

Terms of Reference (TOR) for Security Services for the UN Common Premises in São Tomé and Príncipe.

The United Nations in São Tomé and Príncipe are looking for qualified security companies to provide security services the offices of the United Nations Agencies in São Tomé. The selected company is expected to perform, among others, the following services:

General information.

1. Provide a Contract Supervisor to oversee, supervise and coordinate all the security services.
2. Ensure 24-hour man guarding service at the following UN premises sites:
 - Main gate of the UN Building, including parking places around the UN building
 - Gate to the basement, workshop and warehouse
 - Car park at the back of the UN building
3. Provide 24-hour QRF (Quick Reaction Force) service to respond to any emergency as required.
4. Ensure that security officials on all sites are always equipped with a torch-light.
5. Design specific site procedures to be mutually be agreed upon. These procedures will include:
 - a) Site specific instructions for access control to address the movement of personnel, vehicles and equipment entering and leaving the UN premises;
 - b) Fire detection,
 - c) Action to be taken when confronting a suspect,
 - d) Emergency procedures and action to be taken upon any emergency;
 - e) On-site re-training monthly
 - f) Management and supervision
 - g) Replacement of officials due to any reason, and of absentees.
 - h) Monitoring of the two adjacent streets (within the physical limits of the building) for any criminal activity and reacting promptly in support to the affected UN/staff and their property.
 - i) Check the removal and movement of incoming/outgoing equipment and items. Keep records of items going out of or coming into the UN building, as may be necessary.

6. Monitor access to and movement within the UN premises, including restricted areas and report on procedures violation,
7. Verify that all UN emergency exit doors are properly locked and those left open inadvertently are properly locked and reported thereafter.
8. Provide trained, equipped and qualified security supervisors.
9. Adhere to all national and local legislation regarding the legalization of the company, taxes, labour practice and any other regulation relevant to the security industry.
10. Conduct ad hoc inspections to ensure that all services are guaranteed by the security guards of the company.
11. oversight of UN official and staff vehicles parked in the UN Compound and within the sight horizon of the boundaries of the compound including across the street;
12. Control of vehicle access into and out of the compound parking facilities;
13. Ensure that vehicles entering the parking space are parked in the appropriate space assigned to the UN agency the vehicle belongs to and assisted to that effect by the guards.
14. Ensure timely payment of salaries of the guards posted at the UN premise. The UN reserves the right to impose a penalty to the contractor should the delay in payment of salaries to the guards result in poor service quality.
15. Ensure that the guards posted at the UN premises are properly dressed in uniforms to portray a good image to visitors.
16. Advise the UN on possible security measures to improve security service delivery in the UN premises.

Specific information.

From 06h00-18h00 2 guards, as follows:

17. Provide **2 guards** deployed at the main gate of the UN Building to oversee the entrances and the parking lot in the UN building.

From 18h00-06h00 2 guards, as follows:

18. Provide **2 guards** deployed around the UN Building to oversee the entrance and the parking around the UN building.

It is furthermore understood that the following equipment and service is required:

- Security Official (supervisor at least) must be equipped with a mobile radio
- Radio communications must be maintained on a 24-hour base to the Central Control Centre of the security company.
- A metal detector to be used when applicable and according to given instructions

During the evaluation exercise, a visit to your Company may be necessary.

A: GUARD PROFILE

1. AGE:

Between 21 and 45 years old, and be suitable for duties assigned according to their ages. Female guards to be used to the extent possible.

The guard must have a valid ID card.

2. HEALTH:

Be in good general health without physical defects or abnormalities, which would interfere with the performance of any guard duty.

3. PHYSICAL CONDITION:

All assigned personal must be physically fit and able to perform physical tasks associated with guard duties to which he/she is assigned.

5. DRUG DEPENDENCY AND MEDICATION

Must not be dependent on alcohol or other drugs; if using prescribed medication, such medications must not hinder the performance of assigned guard duties.

All personal assigned must undergo annual physical examination by a licensed physician to ascertain their health completion and ability to fulfill their expected functions.

EDUCATION AND LITERACY

The minimum level of education should be sufficient to allow effective participation in guard training. Guards must be able to read and write in Portuguese, (reasonable working knowledge of English is mandatory for the supervisor), understand orders and client specific requirements, plus maintain logs and reports. The guards deployed at Reception should be able to read, write and understand English or French.

GUARD EXPERIENCE

All guards assigned to work at UN post must have a minimum of one-year experience as a qualified “security guard”

LEGAL STATUS

All assigned personnel must be free of criminal records.

B: SOCIAL FRAMEWORK

01. SALARY

The minimum salary for the guard should be the equivalent in Dobras to National minimum salary.

02. SHIFT SCHEDULE

The shift schedule is to be clearly defined based on the number of working hours for guard and supervisors.

03. SAOTOMEAN LAW, SOCIAL BENEFITS AND HUMAN RIGHTS

We will also require that you certify that your company complies with all Saotomean Laws with respects to workers rights and social benefits for workers.

C: EQUIPMENT

01. GUARD FORCE EQUIPMENT

The contractor will provide each guard with, amongst other things, the following equipment:

- ❖ Neat and tidy uniforms including headdress and boots,
- ❖ Weather-protective clothing,
- ❖ Flashlights, torch-light
- ❖ Notebooks
- ❖ Pens.

02. COMMUNICATIONS

The contractor will provide:

- ❖ Walkie-talkie radios to each security guard as well as for contractor’s vehicles used for supervisory functions,

D: TRAINING AND STANDARDS PERFORMANCES

01. GUARD TRAINING

The responsibility for all guard training will rest with the contractor. However, each guard will undergo basic and advance training on the following subjects.

- a. Orientation: Introduction to training programme, training objectives, the role of the guard force in protecting client assets in São Tomé and Príncipe
- b. Code of conduct: instill discipline and sense of responsibility in the guards while ensuring fulfillment of their duties within the framework of acceptable procedures to enhance the security of their work place (UN premises)
- c. Saotomean Law and Powers of Arrest: What authority and power the guards have to use force and arrest offenders; relationship of guard force with the security forces (Police) of São Tomé.
- d. Basic Guard Duties: General description of guards' terms of responsibilities; expected actions for protection of facilities. Denial of access to unauthorized persons, maintenance of guard force records and logs and preparation of reports.
- e. Use of Personal Equipment: Procedures for the use of any equipment issued to guards, i.e., baton, whistle, handcuffs, radio, etc.
- f. Self-Defense: Procedures for and extent of physical force in self-defense.
- g. Access Control Procedures - Pedestrians: Description of procedures used for searches of men and women; procedures used for notification in case of discovery of weapons and other contraband or disorderly persons.
- h. Visitor Control Procedures: Description of the procedures for identification and control of visitors to official facilities; the badge system and badge issuance procedures and control; escort and control of visitors within the facility perimeter; notification of authority in case of visitor disorderly conduct.
- i. Personnel Identification: Procedures for recognizing official identification of United Nations staff members, employees, and official visitors; procedures for notification where proper identification documents are not provided.
- j. Restraint of Disorderly Persons: Procedures for defending against physical attack; procedures for restraining others; guidance on use of force.

- k. Fires: Instructions on the use of fire extinguishers; familiarization with fire alarms and extinguisher locations.
- l. Guard Force Communications: Procedures to be used in case of incident; notification of others; use of radio equipment.
- m. General Post Orders: Description of General Orders and Post Orders in detail. Emphasis on guard responsibilities, department, penalties for commission of violations of orders.
- n. Maintaining Post Logs: Procedures for preparing Daily Logs and Incident Reports.

