

DANISH REFUGEE COUNCIL (DRC)

TERMS OF REFERENCE (ToR)

Provision of Security Guard Services

Country: Sudan

Location: Port Sudan

Procurement Method: Request for Proposal (RFP)

Contract Type: Framework Agreement

Contract Duration: 12 Months (Renewable Subject to Performance)

1. Background

The Danish Refugee Council (DRC) is an international humanitarian organization committed to protecting and assisting displaced people and vulnerable communities affected by conflict, displacement, and natural disasters.

To safeguard its personnel, visitors, assets, offices, guest houses, and warehouses, DRC intends to engage a qualified and licensed security service provider to deliver professional unarmed security guard services in Port Sudan.

These Terms of Reference (ToR) define the objectives, scope, contractor responsibilities, and expected service outcomes for the provision of security guard services.

2. Purpose

The purpose of this assignment is to procure professional security guard services that ensure the protection of DRC personnel, facilities, equipment, and visitors while maintaining a safe and secure working environment.

3. Objectives

The objectives of this contract are to:

- Provide professional and reliable security guarding services.
- Protect DRC staff, visitors, premises, and assets.
- Prevent unauthorized access, theft, vandalism, and other security incidents.

- Maintain continuous security coverage of assigned facilities.
 - Support DRC in implementing its physical security measures.
 - Ensure timely reporting and response to security incidents.
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4. Scope of Services

The Contractor shall provide qualified and supervised unarmed security guards for DRC facilities in Port Sudan.

The services shall include, but not be limited to:

- Static guarding of offices, guest houses, warehouses, and other designated facilities.
- Access control for staff, visitors, contractors, and vehicles.
- Routine patrols of assigned premises.
- Monitoring entrances, exits, and perimeter security.
- Protection of DRC property and assets.
- Observation, prevention, and reporting of suspicious activities.
- Immediate reporting of security incidents and emergencies.
- Support during emergency evacuations and crisis situations.
- Coordination with DRC Safety personnel and designated focal points.
- Any additional security duties reasonably required under the contract.

The contractor will make its best effort to absorb as many former DRC guards as possible. Detailed operational duties and post orders shall be provided separately under the Operational Requirements Annex.

5. Service Locations

The initial contract will cover DRC facilities located in Port Sudan, including:

- Country Office
- Guest House(s)
- Warehouse(s)
- Other facilities as designated by DRC.

DRC reserves the right to add, remove, or relocate service locations during the contract period.

6. Contract Duration

The successful bidder shall enter into a Purchase Agreement with DRC for an initial period of twelve (12) months.

The agreement may be extended based on satisfactory performance, operational requirements, and funding availability.

Services will be requested through Purchase Orders issued under the Framework Agreement.

7. Contractor Responsibilities

The Contractor shall:

- Recruit, employ, supervise, and manage all deployed personnel.
 - Ensure compliance with Sudan Labor Law and other applicable legislation.
 - Deploy competent, trained, and disciplined security guards.
 - Maintain sufficient staffing levels at all times.
 - Replace absent or unsuitable personnel without interruption to service.
 - Provide uniforms, equipment, and personal protective equipment.
 - Conduct background verification of all personnel before deployment.
 - Maintain appropriate supervision of deployed guards.
 - Provide continuous management support throughout the contract period.
 - Submit reports in accordance with DRC requirements.
 - Ensure business continuity during emergencies or staffing shortages.
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8. DRC Responsibilities

DRC shall:

- Identify locations requiring guarding services.
 - Provide site orientation where necessary.
 - Monitor contractor performance.
 - Verify service delivery.
 - Process payments in accordance with contractual terms.
 - Communicate operational requirements through the designated Contract Manager.
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9. Minimum Contractor Qualifications

The Contractor shall:

- Be legally registered in Sudan.
 - Hold a valid security company license.
 - Demonstrate at least three (3) years of experience providing security guard services.
 - Have successfully completed at least three similar contracts.
 - Have experience supporting humanitarian organizations, UN agencies, diplomatic missions, or comparable institutions.
 - Demonstrate adequate financial and operational capacity.
 - Provide client references upon request.
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10. Personnel Requirements

All deployed guards shall:

- Be legally employable under Sudanese law.
- Be physically and medically fit for duty.
- Have no known criminal record or security concerns.
- Demonstrate professionalism and integrity.
- Be capable of communicating effectively with DRC personnel and visitors.
- Receive appropriate induction and refresher training.
- Comply with DRC policies and procedures.

Where appropriate, the Contractor is encouraged to give due consideration to recruiting qualified guards currently supporting DRC operations, subject to satisfactory performance, mutual agreement, and compliance with Sudan Labour Law.

11. Deliverables

The Contractor shall provide:

- Qualified security guards.
 - Site supervisors.
 - Monthly staffing schedules.
 - Monthly performance reports.
 - Incident reports.
 - Attendance records.
 - Training records.
 - Evidence of compliance with labour obligations when requested by DRC.
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12. Reporting Requirements

The Contractor shall submit reports including:

- Daily occurrence reports (where applicable).
- Incident reports.
- Monthly performance reports.
- Personnel deployment updates.
- Any additional reports requested by DRC.

13. Performance Management

Performance shall be monitored through Key Performance Indicators (KPIs), including:

- Guard attendance.
- Response to incidents.
- Compliance with deployment schedules.
- Reporting quality and timeliness.
- Supervisor visits.
- Uniform compliance.
- Client satisfaction.

Performance evaluations may form the basis for contract renewal or corrective action.

14. Compliance Requirements

The Contractor shall comply with:

- Sudan Labor Law.
- Applicable health and safety legislation.
- DRC Code of Conduct.
- DRC Prevention of Sexual Exploitation and Abuse (PSEA) Policy.
- DRC Safeguarding Policy.
- DRC Anti-Corruption Policy.
- DRC Supplier Code of Conduct.
- Confidentiality requirements.

15. Confidentiality

The Contractor shall maintain strict confidentiality regarding all information relating to DRC operations, personnel, beneficiaries, facilities, and activities.

No information shall be disclosed without prior written authorization from DRC.

16. Health, Safety and Welfare

The Contractor shall ensure the health, safety, and welfare of all deployed personnel, including fair remuneration and employee benefits in accordance with Sudan Labour Law. Where commercial insurance products are unavailable, equivalent employee welfare benefits acceptable to DRC may be considered.

17. Contract Management

The contract shall be managed by the designated DRC Contract Manager in close coordination with the Safety Department and Supply Chain.

The Contractor shall nominate a focal point with decision-making authority for all contractual and operational matters.

18. Annexes

The following documents shall form part of these Terms of Reference:

- **Annex A:** Technical Specifications
- **Annex B:** Operational Requirements and Guard Post Orders
- **Annex C:** Key Performance Indicators (KPIs)
- **Annex D:** Reporting Templates
- **Annex E:** DRC Supplier Code of Conduct and Ethical Standards