Terms of Reference-Annex B

PURPOSE

The purpose of this 'Terms of Reference' is to select a manned security service provider for DRC Bangladesh premises in Coxs' Bazar area. The ToR shall detail the services and its evaluation criteria to choose the right service provider.

LOCATIONS OF SERVICE:

1. **Danish Refugee Council Country Office**: Sayeman Heritage Residence, Sayeman Road, Baharchara, Cox's Bazar, 4700.
2. **Danish Refugee Council Central Warehouse**: Kochubonia, Ghumdum (opposite of Camp-2 East), Ukhiya, Cox's Bazar.

DEPLOYMENT REQUIREMENT:

Location	Security Supervisor	Male Security Guard	Shift A	Shift B	Shift C
Country Office	0	2	1	1	
Central Warehouse	1	15	5	5	5

Event-based/Casual Deployment: In addition to above requirements, this ToR shall also enable DRC Bangladesh to avail hourly-basis (minimum of 04 hours) manned security service.

CONTRACT PERIOD:

The contract shall be signed for one year.

SERVICES:

The Service Provider shall provide manned security services to protect the personnel, assets, premises, and information of Danish Refugee Council (DRC) at contracted deployment location(s). This role and responsibilities of the service providers include but not limited to the following:

Service Provider:

1. **Qualification of the Security Guards and Supervisors –** The Service Provider must ensure that the deployed personnel are qualified to perform the warranted services. All personnel must undergo due diligence and positive vetting before being assigned. The Service Provider shall ensure minimum qualification of the security guards as following –
    a. Physically and mentally healthy to carry out required tasks,
    b. SSC qualified for the field locations; HSC qualified for office locations,
    c. Be able to speak, read and write Bengali (Chittagonian dialect is preferred).
    d. Be able to speak, read, and write simply English.
    e. Must be clear from criminal record.
2. **Recruitment and Training -** The Service Provider shall recruit security guards of good moral value and must ensure that they do not possess any criminal background. They must also have established training center and ensure adequate training of the security personnel prior to deployment. The basic training should be at least for 07 days. There should be a refresher training program quarterly upon deployment. The training content should consist of below, at minimum –
    a. Standard dress and appearance.
    b. Basic saluting and disciplined postures.
    c. Guarding principles and role of security guards.
    d. Observation techniques and topics.
    e. Local law and practices on security issues such as detention, use of force etc.

f. Basic firefighting and first aid.
g. Access control.
h. Search techniques.
i. Communication, manners, and etiquettes.
j. Role in emergencies.
k. Public relations and Customer Service.
l. Site administration.
m. Occupational health and safety.
n. Basic self-defense.

3. **Documentation –** The Service Provider shall be obliged to produce and provide below documents for the security guard before the deployment. They shall also provide the same set of documents if new security guard is deployed as a replacement. Below documents must be provided to DRC management-
   a. Training records (one copy for each guard)
   b. Police verification report. If the report is not readily available, the request slip can be submitted but the report must be provided by following 6 months.
   c. Biodata and NID (one copy for each guard)
   d. All security personnel will have to sign DRC Code of Conduct.

4. **Supervision and Coordination -** The Service Provider shall arrange daily supervision at the contracted locations to ensure safety and security of DRC's facilities, evaluate the performance of the guards and review the security situation, and report to the Country Safety Coordinator verbally or through email depending on the significance of the findings. . The Service Provider must ensure that security duty posts are not left unattended and during shift change. The Service Provider must ensure that the post is always kept clean, and guards are in standard turnout. Supervisors shall relay correct and timely reports to the Country Safety Coordinator and ensure that the guards are familiar with the site and post instructions. The Service Provider shall arrange inspection parade before beginning of each shift to inspect uniform, equipment, cleanliness, hygiene, discuss security problems, delivering any special instructions etc.

5. **Logistics –** The Service Provider shall be responsible for the logistics of the security guard operation as following -
   a. Every security guard or supervisor should have, at minimum,
      i. 02(two) pairs of uniform and sock, a pair of shoe/boot, a belt, a cap, a whistle, and a valid ID card.
      ii. During Rainy Season (Outdoor) – raincoat (Individual). Umbrella, and gum boots can be issued according to number the post outdoor.
      iii. During Winter Season – full-sleeve jacket/sweater (individual)
   b. Adequate number of flashlights to be provided for duty during night hours.
   c. Radio/walkie-talkie should be issued for internal and external communication according to the need.

6. **Client Liaison –** The Service Provider shall send daily report, attend monthly meeting with the Country Safety Coordinator or his/her designated officials and shall be obliged to respond to any emergency call 24/7. They shall establish phone communication with at all levels to ensure smooth guarding operation.

7. **Complaint Management -** All complaints regarding the duties and the performance of the guard force or misbehavior, or an unpleasant incident involving a DRC employee, the Service Provider should address the complaint on the supervisory level and take appropriate action and measures to resolve the matter in the shortest possible time. DRC shall reserve the right to advise on the removal of any employee for misconduct, security reasons, or any evidence of communicable disease. Removal of the security guards for reasons stated above shall not relieve the service provider from responsibility for total performance. The Service Provider shall not be at liberty to change or replace any security guard or supervisor without communicating and shoring valid reason to the Country Safety Coordinator.

8. **Administration -** The Service Provider shall remain responsible for any employment matters of its security guards. There will be no contractual relationship between DRC and any of the personnel of the Service Provider. The Service Provider will remain solely responsible for any elements of the contractual arrangements with its personnel, regardless of nature. They shall be able to provide replacements to cover holidays. In the event of a regular guard not reporting for duty within the appropriate time for whatever reason, Service Provider shall provide a replacement within one (1) hour of knowledge of absenteeism.
9. **Welfare and Grievance Management -** The Service Provider shall ensure that the security guards are under life and disability insurance. They shall, within its legal and moral obligation, receive and address all grievance shared by their employed security guards in terms of remuneration, facilities, and welfare. They should consult with the Country Safety Coordinator as deemed necessary. In addition, they shall be responsible to take necessary precaution and action to resolve any conflict within the security guards and supervisor.

Security Guards Deployed by the Service Provider:

1. **Shift Management and Operation –** The Security Guards will work on an 8-hour shift system with a one-day rest period every week. They are not allowed to work more than 12 hours a day. They shall manage the duty roster, report to their assigned duty posts ensuring that the required number of guards report for duty each shift in time. They shall maintain register(s) of 'handing and taking over' of duties and responsibilities during shift changes at all deployment locations. They shall not loiter in any working area or patron area. Upon completion of their assigned duty shift, they shall depart the facility.
2. **Access and Movement Control –** The Security Guards will be responsible to prevent any unauthorized access to the facilities, property, personnel, information, and resources of assigned DRC's offices and warehouses.

    a. The Security guards shall open facility doors during office hours and keep the access doors closed during off- hours. Any off-hours entry must be verified with the Country Safety Coordinator.
    b. The Security Guards shall ensure identification of staffs, visitors, and other DRC stakeholders who intent to access the DRC premises.
    c. The Security Guards shall also ensure proper badge is provided to a non-DRC personnel (not in an employment contract with DRC) while registering as visitor/supplier.
    d. The Security Guards shall provide all required registers to maintain proper access control record of human, vehicle, and other physical assets.
    e. The Security Guards shall exercise reasonable amount of force as permitted by law to prevent unauthorized/forced entry.
    f. The Security Guards shall ensure that illegal substances/items are not carried or used inside DRC premises. Example of illegal substances/items: firearms, explosives, sharp weapons, alcoholic beverages, substances classified as addictive drugs, pornographic materials and any items considered illegal by local law.
    g. The Security Guards shall ensure that non-DRC personnel only access to their authorized areas where they have business within the premise and shall remove anyone found loitering around.
3. **Observation and Reporting –** The Security Guards, being static or mobile, shall observe the perimeter, facility entry and exits, internal areas and the surroundings of DRC premises. They will report to the on-site DRC focal point for any minor or urgent findings. They should also report to the Country Safety Coordinator depending on the significance of the observation. The observation shall include but not limited to -

    a. Any incident (out of routine) inside DRC premise or involving DRC staffs/volunteers.

b. Any significant incident (out of routine) in the vicinity of DRC premise(s).
c. Any vulnerability on the physical/procedural safety and security measures in place.
d. Any suspicious/hostile activity in the vicinity that may pose risk for DRC Premise/asset etc.
e. Any prevalent security risk or hazard identified during any change made in the facility.

4. **Emergency Response –** The Security Guards are responsible to report and respond immediately, within their capacity and stipulated duty hours, to any safety/security incident occurring at DRC premises both during and out of official hours. Example: fire incident, terrorist activity, bombing/bomb threat, theft, burglary, maintenance issues, forced entry, hostile conduct, injury and sickness, natural hazards, etc. They will inform emergency services such as fire services, hospital, ambulance, police etc. after consulting with the Country Safety Coordinator/deputy safety focal and assist in crowd control, evacuation, and firefighting. They shall ensure that all escape routes are kept clear and accessible and that escape door locks are maintained.

5. **Patrolling –** Depending on the requirements and instructions, The Security Guards shall be conducting systematical foot patrol within the DRC premise(s) or along the perimeter and record or report the findings.

6. **Escorting –** The Security Guards might be assigned to accompany with sick/disable people, people carrying large sums of money in official capacity or special information or property to deter adversary.

7. **Inspection and Monitoring –** The Security Guards shall be trained and assigned to inspect fire extinguishers and other protective equipment as required. Security guards may also be assigned to monitor CCTV, access control, fire alarm and other technical security subsystems.

8. **Loss Prevention –** The Security Guards shall prevent physical asset loss of assigned DRC premise(s) through unauthorized removal, theft, fraud, negligence, misuse etc. by ensuring highest standard of access control, documentation review, accountability and visual/physical check as warranted.

9. **Crime Scene Protection and Intelligence –** The Security Guards shall be responsible to mark and secure any scene of crime or incident, within DRC Premise(s) or involving DRC staff/volunteers and report immediately. The Service Provider will provide DRC with relevant intelligence acquired about the safety and welfare of the DRC's personnel and assets and any other relevant surroundings intelligence that may impact or affect the DRC's operations down the line.

10. **Maintenance of Reports –** The Security Guards shall be track and maintain records of all incoming and outgoing DRC personnel (out of office hours) and visitor in writing. They shall also maintain a logbook, detailing significant events that occur during each shift. For They must maintain the material in and out register.

11. **Public Relations –** The Security Guards shall be responsible for maintaining the highest standard of public relation with the stakeholders and visitors of DRC. They shall be expected to be firm on the established security procedures, act professionally while promoting DRC's values and reputation.

EVALUATION AND SCORING CRITERIA

Criteria	**Instructions**	**Weightage in Technical Evaluation [Total 100%]**
Existing and old all client list in Cox's Bazar with contacts details (name, position, email, phone number)	All existing and former clients should be listed. Any wilful omission of information shall disqualify the bidder.	30%
List of office location and training centre (if any) with contact details (name, position, email, phone number) in Cox's Bazar.	Physical Verification shall be conducted. Training centre in Cox's Bazar is added advantage.	20%

Company profile (Must include year of establishment, management structure, number of guard forces, supervision method), financial statement (last one year), tax return and yearly revenue.		30%
Appointment letter with Police verification sample of security guards (at least 3) (at least 3), life insurance provision (contract of insurance company and coverage), wages breakdown as per local law (tabulated) and, training curriculum (by topic). ISO Certification (if any)	ISO Certification is added advantage.	20%