

SPECIFICATIONS & REQUIREMENTS

LOT 1: PROVISION OF UNARMED SECURITY SERVICES IN PREMISES OF THE AFRICAN UNION-INTER- AFRICAN BUREAU FOR ANIMAL RESOURCES

1.1 INTRODUCTION

The African Union Inter-African Bureau for Animal Resources (AU-IBAR) has a requirement for the provision of Unarmed Security Services at its headquarters located on Westlands Road, Nairobi, Kenya hereinafter referred to as the AU-IBAR Premises. The services required include supply of services, equipment, and support to properly execute the entirety of unarmed security services such as:

- Access control at entry points including logging of movements of persons, equipment, goods and vehicles into and out of the AU-IBAR premises
- Manning and safeguarding of the perimeter fences/walls; foot patrols
- Ensuring safety and security of personnel within the AU-IBAR premises
- Security of structures, vehicles, and equipment within the AU-IBAR premises
- Emergency response for all types of risks (unauthorized entry, robbery, fire etc)

The services will be for an initial period of three (3) years under a framework contract with the option of renewal subject to satisfactory performance and availability of funds.

1.2 SITE VISIT

For the purpose of bid preparation, bidders are invited to visit AU-IBAR premises. The dates set for the site visit shall be as follows:

7th May 2024 at 11.00 a.m.

10th May 2024 at 11.00 a.m.

Site visits will not be organized on any other day.

Prospective bidders interested in attending the site visit should notify AU-IBAR via email (procurement@au-ibar.org) with the representative's names and motor vehicle registration details by 6th May 2024 to facilitate access into the premises.

1.3 MOBILIZATION

Applicants are required to provide a mobilization program and timeline in their technical proposals. Within the mobilization time frame, the successful applicant will be required to have all security guards, equipment, supplies, and materials required under the contract to be on the AU-IBAR premises. A maximum of 15 days for full mobilization, to include personnel, uniforms and equipment, will be considered as technically acceptable by AU-IBAR

2. SCOPE OF SERVICES AND DUTIES

2.1 The Service Provider will deploy qualified security guards as specified in the Contract.

2.2 The Security Guards assigned to provide the security services at the AU-IBAR Premises shall perform a wide range of security duties which shall include but not necessarily be limited to:

- Operation of manual and electronic access control systems
- Manning perimeter fences
- Security of structures

- Pedestrian and vehicular access control
- Visitor reception
- Inspection and verification of Identity Cards
- Inspection and verification of Material Exit Passes
- Capture official vehicle data (mileage & destination) at the time of exit and entry
- Vehicle and personal searches
- Security patrols during day and night
- Deploy guard(s) and dog (s) for crime detection and prevention at night
- Prevention of the theft or vandalism of AU assets
- Respond to emergency incidents (fire, intrusion, accidents, etc.)
- Gatehouse administration
- Incident Reporting
- Recording of equipment entering and leaving the compounds of the existing locations

3 RESPONSIBILITIES OF THE SERVICE PROVIDER

3.1 Access Control

- i. The Service Provider's security personnel will be unarmed and tasked to prevent unauthorized personnel or vehicles entry into the AU-IBAR premises.
- ii. The Service Provider will be required to direct pedestrian and/or vehicular traffic accessing and exiting the AU-IBAR premises.
- iii. The Service Provider shall be responsible for any damages resulting from the contractor's operations and shall report such damages promptly to AU-IBAR.

3.2 Patrol Duties

The Service provider shall patrol the area specified in the contract, i.e. provide physical security of the exterior of AU-IBAR premises, monitor compound fence lines and protect AU-IBAR-owned Equipment.

3.3 Fire Inspection

- i. The Service provider shall ensure that all its security personnel are fully trained in the use of "in-house" fire-fighting equipment and are aware of the actions necessary to minimize damage and expedite fire-fighting assistance, as and when required.
- ii. The Service provider shall train its personnel to identify potentially unsafe conditions, such as fires or explosions and react appropriately to their occurrence.
- iii. Upon detection of fire in any AU-IBAR premises, installation or vehicle, the Service Provider shall ensure that the compound residents are immediately alerted, and immediate action is taken to extinguish the fire.

3.4 Crime Scene Protection.

The Service Provider is to immediately report to AU-IBAR any evidence of theft, break-in, fire, vehicle accidents/incidents and any other occurrences adversely effecting AU-IBAR personnel and/or property within the AU-IBAR Premises.

3.5 PERFORMANCE MEETINGS AND SECURITY UPDATES

Regular performance meetings will be held between AU-IBAR and the Service Provider. Written minutes of the meetings, with an action column, shall be prepared by AU-IBAR and forwarded to the Service Provider. The Service Provider shall submit weekly security reports to AU-IBAR. The Service Provider shall send security alerts to AU-IBAR on emergency occurrences and general security within the host country.

4 THE SERVICE PROVIDER'S PERSONNEL

- 4.1 The Service Provider shall ensure that all Security Guards assigned to provide the security services are fully trained and competent to perform all the duties listed above.
- 4.2 The Service Provider shall ensure gender balance is observed in deployment of Security Guards who are capable of performing all the duties listed above.
- 4.3 Part of the Security Guard Supervisor's duties and functions shall include but not be limited to:
 - i. Supervise the performance of the Security Guards to maintain the standard of the services in accordance with the Contract.
 - ii. On behalf of the Service Provider, the supervisor shall be responsible for reporting and liaising with the AU-IBAR representative.
 - iii. Shall be responsible for checking and reporting the daily attendance as well as organizing timely replacement for any absenteeism or sick leave.
 - iv. Solve day-to-day problems at the location to ensure smooth operations of all services.
 - v. Be available and "on-call" at all times during the Security Guards' shifts.

5 OPERATING RESOURCES

- 5.1 The Service Provider is to provide all the necessary manpower resources of a technical and administrative nature or of any nature to fulfil its obligations and liabilities as per the Contract Agreement.
- 5.2 The Service Provider shall provide all the necessary transport which shall be for all of its staff and manpower at all and any time for the full duration of the Contract to fulfil its obligations and liabilities as per the Contract Agreement.
- 5.3 The Service Provider shall provide all relevant and related materials, consumables, tools, equipment including two-way radios and safety equipment necessary to fulfil its obligations and liabilities as per the Contract agreement.
- 5.4 The Service Provider shall provide all its work force assigned to AU-IBAR with a common uniform bearing the name of the Company.
- 5.5 The Service Provider shall provide and maintain a record log-sheets at each key Security Guard within each of the AU-IBAR premises.

6 SECURITY GUARD STAFF AND SUPERVISOR QUALIFICATIONS, SKILLS AND EXPERIENCE

6.1 General

The Service Provider shall ensure that all security staff have adequate training and previous experience for undertaking their duties and functions. To this end, the Service Provider will verify the following information for all security staff assigned to AU-IBAR:

- Career history verification checks,

- Background criminal record checks and substance abuse screening program,
- Obtaining Character references,
- Minimum standards for previous experience and security qualifications, and
- Medical check to verify health and mobility and the senses of sight and hearing

6.2 Security Guard Staff:

- i. Must have a Certificate of Good Conduct issued by the Kenya Police Service.
- ii. Must be able to speak, read and write English and other relevant local languages.
- iii. Must have completed level 12 schooling or high school diploma.
- iv. Must be at least 25 years of age.
- v. Must have successfully completed an approved basic Security Guard training course including affiliated and associated courses with competence in the following areas:
 - Local Legislation
 - Access control
 - Loss control
 - Searching of vehicles and people
 - Prevention and detection of crime
 - Patrol duties
 - Observation
 - Emergency response
 - Reporting and report writing
 - Radio communications and procedures
 - Customer relations
- vi. The Contractor's Security Guard Staff must be:
 - Well dressed with appropriate security guard's uniform, clean in body and generally presentable
 - Courteous and respectful to all staff and visitors of AU-IBAR
 - Medically fit and healthy

6.3 Security Guard Supervisor

- Must have a Certificate of Good conduct issued by the Kenya Police Service.
- Must be able to speak, read and write English.
- Must be between the ages of 30 and 50 years of age.
- Must have at least five years' experience as a fully trained security Guard
- Must have completed an approved supervisory course and must have been in a supervisory position for at least two years

7 TRAINING REQUIREMENTS

7.1 Training of Security Personnel. The Applicants must provide their training programs for both new recruits and for the refresher training of existing staff.

7.2 Refresher Training. All the Service Providers' security personnel shall receive refresher training.

7.3 Training Records. The Service Provider shall maintain and make available to AU-IBAR, when requested, a training file on each of its personnel. The training file shall include the following information:

- (a) Employee's name;
- (b) Position occupied; and
- (c) Contractor's training classes attended and scores, if applicable.

8 EQUIPMENT

The Service Provider shall provide all the equipment, i.e. whistle, notepad, pen, torches, baton, handcuffs, and/or supplies necessary to meet the requirements of this Contract, including handheld VHF radio communication equipment.

9 REMOVAL FROM DUTY

AU-IBAR has the authority to direct the Service Provider to immediately remove any employee from its premises, should it be determined that an individual is not suitable to perform the guard duties. The Service Provider shall immediately within 24 hours provide a replacement.

10 INSURANCE

The Service Provider shall ensure that all its contracted Security personnel are duly given medical insurance.

11. FINANCIAL PROPOSAL

The financial proposal should be presented in a separate envelope. For electronic bid documents, the financial proposal should be presented as a **separate document i.e. separate from the technical proposal**. All prices/rates should be quoted in Kenya Shillings exclusive of VAT with an indication of the VAT amount as a separate item. Prices will be fixed for the first year of the contract and may be reviewed in subsequent years to ensure compliance with legal requirements such as increases in social security or minimum wage. The table below provides the format that should be used for the financial proposal. Unit prices should be indicated as shown.

Kenindia Business Park, Westlands Road

Cost components	Quantity	Fees per person per month (Kshs)	Total monthly fees (Kshs)
Day			
Security Guard	3		
Supervisor	1		
Night			
Security Guard	2		
Supervisor	1		
Dog handler and dog	1		
Other equipment (please specify)			
Total			