

DANISH REFUGEE COUNCIL (DRC)

Technical Specifications

Provision of Security Guard Services

Port Sudan – Sudan

1. Introduction

This document defines the minimum technical and operational requirements for the provision of professional unarmed security guard services to DRC facilities in Port Sudan.

These specifications form an integral part of the Framework Agreement and shall be complied with throughout the contract period.

2. General Requirements

The Contractor shall provide:

- Professional unarmed security guards.
 - Site supervisors.
 - Continuous supervision and management.
 - 24-hour guarding services.
 - Replacement personnel when required.
 - Emergency response capability.
 - Management and administrative support.
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3. Service Coverage

Security services may be required for:

- Country Office
- Guest House(s)
- Warehouse(s)
- Temporary operational sites
- Additional DRC facilities established during the contract period

DRC reserves the right to increase or decrease the number of guards depending on operational needs.

4. Guard Deployment

The Contractor shall deploy security guards in accordance with DRC instructions.

Deployment may include:

- Day shifts
- Night shifts
- 24-hour coverage
- Weekends
- Public holidays
- Emergency deployments

The final deployment schedule shall be agreed with the DRC Safety Department.

5. Minimum Guard Qualifications

Each deployed guard shall:

- Be at least 21 years of age.
 - Be physically fit.
 - Have no criminal record.
 - Have previous guarding experience.
 - Be able to read and write basic reports.
 - Demonstrate good communication skills.
 - Maintain professional behaviour.
 - Be courteous to staff and visitors.
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6. Guard Training

Before deployment, guards shall receive training covering:

- Access control.
- Visitor management.
- Incident reporting.
- Emergency response.

- Fire safety.
- First aid awareness.
- Customer service.
- Human rights.
- Protection of humanitarian operations.
- PSEA.
- Safeguarding.
- Code of Conduct.

Refresher training shall be conducted at least annually.

7. Uniform Requirements

Every guard shall receive:

- Company uniform
- Safety boots
- Reflective vest
- Company identification card
- Cap
- Raincoat (seasonal)
- Belt
- Whistle

Uniforms shall remain clean and in good condition.

8. Equipment Requirements

Each deployment location shall be provided with equipment appropriate to the assignment, which may include:

- Rechargeable flashlight
- Notebook
- Pens
- First aid pouch
- Communication equipment (mobile phone or radio where required)
- Duty register
- Visitor register
- Vehicle movement register
- Incident report forms
- Baton, where legally permitted

9. Supervision

The Contractor shall:

- Assign a supervisor.
- Conduct regular inspections.
- Respond immediately to incidents.
- Maintain communication with DRC.

Supervisors shall be available 24 hours per day.

10. Operations Support

The Contractor shall maintain:

- A contact person available 24/7.
 - An operations room or equivalent coordination capability.
 - Standby personnel for emergency replacement.
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11. Service Levels

The Contractor shall meet the following minimum service standards:

Requirement	Standard
Guard attendance	100%
Replacement of absent guard	Within 2 hours
Emergency response	Within 30 minutes (Port Sudan)
Incident notification	Immediately
Written incident report	Within 12 hours
Monthly performance report	By the 5th working day of each month

12. Reporting

The Contractor shall submit:

- Daily occurrence reports (where applicable)
 - Incident reports
 - Monthly reports
 - Attendance sheets
 - Supervisor inspection reports
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13. Business Continuity

The Contractor shall maintain contingency plans for:

- Staff shortages
- Public holidays / Annual leaves
- Civil unrest
- Natural disasters
- Emergency deployments

Services shall not be interrupted.

14. Insurance and Employee Welfare

The Contractor shall:

- Comply with Sudan Labour Law.
 - Provide fair remuneration.
 - Ensure employee welfare.
 - Provide social insurance or equivalent employee benefits acceptable to DRC where commercial insurance is unavailable.
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15. Performance Indicators (KPIs)

Performance will be assessed against the following indicators:

KPI	Target
Guard attendance	100%
Guards in full uniform	100%
Supervisor inspections	Minimum twice per week
Incident reporting compliance	100%

KPI	Target
Response time compliance	≥95%
Client satisfaction	≥90%
Contract compliance	100%

16. Quality Assurance

The Contractor shall implement a quality management system to ensure:

- Continuous service improvement.
 - Internal inspections.
 - Corrective actions.
 - Staff performance monitoring.
 - Client feedback management.
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17. Health, Safety and Security

The Contractor shall ensure:

- Safe working practices.
 - Compliance with occupational health and safety requirements.
 - Immediate reporting of accidents.
 - Provision of appropriate PPE.
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18. Documentation

The Contractor shall maintain and make available upon request:

- Personnel files
 - Training records
 - Attendance records
 - Incident reports
 - Supervisor inspection reports
 - Employment compliance records
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19. Acceptance Criteria

The services shall be considered satisfactory when:

- Guarding services are delivered continuously without interruption.
- Required staffing levels are maintained.
- All reporting obligations are fulfilled.
- KPIs are achieved.
- No major contractual non-compliance is identified.