

SECURITY PROVIDER SCOPE OF WORK

1. Introduction

International Medical Corps (IMC), Sudan is looking for a reputable man guarding security company for its operations in Sudan. The security service provider will be responsible to undertake all security requirements for IMC premises and will work closely with the IMC's Security Manager and other relevant IMC department. The selected security company shall provide the service of securing to the IMC'S properties, guard offices and duties as required by IMC. The guards provided by the security company will be responsible for enforcing IMC's access control policies and will report to the Security Manager.

The security company will ensure the protection of IMC's premises – including offices, warehouses, guesthouses and project locations (clinics) as determined by IMC. The selected security company will be expected to provide well trained and competent guard force (men and women) whose role will be but not limited to ensuring proper access control, search protocols for personnel and vehicles as well as perimeter patrols. The guards will be expected to be onsite 24/7.

2. Objective

The Security Company will be charged of first line responsibility to:

- Provide 24/7 security servicer as described in the contract.
- Provide day and night guards as described in contract.
- Provide a roving security supervisor – day and night to supervise the guards.
- Ensure the safety of persons, including IMC'S employees, guest and visitors to the respective offices', project locations, guesthouses and warehouses.
- Guarantee the safety, security, and protection of IMC'S property, including buildings, vehicle, equipment, and other assets of IMC, as well as non-IMC'S property located temporarily or permanently on IMC'S Per misers;
- Respond to emergency situations or conditions and help or take actions appropriate to the crisis situation within legal limits.
- Any directives given to the security company to be relayed to the offices and such to be pass on by the outgoing guard to the next duty office as in hand over.

3. Basic Duties

In fulfilling these three primary responsibilities (protection of persons, protection of property, and emergency-response services), the duties of security officers include, but are not limited to, the following:

- Conducting regular checks and inspections to ensure building safety and security;
- Immediately report to the Site Manager /Security Manager any sign of damage, malfunctions, faulty equipment or utilities, unsecured windows and doors, fire hazards, any unusual or questionable or dangerous or suspicious conditions or activities anywhere on site, indoors or outdoors of the Authority's premises;
- Assisting all persons to comply with IMC'S regulations and rules of conduct on site, including issuing traffic and parking assistance when appropriate;
- Providing security coverage for special IMC'S functions as required;
- Providing crowd control when necessary or legislated by the Government;
- Call Police and Fire Brigade as and when required.

- Monitor and report unauthorized parking on premises.
- Open gates and allow entry to authorized vehicle after working hours.
- All guards must not have adverse criminal records for the last five years the selected bidder to provide full details of the deployed guards prior to deportation.
- Guards must be literate and fluent in both written and spoken English.
- Names of personnel assigned to each location/premises or any changes must be provided in advance.
- IMC reserves the right to reject the employment of a security guard personnel assigned to any IMC premises/property.
- Bidder should outline in detail any and all training personnel undergoes prior to being assigned to IMC.
- The guards to record additional data in the report as request by IMC.
- The guards to be rotated from all IMC'S location every 3 months.
- The supervisor is expected to disseminate any new information or instructions from IMC to the guard carrying out the next shift.
- During Non-Operational Hours no unauthorized person is allowed to enter the premises for any reason whatsoever including the usage of the Convenience.

4. Penalty Clauses

- The Security company will be fully responsible for any items that are missing, or reported stolen or damaged under security's watch, the Security Company will bear the costs of the damages caused or the value of the amount stolen from the particular IMC premises.
- Security Company must ensure that all the guards are properly monitored and supervised to ensure that they fully comply with the Terms and Conditions Stipulated in the Scope of Works and Standard Operating Procedure.
- Any evidence of negligence, lateness and or non-adherence will result in Monetary Deduction of Monthly Bills (whichever is higher the incident or 3 hours).

5. Basic Authority and Limits

- Security officers are authorized by IMC to control traffic at the front gate and also properly park the vehicle in the allocated parking space. In the non-operation hours, the driveway to be brigaded with cone. Brigading cone to be supplied by the Security Company.
- Visitor signage – no visitors shall be allowing into the office wearing hat, sunglasses, headset and hood also no one is allowed to take photos or make videos such signage to be provided by the Security Company approved by IMC at all entry doors.
- Identification Requests – Security officers are authorized to request to see the identification of any staff entering into the property at nonoperational hours. Any Staff who refuses to comply with a security guard's request for identification will not be allowed in the property. Any vehicles coming into the IMC property and or going out of the premises during non-operational hours to be checked / inspected. Any driver of the vehicle who refuses to comply with the security guard request will not be allowed in or out of the property.
- Emergency Authority – In the event of emergency or breach of security, more guards may be called but must be first approved by CD or Security Manager.

6. Professionalism

A guard should always maintain a professional manner, have a professional appearance and exhibit a positive attitude. Being physically fit is essential to the success of the guard in this field. When dealing with an irate person, the guard should make all attempts to de-escalate the situation and take control.

All guards must be in their company's full uniform at all times and must wear a badge as provided by their company.

7. Public Contact

The guards shall appear as addressed below:

7.1 Demeanor

Security officers shall be visible but not obtrusive.

Officers shall be courteous in the performance of their duties, should be active, shall exercise patience and discretion, and shall not engage in argumentative discussions regardless of provocation. Officers shall not use coarse, violent, profane, insolent or sarcastic language or gestures and shall not express or by word or deed indicate prejudice concerning race, religion, politics, national origin, age, lifestyle, or other personal or group characteristics.

Security guard must realize that their highly visible public position carries special responsibilities and that the uniforms they wear grant them no privilege to be abusive or vindictive in executing their duties. Security officers shall be firm but courteous with all persons, respectful toward superordinate, and diligent but fair in the performance of their duties.

7.2 Requests and Complaints

When someone asks for assistance, registers a complaint, or makes a report either by telephone or in person, officers shall obtain all pertinent information in an efficient, courteous manner and shall act upon these matters promptly, judiciously. All complaints shall be recorded and forwarded to IMC.

7.3 Public Statements and Appearances

Officers shall not address public gatherings, publish written materials, act as correspondents to news media, release or divulge information about IMC or IMC'S Staffs.

7.4 Neglect of Duty

Officers shall not engage in any activity or personal business that interferes with the performance of their duties or causes them to neglect or be unattentative to them duties.

7.5 Leaving Duty Post

The officers shall not leave the post which he / she is deployed to until unless a replacement guard is present to replace him / her.

7.6 Sleeping on Duty

Officers shall remain awake and alert on duty. Officers found to be sleeping on duty shall be removed from site immediately the Security Company to ensure that the same guard shall not be re-deployed to any other IMC'S office in Sudan.

7.7 Use of Alcohol

Officers shall not possess or use alcoholic beverages while on duty. The odour of an alcoholic beverage on a security guard's breath or clothing shall be prima facie evidence that the guard is unfit for duty.

Guard should not allow any visitor who is suspected to be under the influence of alcohol.

7.8 Possession and use of Drugs

Officers shall not possess or use any controlled substances, drugs, narcotics, or hallucinogens except those prescribed by a physician. Should the guard be found under the influence of or carrying such substance shall be removed from the side immediately and the same guard should not be deployed to any other IMC'S office in Sudan.

Guard should not allow any visitor who is suspected to be under the influence of any illegal drugs.

7.9 Political Activity

Security officers shall not engage in political conversations or activity on behalf of or against any candidate or political issues.

7.10 Visibility

Patrol officers while on duty shall not sequester themselves, nor shall they conceal themselves except when assigned to do so, for security purposes. Security officers shall be immediately and readily available to the staffs and the public during duty hours.

7.11 Guns and Weapons

All guards deployed to IMC premises shall not have any guns or weapons (such as knives, machetes, etc.,) in their possession. All IMC premises are weapons free.

7.12 Gambling

Security officers shall not engage in any games of chance or other gambling activities, legal or otherwise, while on duty.

8. Use of Approved Gears

The guard should at all-time be equipped with proper legislated gears as issued by the Security Company, only to be utilized in the necessary circumstances.

The officer should ensure that in times of commotion the following should be exercised:

- Presence: guard to present himself at the scene and neutralize the situation.
- Oral Communication: a security guard to calmly bring an unruly situation under control and contact the nearest Police Station if situation persists.
- Unarmed Physical Contact: the security guard may need to separate parties involved in the altercation or to restrain a party physically with minimal force and contact the nearest Police Station if situation persists.

9. Guard Booth

- The guard is responsible to keep the security booth clean at all times.
- Only the guard deployed to be in the guard hut to be in it, at no time the guard hut to be used as a resting house for the officers.
- Guard who are not deployed to the site shall not be at the side thou it is after their knock off or day off.

10. Uniforms

The guard to be in full uniform as provided by the Security Company. Security officers must be professionally presentable and in neat attire, with:

- Polished shoes,
- Clean & neatly ironed shirt and Trousers,
- Ties; and
- Clear and Visible Company Logo.
- The guard should at all-time wear ID card provided by the Security Company.

11. Personal Protective Equipment (PPE)

The security Company should ensure that all the guards are equipped with PPE required such as:

- A truncheon
- Communication Equipment (Mobile phones or two-way portable radio)
- A notebook & pen
- Torchlight (Night duty)
- Reflective Vest
- Rain suit
- Umbrella

In situations of health crisis for example Coved- 19, all the guards are equipped with:

- Approved Face Mask
- Sanitizers
- Temperature Hand Guns
- Another required equipment

12. Security Guards

Unarmed Security guards deployed to any IMC premises should:

- Be free from a criminal record, aged between 18 – 45 years.
- Work as per Labor Law.
- Have received a minimum of 10 days training from the company including fire safety and first aid.
- Be provided by the company with a minimum of two uniforms, boots, and raincoat.
- Be provided by the company with a means of communication to contact their supervisors.
- Be able to take accurate notes and write detailed incident reports.
- Be able to operate Firefighting Equipment.
- Be able to follow instructions and perform tasks as required by IMC.

It is also preferable that the guards should have basic levels of English.

13. The Security Company

The company must be able to provide back-up/alternate personnel to always ensure full numbers of security personnel.

If available, the company should provide a panic alarm system with associated response services. Where a panic alarm is some means of alerting that there is an incident on-going and support it required. It could also be in the form of an audible alarm that may deter intruders or alert to their presence.

14. Security Company Service Management

The Security Company must:

- Have a clear supervisor structure and conduct routine and ad-hoc supervisory visits with a minimum of one visit a week.
- Provide set rota of personnel for IMC premises who will be on-boarded by IMC. Liaise with IMC for any changes.
- Have an office or similar presence in all three States where IMC requires services.
- Participate in monthly meetings with IMC management in Port Sudan and in each state to review services.
- Agree to service management in accordance with IMC service KPIs:
 - Punctuality (are staff on site in a timely manner)
 - Uniform (are staff clean and tidy, also do they have all correct uniform boots etc)
 - Is there an up-to-date copy of Guard orders in Gatehouse?
 - Are supervisory visits being performed
 - Is there evidence of refresher training?
 - Incident reporting. Are incident reports delivered in a timely manner?
 - Is Patrol system working
 - Are Panic alarms serviceable
 - Does the supplier turn up for scheduled monthly meetings?
 - Does the supplier react to requests in a timely manner?

Annex B: Service Agreement

Signed:	<input type="text"/>		
Print name:	<input type="text"/>	Position:	<input type="text"/>
Company Name:	<input type="text"/>	Date:	<input type="text"/>
Address:	<input type="text"/>		