

**Annex A**

**Terms of Reference**

The guard force services are required for protection of the UNHCR personnel, premises, and property against security threats including theft, property loss, and disturbances.

The initial UNHCR requirement is for:

- Supervisors.
- CCTV/x-ray machine operators.
- Female guards.
- Regular guards.

Staffing, shift rotations, and time off should be managed to prevent individuals from working shifts of greater than nine (9) hours.

A site visit will be offered to the interested service providers to assess the number of personnel required to cover the security posts (establish a manning table), to include the following: supervisor, female guards, CCTV/x-ray machine operators for the facility and regular guards.

The selected company shall provide security services and protection of personnel, assets, property, and facilities of the UNHCR common office premises and the Persons of Concerns (PoCs) reception area in Tunis.

The contractor shall provide qualified security personnel on a 24/7 basis, according to the following schedule:

Title	Day per week	Hours per day	Coverage
Female guards	5 Days per week	9 hours day shift.	08:00 – 17:00
Head guard	7 days per week	8 hours shift. (24/7)	08:00 – 16:00 16:00 – 24:00 24:00 – 08:00
CCTV/x-ray machine operator	5 days per week	9 hours day shift.	08:00 – 17:00
Regular Guard	7 days per week	8 hrs. each guard. (24hrs)	08:00 – 16:00 16:00 – 24:00 24:00 – 08:00

**Security posts:**

**CO Tunisia access control:**

- Supervisor.
- Female guard.
- CCTV/x-ray machine operators.
- Regular guards.

Three (3) regular guard posts, one female guard, one (1) x-ray machine operator and one (1) guard supervisor during the working hours and three (3) regular guard posts and one (1) guard supervisor for the rest of the time.

**CO Tunisia PoCs access control and security at the reception area:**

- Female guard.
- CCTV/x-ray machine operators.
- Regular guards.

Two (2) regular guard posts, one (1) female guard, and one (1) x-ray machine operator during the working. No guards for the PoCs reception area will be needed for the non-working hours.

**Total – guard posts:**

	Working hours	Non-working hours
CO Tunisia	<ul style="list-style-type: none"> <li>▪ Supervisor – one (1)</li> <li>▪ Female guard – one (1)</li> <li>▪ CCTV/x-ray operator – one (1).</li> <li>▪ Regular guard – three (3).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Supervisor – one (1)</li> <li>▪ Regular guard – three (3).</li> </ul>
PoCs Reception area	<ul style="list-style-type: none"> <li>▪ Female guard – one (1)</li> <li>▪ CCTV/x-ray operator – one (1).</li> <li>▪ Regular guard – two (2).</li> </ul>	None

**Protection of staff accommodations:**

The required guard posts for protection of staff accommodations (RSM) will be subject to additional assessment.

**Main tasks:**

- a) Entry control procedures management, screening, perimeter patrolling, escorts, counter-hostile surveillance, mail screening and responding to alarms and training.
- b) Security advisory and assessments services.
- c) Site and specialist technical surveys.
- d) Operation of security technology, e.g., closed-circuit television (CCTV), x-ray machines, walkthrough, and handheld metal detectors and communications.
- e) Safety, fire, traffic, and medical services.
- f) Residential guard services.

g) Other services as defined in the contract.

**A. Required Qualifications:** (The company, supervisor (head guard), CCTV/x-ray machine operator and regular guards).

The service provider shall provide proof of all below required qualifications.

**The company:**

1. Five (5) years of experience.
2. Previous experience with UN and International organizations.
3. Evidence of previous experience in the security industry and provide at least three (3) references of past and current contracts of nature like the services required in this project.
4. Company structure and number of employees.
5. Communication plan to ensure successful management of the contract. (Provide a list of focal points).
6. Capability to always manage their personnel on the ground.
7. Provide a detailed training schedule for the duration of a contract that lists training to be conducted for all guards, supervisor, head guards and CCTV/x-ray machines operators. All training materials are to be reviewed by the respective UN agency and DSS.
8. Detailed company security training program.
9. Shall provide brief description on the company response to provide additional guards requirements
10. Must provide a brief description on guards' replacement requests at short notice.
11. Provide the regulations governing Annual Leave, Sick Leave, and Holidays in line with the Tunisian labor Law.
12. Provide a brief description of the approach of your company to achieve the Terms of Reference by pointing out the essential performance characteristics for successful completion of the activities listed in the Terms of Reference.
13. Provide the company salary payment process and overtime regulations.
14. Provide CVs of guards etc. with details of qualification, experience, and training.
15. Must submit proof that their security personnel have proper knowledge in the:
  - Use and care of x-ray machines, detection equipment and other equipment used by the UN agencies, walk through metal detectors, handheld metal detectors and fire extinguishers.
  - Role and function of security personnel and patrolling procedures.
  - Access control procedures for visitors and vehicles, radio, and telephone procedures.
  - Emergency procedures (bomb threats, evacuation, fire, medical, demonstrations, unruly behavior, etc.).
  - Basic first aid
  - Incident reporting procedures
  - Taking part in controlled incidents as directed by the UN agency
  - Keeping proper security occurrence and incident log.
  - Uniform care, presentation, and personal hygiene.
16. Provide the service personnel with ID cards.

17. The service provider to guarantee shift replacements and 30 min. overlapping.
18. The service provider to guarantee no loitering of the service personnel after shift replacement and change.
19. The service provider to provide one supervisor on standby duty and able to respond to the facility within 30 min. of a call at any time to support the security in case of any incident.
20. Head Guard positions shall be always manned.
21. Security personnel will attend any facility-specific training that may be provided by UNHCR.
22. One relief guard must be available to cover any absence of guards.
23. One relief CCTV/x-ray machine operator must be available to cover any absence of a CCTV/x-ray operator.
24. The service provider will be liable for any damaged or missing office properties especially after working hours if negligence is proven.

#### **The Supervisor (Company personnel dealing with the UNHCR contract and providing onsite support):**

1. Minimum of secondary school qualification; additional education is beneficial.
2. Must be able to speak, read, and write French or English.
3. Must be vetted by the Tunisian Police.
4. Must not have a criminal record/background.
5. Should have a military or a police background.
6. Should have experience of at least 8 years in supervising guards in a similar environment.
7. Must have proof of security guard training/completion records of courses attended. (List of all training completed).
8. Should have experience at providing security services of diplomatic standards/Embassy standards (mention locations worked previously).
9. Advanced training in access control of visitors and vehicles.
10. Trained and experienced in use of x-ray equipment, etc.
11. Training in metal detectors.
12. Training and experience in suspect identification.
13. Emergency response training.
14. Counter surveillance training.
15. Fire extinguisher and fire response training.
16. Trained and experienced in the use of CCTV systems, recording systems and fire alarm systems.
17. Preferably an experienced trainer and able to train on-duty guards.
18. Training in gender sensitivity and ethics.
19. Basic first aid training.

#### **The Head Guards:**

1. Minimum of secondary school qualification; additional education is beneficial.
2. Must be able to speak, read, and write French or English.
3. Must be vetted by the Tunisian Police.
4. Must not have a criminal record/background.
5. Should have a military or a police background.
6. Should have experience in head guards' tasks of at least 5 years in a similar environment.

7. Must have proof of security guard training/completion records of courses attended. (List of all training completed).
8. Should have experience at providing security services of diplomatic standards/Embassy standards (mention locations worked previously)
9. Advanced training in access control of visitors and vehicles.
10. Trained and experienced in use of x-ray equipment, etc.
11. Training in metal detectors.
12. Counter surveillance training
13. Training and experience in suspect identification.
14. Emergency response training.
15. Fire extinguisher and fire response training.
16. Trained in the use of CCTV systems, recording systems and fire alarm systems.
17. Preferably an experienced trainer and able to train on-duty guards.
18. Training in gender sensitivity and ethics.
19. Basic first aid training.

#### The CCTV/x-ray machine operators:

1. Minimum of secondary school qualification; additional education is beneficial.
2. Must be able to speak, read, and write French or English.
3. Must be vetted by the Tunisian Police.
4. Must not have a criminal record/background.
5. Should have a military or police background.
6. Should have experience in CCTV system and recording system of at least 3 years in a similar environment.
7. Must have proof of CCTV training/completion records of courses attended. (List of all training completed).
8. Should have experience at CCTV Software and Hardware System at good level standards (mention locations worked previously).
9. Advanced training in CCTV system.
10. Trained and experienced in using CCTV system, recording system and fire alarm system.
11. Counter surveillance training.
12. Training and experience in suspect identification.
13. Emergency response training.
14. Fire extinguisher and fire response training.
15. Training in gender sensitivity and ethics.
16. Basic first aid training.

#### The Regular Guard(s) including female guard:

1. Minimum of secondary school qualification.
2. Must be able to speak, read and write French or English.
3. Must be vetted by the Tunisian Police.
4. Must not have a criminal record/background
5. Should have experience in guards' tasks of at least 5 years in a similar environment.

6. Metal detector training
7. People search training
8. Vehicle search training
9. Suspect identification
10. Emergency response training
11. Counter surveillance training
12. Fire prevention equipment training
13. Fire extinguisher training
14. Trained in using CCTV system, recording system and fire alarm system.
15. Basic first aid training
16. Must have a trained and qualified female guard on staff.

**B. Required Duties:** (The Company, Supervisor, head guard, CCTV operator and Regular Guard including female guard)

**The service provider shall provide proof of all below required duties.**

#### The Company

1. At least 7 supervisory visits per week to spot-check guard and supervisor performance.
2. At least 2 of these 7 visits must be conducted outside peak hours.
3. At least 2 of these 7 visits must be conducted during night hours.
4. Provide a plan for meeting future guards requirements both temporary and permanent.

#### **The Supervisor (Company personnel dealing with the UNHCR contract and providing onsite support):**

1. Manage the duties of the security guards ensuring that all guards conduct their duties competently.
2. Manage the duty roster and schedules ensuring that all numbers of guards' report for duty each shift.
3. Liaise daily with the UNHCR Administration and keep advised of all security guards and supervisors at all time.
4. Report all incidents to the UNHCR focal point as directed.
5. Submit all required reports promptly and properly.
6. Ensure that the daily occurrence log is properly maintained.
7. Ensure that the security procedures on the UNHCR compound are properly executed.
8. Ensure the UNHCR control policies are properly executed and adhered at all time.
9. Ensure that the guards are representable, are wearing uniforms and comply to the Code of Conduct (UNHCR CoC).
10. Ensure that the guards report for duty on time and do not leave their duty until properly relieved.
11. Responsible for all UN equipment provided for the guard force.

#### **The Head Guards:**

1. Manage the duties of the security guards ensuring that all guards conduct their duties competently.
2. Manage the duty roster and schedules ensuring that all numbers of guards' report for duty each shift.
3. Liaise daily with the UNHCR security unit and the Administration and keep advised of all security guards and supervisors at all time.
4. Report all incidents to the UNHCR focal point as directed.
5. Submit all required reports promptly and properly
6. Ensure that the daily occurrence log is properly maintained
7. Ensure that the security procedures on the UNHCR compound are properly executed.
8. Ensure the UNHCR control policies are properly executed and adhered at all time.
9. Ensure that the guards are representable, are wearing uniforms and comply with the CoC (UNHCR).
10. Ensure that the guards report for duty on time and do not leave their duty until properly relieved.
11. Responsible for all UN equipment provided for the guard force.

#### The CCTV Operators:

1. To operate and monitor all systems, including CCTV, within the UNHCR offices in a professional and efficient manner.
2. To ensure integrity, accuracy and confidentiality of all information gained by compliance with quality standards and legislation, whilst preserving the rights of the individual.
3. To operate and monitor all systems within the UNHCR offices in an efficient manner ensuring that all work is undertaken in compliance with the operating procedures.
4. Assist in obtaining and maintaining the UNHCR security standard.
5. To liaise with the supervisor, other head guards and guards to ensure the appropriate use of the CCTV system.
6. To record all events and actions taken in a clear, legible, and accurate written format.
7. To report equipment failure to the site supervisor to maximize operation of the system.
8. To provide information gathered by the CCTV system to the supervisor and the head guards and other security systems in accordance with the regulations set up by UNHCR.
9. Ensure that the daily occurrence log is properly maintained and submit all required reports promptly and properly.
10. To support the CCTV system and site supervisor by providing monitoring of the maintenance programme to always ensure full functionality of the system.
11. To be aware of the operator's responsibilities in terms of security and safety, including suspect identification training.

#### Regular Guards (including the female):

1. Report on time for duty and remain at duty post until properly relieved.
2. Guards should be between 21 and 45 years old.
3. Report for duty properly dressed in a clean and neat uniform.
4. Take proper care of all equipment provided for the execution of duties.

5. Must have a detailed knowledge of UNHCR security procedures and ensure that these procedures are properly executed.
6. Report all incidents to the Supervisor and responsible UN Security Focal Point
7. Ensure that UNHCR access control policies are properly executed and adhered to.
8. Be always courteous and polite to all staff and visitors.
9. Must ensure that the UNHCR emergency procedures are applied.
10. To be fully active and mobile during the hours of duty.
11. Properly use any fire extinguishers as necessary
12. Properly use any radio equipment as required.

#### Equipment to be supplied by the security company

1. Two (2) full sets of uniforms per season (Summer/Winter)
2. Cell phones to supervisors.
3. Flashlights
4. Protective raincoats.
5. Badges (company name and rank)

#### C. Training

The service provider is required to submit documented evidence that their security personnel receive proper training in the following subjects (before appointment to UNHCR):

1. The role and function of Security Personnel.
2. Respect of diversity (ethnic, religion, gender).
3. Access control procedures.
4. Counter surveillance training.
5. Radio and telephone procedures
6. Emergency procedures (bomb threat, evacuation, fire, medical, demonstrations, unruly behavior, etc.).
7. Patrolling procedures.
8. Basic First Aid
9. Use of fire extinguishers.
10. Incident reporting procedures.
11. Keeping of proper security occurrence and incident logs.
12. Uniform care and presentation.
13. Personal hygiene and appearance
14. Operation of baggage x-ray machine
15. Operation of hand-held metal detectors
16. Operation of walk-through metal detectors
17. Operation of CCTV equipment



#### **D. Medical Insurance**

The service provider must provide medical insurance for its personnel, or, in the case of personnel who are retired military and covered by military insurance, provide the option for additional medical coverage. Insurance is mandatory for all personnel.

#### **E. Overtime**

The service provider must show overtime compensation process, noting the overtime payments.

#### **F. Personnel in-Service Leave**

The service provider must comply with Tunisian law in terms of Annual leaves, Sick leaves, and national holidays entitlements.

#### **G. Third Party Liability**

1. The service provider shall bear all responsibility and liability, financial and otherwise, for any physical harm caused to his/her employees, or to other persons or any physical damage caused to property and equipment in the execution of this agreement (refer to Contract Module for the Provision of Security Services (Annex E-1) “Article 6 Insurance and Liabilities to Third Parties”).

#### **H. Removal of employees**

All personnel employed by the service provider in the performance of a contract or any representative of the service provider entering UNHCR facilities and installations, shall abide by all security regulations of the installation and shall be subject to such checks as may be deemed necessary. UNHCR reserves the right to direct the removal of any employee for misconduct, security reasons, or any overt evidence of communicable disease. Removal of the service provider personnel for reasons stated above shall not relieve the service provider from the responsibility of full performance in relation to a contract.

##### **I. Administrative and Management requirements**

###### **▪ Performance Evaluation Meetings:**

The Contract Manager/Supervisor of the service provider shall be required to meet at least weekly with the UNHCR Responsible Officer or his/her representative during the first month of the contract and thereafter monthly to review the implementation of a contract and other related matters. The Contract Manager/Supervisor will be responsible for the distribution of properly recorded minutes of such meetings.

###### **▪ Records and Audits:**

The service provider shall be required to maintain a complete and separate financial record and accounts for all transactions pertaining to or materially relevant to the operation at UNHCR facilities in relation to a contract. This will include, but not limited to, invoices, bills, receipts, vouchers, payroll records, disbursement records, general and sub ledgers and other documentation pertaining to or substantiating expenditure and receipt of revenue on either an accrual or cash basis. The original financial ledgers and sub-ledgers and all original supporting documentation will be made available to inspection and audit by UNHCR or any of its designated auditors, either internal, external or specialist, within 24 hours of a written

request by the UNHCR Representative to so present the records. This condition will be binding from commencement to twelve (12) months after expiry of a contract.

- **Quality:**

UNHCR or third-party Quality Assurance Evaluators (QAEs) will carry out announced and unannounced routine and non-routine inspections of the service provider's operations. UNHCR reserves the right to reject all services performed which do not conform to UNHCR's specifications. Rectification of rejected services shall be at the expense of the service provider. Failure to correct inadequately performed services could result in termination of a contract.