would be an asset.</p> <p>All personnel to be provided by the Contractor for performance of work under this Statement of Work shall be fully qualified as Security Guards, in accordance with all relevant status within UNICEF Libya. The Contractor shall also be required to provide a guards’ supervisor and/or additional security personnel on an as-and-when-required basis, following the receipt of authorised written request from the SA or UNICEF designated representative, at the rates set out in the Contract.</p> <p>The estimated number of security guards will be 12 subject to either increase or decrease. This should be two of one sex (M/F) and one of the other (M/F).</p> <p>The Contractor shall provide security services and protection to the personnel and premises of the UNICEF Office Country Office located at Ghot Shaal Area (Ghiran – Tripoli) and potentially other locations.</p>

During office hours, it will be necessary for guards to perform CCTV monitoring and visitor escort /screening functions. In the absence of 'scheduled' visitors, one guard should conduct counter *'hostile surveillance and reconnaissance'* patrols of the environs and car park area while the other monitors the CCTVs from the security cabinet in the guard post room.

The security guards shall patrol the UNICEF Office during opening hours.

The guards shall be properly trained and licensed, in accordance with local law, to perform security services

The guards shall be uniformed and wear appropriate identification badges. The names of the guards shall be given to UNICEF for verification purposes well in advance of assignment to perform services under this Contract in addition to their profile and copy of identity card

For the performance of the security services herein, the guards may be given keys to the offices. UNICEF will write a property on loan form indicating that the keys have been handed over.

The Contractor shall communicate with its security guards on duty during the day shift by VHF Radios and Cellular phones

In the event of an emergency, the Contractor shall contact UNICEF

the Contractor shall be fully responsible for all work and services performed by its security guards, and shall for this purpose employ qualified, competent and well-trained guards to perform the services.

The Contractor shall take all reasonable measures to ensure their employees conform to the highest standards of moral and ethical conduct. UNICEF may, at any time, request in writing the withdrawal or replacement of any personnel of the Contractor assigned to perform work or services under the contract. The Contractor shall, at its own cost and expense, withdraw or replace such personnel forthwith. A request by UNICEF for withdrawal or replacement of the Contractor's personnel shall not be deemed a termination of this Contract.

UNICEF shall not be liable for any action, omission, negligence or misconduct of the Contractor's employees, agents, servants, or subContractors nor for any insurance coverage which may be necessary or desirable for the purpose of this contract, nor for any costs, expenses or claims associated with any illness, injury, death or disability of the Contractor's employees, agents, servants, or subContractors performing work or services in connection with this contract.

For performance of the services herein, UNICEF shall pay the Contractor the agreed rates in LYD or US\$. Full payment shall be made within thirty (30) days of receipt of the invoice, unless UNICEF disputes the invoice or a portion thereof.

The Contractor shall provide and thereafter maintain all appropriate employee compensation and other liability insurance to cover its employees, agents, servants, and subcontractors performing work or services in connection with the contract.

The Contractor shall provide and thereafter maintain third party liability insurance in an adequate amount for personal injury or death, or loss of, or damage to, property arising from the acts or omissions of the Contractor, its agents, servants, employees or subContractors performing work or services in connection with this contract, including the operation of any vehicles or other equipment, or the use of firearms.

Fire Inspections.

The Contractor shall train its personnel to identify potentially unsafe conditions, such as fire or explosions and react to their occurrence. Upon detection of fire in any UNICEF installation or vehicle, the Contractor shall ensure the premises residents are immediately alerted, the incident reported to the FSA and immediate action is taken to extinguish the fire.

The Contractor shall ensure that all its security personnel are fully trained in the use of “in-house” fire-fighting equipment and are aware of the actions necessary to minimise damage and expedite fire-fighting assistance, as required. The in-house fire-fighting equipment currently consists of Fire extinguisher, Dry chemical powder HP12, 9kg, Fire extinguisher Water NW9 9kg, Fire extinguisher Foam NP9, 9kg, Fire extinguisher Co2, 5kg . The FSA or designated representative will notify the Contractor of all changes in the type of new fire-fighting equipment. The Contractor shall have thirty (30) days to train its personnel on the use of the new equipment.

The Contractor’s security personnel shall immediately report all unsafe conditions noted on their patrol routes. These will be recorded in the Daily Occurrence Book at the end of each shift or be dealt with immediately, if required.

Fire Drills.

While UNICEF shall include the Contractor in fire drills when scheduled, this does not preclude the Contractor from conducting its own fire drills to maintain the competency of its personnel. All the Contractor’s security personnel must have fire prevention and fire-fighting training before deployment. The Contractor shall also ensure that all its security personnel deployed to the contracted work site are familiar with the fire evacuation plan and execution thereof.

First Aid.

All the Contractor’s personnel should be aware of the use of first aid. UNICEF shall provide the First-Aid Kits available in all UNICEF floors.

	<p><u>Coverage.</u> The Contractor shall ensure that all posts are continually staffed throughout the duration of each shift.</p> <p><u>Crime Scene Protection.</u> The Contractor is to immediately report to the FSA any evidence of theft, break-in, fire, vehicle accidents/incidents and any other occurrences affecting UNICEF personnel and/or property within and including the premises perimeter. The Contractor shall immediately mark and secure the scene of such occurrences in order to prevent unauthorised access prior to the arrival of an investigating officer.</p>
Deliverables	<p>The Contractor shall deploy a well-trained, organised and properly equipped security force which will provide an effective service to UNICEF premises and assets .</p> <p>The Contractor should submit an SOP for their guards which will serve as a guide for any needed request and reaction for any security incident</p> <p>Emergency Plans. The Contractor shall be familiar with the UNICEF operational plans to meet emergencies, including, but not necessarily limited to, those caused by weather, earthquakes, riots, felonious intrusions and explosive incidents. The FSA will have such plans made available to the Contractor.</p> <p>Records and Reports. A summary of required reports is listed below. The Contractor may utilise formats or combine reports for efficiency in preparation, insofar as the basic information is provided within the specified timeframe. All administrative files, including details of security personnel on duty at any given time, complaints, incidents, investigations, post and radio logs, shift reports, work schedules, equipment inventories, lost and found property, etc., shall be maintained at the UNICEF facility and will be the property of UNICEF Libya.</p> <p>a.) Daily Occurrence Book; b.) Visitors' Log; and c.) Staff Working After Hours Log.</p>
Location	<p>1- UNICEF Tripoli office in Ghot Shaal Area 2- Potentially other locations to be determined in a later stage</p>
Timing	<p>Guards will be deployed on an agreed shift system, this may be reviewed in consultation with the Contractor whenever it's necessary.</p>
Reporting Requirements	<p>Regular performance meeting will be held between the UNICEF FSA and the Contractor or its senior representative. Written minutes of the meetings shall be prepared by UNICEF and forwarded to the Contractor.</p>
Qualifications Requirements	<p>A- Company Profile: The Contractor must be licensed or registered by the Libyan Government as a well-established Security Company with experience in the area of physical security at a national or international level with focus on Security Guard services.</p>

All personnel are to be provided by the Contractor and shall be fully qualified as Security Guards, in accordance with all relevant statutes within UNICEF Libya. The Contractor shall also be required to provide additional security personnel on an as-and-when-required basis, following the receipt of authorised written request from the FSA or his/her designated representative, at the rates set out in the Contract.

The Contractor must meet the following requirements and provide proof with the following documents:

Company profile with service experience in security management of large institutions preferably with international organizations.

Legal registration, valid license, or any evidence from the government supporting the legal existence of the company.

A list of staff employed with their individual CV, references and service certificates.

Proof of comprehensive health insurance coverage to employees or any plan of health coverage.

Medical certificate for each employee providing proof of fitness for the job delivered by a recognized medical office.

Minimum of 5 years' experience in managing security for large companies.

Proof of visit of the site certified by the UNICEF FSA.

B- Guards.

The Contractor shall ensure that all its personnel employed and assigned to perform under the contract meet or exceed the following minimum criteria.

- must be at least 20 years of age;
- be physically able as per medical certification from recognized medical office 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;

- have binocular vision correctable to 20/30; and
- have adequate colour acuity and be capable of hearing normal conversation at three (3) metres with both ears, without the benefit of a hearing aid.

The Contractor shall conduct pre-hire physical examinations at its own cost and expense, to ensure compliance with the above-mentioned requirements.

All employees shall be literate in English and Arabic to the extent of reading and understanding printed regulations, detailed written orders, training instructions and materials. Also, they must be capable of understanding oral English and Arabic and able to communicate in the same language.

No employee shall have been terminated from any previous employment other than honourable circumstances.

No employee shall have been convicted of a felony or misdemeanour.

	<p>All employees must possess the capacity to acquire a good working knowledge in all aspects of the position requirements of the contracted security force, i.e. post orders.</p> <p>C- Employee Conduct. The Contractor shall ensure that its employees maintain satisfactory standards of competency, conduct, appearance and integrity. The Contractor shall take appropriate actions, as necessary, to ensure compliance with these standards. The CVs of all Managers appointed by the Contractor shall be made available to The UNICEF FSA or UNICEF designated representative.</p> <p>D- Staffing Considerations. The Contractor shall deploy a well-trained, organised and properly equipped security force. The security force at each location of the contracted site shall have a viable communications system, supplied by the Contractor, compatible with UNICEF Libya VHF communications networks, which will ensure that individual guards can instantly report suspicious occurrences and/or summon assistance, as required. Contractors Personnel.</p> <p>E- Personnel Individual Files. The Contractor shall maintain personnel files, which include the Police background check on all of its personnel assigned to perform under the Contract. These files shall be maintained by the Contractor and are subject to inspection by UNICEF at any time.</p>
Duration	2 years with possibility of extension for an additional year provided performance is satisfactory and based on the market situation.
Start Date	Expected in July 2019
Reporting to	Courage Awittor, UNICEF Field Security Advisor for Libya
Conditions:	<p>Uniforms: Complete uniforms shall be worn by all uniformed members of the Contractor’s security force at all times while engaged in the performance of duties. Such uniforms and the wearing of the same shall in general conform to acceptable standards and usage. The Contractor’s security personnel shall wear the same colour and style of uniform.</p> <p>Equipment. The Contractor shall provide all equipment and/or supplies necessary to meet the requirements of this Contract, including VHF/UHF radio communications equipment compatible with UNDSS radio networks.</p>

	<p>Disclosure of Information.</p> <p>Neither the Contractor nor any of its personnel is allowed to disclose or cause the dissemination of any information concerning the operations of UNICEF, which could result in, or increase the likelihood or the possibility of, a breach of the security of the activity or interrupt the continuity of its operations.</p> <p>All inquiries, comments, or complaints, arising from any matter observed, experienced, or learned of as a result of, or in connection with, the performance of this Contract and the resolution of which may require dissemination of official information, will be directed to the FSA. Deviations from or violations of any of these provisions may, in addition to all other criminal and civil remedies provided by law, subject to the Contractor to immediate termination for cause, and/or the individuals involved to a withdrawal of UNICEF acceptance and approval of their employment.</p> <p>Removal from Duty</p> <p>The Chief of Operations has the authority to direct the Contractor for immediate removal of any employee from the work site should it be determined that an individual is not suitable to perform the guard duties. Similarly he has authority to stop this contract any time without justifications if he considers facts that in his opinion constitute serious breach of this contract.</p> <p>The main purpose of the function is to safeguard UNICEF staff members, consultants, visitors, guests, facilities, and assets.</p> <p>The main function of the Contractor is to safeguard UNICEF staff members, consultants, visitors, guests, facilities, and assets as follows:-</p> <ol style="list-style-type: none"> 1. Control access to the UNICEF Office in Tripoli and ensure entrance and exit screening by following the standard operating procedure (SOP), this includes static and roving security control functions as well as monitoring CCTV Units, searching and registering any persons entering/exiting a UNICEF facility. 2. Respond to any emergency/ crisis by following the respective standard operating procedures (SOP) and provide emergency support functions as outlined in the SOP's. 3. Grant access only to persons/ vehicles officially authorized to enter a UNICEF facility. 4. Register and maintain a detailed log of any movement of officially authorized vehicles and persons entering and exiting any UNICEF facility.
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Expected Budget for Institutional Contract:	Payment Term, on monthly basis upon submission of invoice reflecting net and overtime and certification from all admin assistants, Payment will be effected in Libyan Dinars or US\$
Duty Station:	UNICEF Office in Tripoli, Libya and potentially other locations.
Source of funding	WBS: Grant:

