

TERMS OF REFERENCE FOR SECURITY SERVICES AT ILO MIGRATION PROJECT OFFICE

Background

1-1. There is need of security services for the safety and security of each organization's staff member, asset, premises and operations. ILO Bangladesh recognizes this necessity and hereby intends to engage a security service provider company for the aforesaid services at its Migration Project Office. The potential company will be responsible to provide security services at the said project office. In doing so, an agreement will be concluded with the potential company for a period of maximum 01 (one) year.

Purpose of Assignment

1-2. To ensure 24/7 security and safety of the office premises, properties and staff members of ILO Migration Project Office.

Description of Assignment

1-3. The details of the assignment are as follows:

Address: Probashi Kalyan Bhaban, Borak Tower (7th floor), 71/72 Eskaton Garden (Old Elephant Road), Ramna, Dhaka-1217

Deployment Pattern: 1x Security Guard (Male) + 1 x Security Guard (Female), 5 working days in a week

Duration: 07:30 am – 05: 30 pm

Brief Duties & Responsibilities:

The security personnel will be deployed at the main entrance of the floor/project office and will perform regular security surveillance. They will closely monitor if any visitor comes to meet the staff, inform the concerned staff member and conduct screening of the visitor accordingly. Verification of identification, visitor control and other access control issues i.e. screening of personnel as well as packages will also be done by them.

Tentative Start of Deployment: 01 January 2019

General Requirements of the Potential Security Company

2-1. The general requirements of the potential company to provide security services are as follows:

- 2-1.1. A well-reputed, experienced and professional security services company having the work experience with large multinationals, international organizations and foreign diplomatic missions.
- 2-1.2. The company must have efficient and effective logistic and communication supports and facilities.
- 2-1.3. 'Security Personnel' shall be properly trained and licensed, in accordance with local law, to perform security services.

- 2-1.4. 'Security Personnel' shall be uniformed and wear appropriate identification badges as approved.
- 2-1.5. All 'Security Personnel' must be the employees of the security company (not temporary contracted personnel).
- 2-1.6. The 'Security Guard Company' must obtain necessary police verification of all the security personnel well in advance of assignment to perform services under this contract. The names of the 'Security Personnel' shall be shared with 'Security Focal Point (SFP)' of the office for further verification if needed.
- 2-1.7. The Potential Company will 'Inspect the Guard Posts' a minimum of once daily and immediately implement any observable measures for improvement.
- 2-1.8. All security personnel should be in appropriate physical and mental state so as to be able to deliver the best possible services of the contract. The security guard company will have to ensure proper rotation of the duties as needed. As such, the 'Security Personnel Duty Roster' must be submitted to the authorized SFP for verification and further instructions (if any).
- 2-1.9. The security service provider will have to maintain a pool of additional guards to cover for the absence of regular guards due to leave, sickness or other reasons.
- 2-1.10. Potential 'Security Guard Company' must have a systematic reporting procedure on current risk/ threat analysis including any other factors/ situation having effect on safety and security of the personnel and office. The contractor should make suggestions to the authorized SFP of the office well in advance on possible measures to be taken for any special occasion/ events with security implications for personnel and premises.
- 2-1.11. 'Security Personnel' will ensure that any person removing equipment from the office premises presents a valid document with authorized signature which permits removal of that equipment. The gate passes will be submitted to the authorized SFP as per SOP. This is to be done for record keeping, verification/scrutiny.
- 2-1.12. All security personnel must be issued with appropriate identification card by the office which is to be kept visible always.
- 2-1.13. 'Security Personnel' will ensure that all visitors coming inside office premises to visit/ meet any staff are respectfully searched as per set access control guideline irrespective of their identity. Visitors must be issued with visitor identification card and will be wearing the visitor identification card visibly.
- 2-1.14. In case of any stranger/visitor, Security Guard Company with the help of security personnel on duty will behave polite, listen carefully to their requests and inform that their requests are going to be forwarded to appropriate official. By all means, they will try to keep them in lobby, won't allow to enter in any other area of the office and will follow instruction received from authorized SFP of the office.
- 2-1.15. 'Security Supervisor/Guard' shall in no case allow entry into the premises any visitor who does not have an appointment. In case the intended staff cannot be contacted, access will not be granted unless requested by any staff inside the office.
- 2-1.16. In case of fire, the security personnel on duty of the potential 'Security Guard Company' will identify the place of fire and use nearest fire extinguisher of the floor to extinguish fire if possible. At the same time, request people near the scene to leave for safe area and close the area. In case the fire is beyond his control, the Security Supervisor will contact the authorized SFP of the office to notify about the incident so as to announce building evacuation and appropriate action is taken by the office. They will also check if anybody is there around the scene and request them to leave the area and inform Fire

Brigade for assistance.

- 2-1.17. In case of building evacuation is ordered during any disaster/emergency, the security personnel on duty of the potential 'Security Guard Company' will follow the instructions set in SOP or as received from the authorized SFP of the office/ BSFP/Fire Marshal. They will also press the emergency button to release the floor exit doors of the building staircase and assist people in smooth and uninterrupted evacuation from the premises. The security personnel will not allow any unauthorized person to enter the premises during such evacuation.
- 2-1.18. In case of office invasion, forced entry or any such situation, the security personnel on duty of the potential 'Security Guard Company' by all possible means will try to contain and immediately inform the authorized SFP of the office/BSFP about the incident. In such a case, performance of the guards has to be prompt, smart and will try to give accurate and precise information as far as possible.
- 2-1.19. The potential 'Security Guard Company' is to ensure that the post order is written clearly and is readily available in the post. Guards must know, understand and implement the post order.
- 2-1.20. All SOPs and Post Order must be provided in writing by the potential 'Security Guard Company' to the authorized SFP of the office for vetting prior to implementation. This will also be applicable for any amendment to practiced orders.
- 2-1.21. The potential 'Security Guard Company' shall have meetings on monthly, quarterly basis and as and when required with the authorized SFP of the office to discuss issues and for decisions on important issues.
- 2-1.22. The potential 'Security Guard Company' will have to understand clearly and convey to the Security Supervisor that he receives all regular operational instructions directly in writing or verbally on ad-hoc basis, on urgent issues or in case of emergency from the authorized SFP of the office/BSFP.
- 2-1.23. The potential 'Security Guard Company' must employ adequately trained person (i.e. training on security duty, security equipment handling, incident management, firefighting, first aid, crowd control, suspicious pouch, bomb and telephone threat handling, communication equipment handling, etc.). Arrangement for refresher training (quarterly basis), on the job training, specialized training as needed and training for newly joined staff must also be catered for.
- 2-1.24. The potential 'Security Guard Company' must be capable of deploying an Emergency Security Force at offices with a short notice of within 24 hours. This is to meet emergency security situations and requirement of such force will not exceed 10 security personnel.
- 2-1.25. The potential 'Security Guard Company' must be capable of deploying Additional Security Force if requested. Requirement for such force will not exceed beyond 10 personnel and such deployment will be requested with a long term notice.
- 2-1.26. The potential 'Security Guard Company' will be responsible for the safe custody and maintenance of equipment that are assigned to them for managing security of the office.
- 2-1.27. The company and its security personnel must have ability to react and handle unforeseen security situations and hazards.
- 2-1.28. The potential 'Security Guard Company' will have to perform any other duties assigned by the authorized SFP which forms part of security management.

Requirement of Guard Force and Duties & Responsibilities

3-2. Requirements for Security Guard (Female):

- Age: Between 20 to 40 years.
- Qualification: Higher Secondary Certificate (HSC) as minimum qualification.
- Communication Skill: Able to understand and speak Bangla fluently and moderate English.
- Behaviour and Conduct: Should be polite, well groomed and well mannered.
- Training and Skill: Basic security training and job related training including access controls (i.e. issuance of visitors' passes, understanding SOPs, guidelines and can implement those).
- Experience: Minimum 3 (three) years job experience with the contractor.
- Working ability: Able to receive and dispatch letters and parcels.
- Additional Certifications: Certificate from local chairman, police clearance certificate and reference checks duly completed by the contractor.

3-3. Duties and Responsibilities for Security Guard (Female):

- Visitors' identity check.
- Issue and receive visitor card.
- Preserve photo ID document of the visitors.
- Maintain visitor and vendor data in visitor's register/in computer.
- Perform Physical Security Check of female staff, vendors and visitors as needed.
- Any other task as deemed necessary within the service norms.

3-4. Reporting Line for Security Guard (Female):

Security Guard (Female) will report to Project Security Focal Point while on duty.

3-6. Requirements for Security Guard (Male):

- Age: Between 20 to 40 years.
- Qualification: Higher Secondary Certificate (HSC) as minimum qualification.
- Communication Skill: Able to understand and speak Bangla fluently and moderate English.
- Behaviour and Conduct: Should be polite, well groomed and well mannered.
- Training and Skill: Basic security training and job related training including access controls (i.e. physical search, vehicle search, perimeter security, understanding SOPs, guidelines and can implement those).
- Experience: Minimum 3 (three) years job experience with the contractor.
- Working ability: Should be physically fit and stout.
- Additional Certifications: Certificate from local chairman, police clearance certificate and reference checks duly completed by the contractor.

3-7. Duties and Responsibilities of Security Guard (Male):

- Perform duty according to the post order.
- Ensure pedestrian access control requirements are met in terms of security.
- Conduct screening of incomers with the help of Handheld Metal Detector, Archway Metal Detector and Baggage Scanner Machine.
- Watch/observe duty area and report immediately if any irregularity is noticed.
- Any other task as deemed necessary within the service norms.

3-8. Reporting Line for Security Guard (Male):

Security Guard (Male) will report to the Project Security Focal Point while on duty.

3-9. The firm must follow the below annexes:

- Terms and Conditions applicable to ILO Contracts for Services;
- The International Code of Conduct for Private Security Service Providers dated 9 November 2010;

And Other Annexes as applicable by UN.

3-10. Technical Submission: The interested firm must submit all relevant documents to substantiate their qualification mentioned.

3-11. Financial Submission Format:

S/L	Security Guard	No. of security Guard	Monthly without VAT	VAT	Monthly Total	Total amount for 01 st Year (BDT)	% of increase for 2 nd and 3 rd year
1.	(i) Male Security Guard -1 Nos (ii) Female Security Guard -1 Nos.	2					
Total amount for 01st Year (01 January 2019- 31 December 2019)							

3-12. Award Criteria: Those firm are found technically qualified, their financial offer will evaluated. The final outcome will be shared with UNDSS Bangladesh and based on their clearance, the firm will selected to award for providing Security Service in Migration Project, Probashi Kallan Bhavan from 01 January 2019 to 31 December 2021 considering the project duration for Phase-2.

3-13: Submission deadline: The quotations must be submitted No Later than **07 December 2018 by 4:30 PM** addressing

Director, ILO CO Dhaka,

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