

## **SPECIFICATIONS & REQUIREMENTS**

### **LOT 2: PROVISION OF CCTV MONITORING SERVICES AT AU-IBAR PREMISES**

#### **1.1 INTRODUCTION**

The African Union Inter-African Bureau for Animal Resources (AU-IBAR) has a requirement for the provision of CCTV Monitoring Services at its offices 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 CCTV Monitoring services such as:

- Monitoring of existing CCTV cameras and alerting respective security personnel of potential intruders
- Maintaining daily, weekly and monthly copies of CCTV camera recordings
- Maintaining seamless working relationships with both armed and unarmed security service providers within AU-IBAR premises
- Maintaining at least two (2) telephone contacts that will be available 24 hours a day, 7 days of the week to be used as emergency contacts by AU-IBAR administration.

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:

**7<sup>th</sup> May 2024 at 11.00 a.m.**

**10<sup>th</sup> 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](mailto:procurement@au-ibar.org)) with the representative's names and motor vehicle registration details by 6<sup>th</sup> 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 shall render the CCTV Monitoring room services by deploying qualified monitoring personnel as specified in the Contract.

2.2 The Monitoring personnel assigned to provide the CCTV monitoring room services shall perform a wide range of CCTV monitoring duties which shall include but not necessarily limited to:

- Monitoring of activities along the AU-IBAR perimeter fences.
- Monitoring of the AU-IBAR premises, this include all offices, hallways, the basement and any other area within the AU-IBAR premises.
- Monitor the visitors and staff parking bays and any vehicles parked therein.
- Monitor movements of persons within the premise and the compound at large
- Monitor the movements and activities of the armed and unarmed security Personnel.

- Alert the unarmed or armed security personnel of any intrusion or suspicious activities within the AU-IBAR premises or along the perimeter fence.
- Keep daily, weekly and monthly recordings of the CCTV cameras
- Deter theft or vandalism of AU assets through alerting the security personnel and AU-IBAR management.
- Inform the AU-IBAR management of any malfunctioning CCTV equipment.
- Incident Reporting to AU-IBAR management and recording the same in the occurrence book (OB).

### **3. RESPONSIBILITIES OF THE SERVICE PROVIDER**

#### **3.1 Supervision**

- i. Supervision of the performance of the CCTV monitoring operators to maintain the standard of the services in accordance with the Contract.
- ii. Report all incidents and liaise with the AU-IBAR representative.
- iii. Review and management of CCTV operator staff attendance and ensuring 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 monitoring operators’ shifts.
- vi. The Service Provider will be responsible for any damage resulting from activities of its staff or agents and shall report such damage promptly to AU-IBAR.

#### **3.2 CCTV Monitoring**

- i. Monitoring CCTV cameras installed at the AU-IBAR premises on a 24 hour/7 days a week basis.
- ii. Promptly report to AU-IBAR any fault equipment that is part of the CCTV system.

#### **3.3 Monitoring of Patrols.**

- i. The Service Provider shall monitor both unarmed and armed patrols of the AU-IBAR premises including registration of shift start times for day and night shifts.
- ii. Monitor and register the frequency of fence-line patrols by the unarmed patrols and register in the OB.

#### **3.4 Fire Incidence Monitoring**

- i. The Service Provider shall ensure that personnel assigned to the AU-IBAR premises are fully trained in monitoring and detecting explosions and unsafe conditions such as fire outbreaks and required deterrent and mitigation measures.
- ii. Upon detection of fire in any installation or vehicle within the premises, the Service Provider personnel shall together with the other security staff in the premises ensure that the compound occupants are immediately notified and the premises evacuated.

#### **3.5 Crime Scene Protection**

The Service Provider its assigned personnel will immediately report to AU-IBAR any attempt of theft, break-in, fire, vehicle accidents/incidents and any other occurrences adversely effecting AU-IBAR personnel and/or property within the compound perimeter.

### **4. OPERATING RESOURCES**

- 4.1 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 in terms of the Contract.
- 4.2 The Service Provider is to 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.

- 4.3 The Service Provider is to 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.
- 4.4 The Service Provider shall provide all its personnel assigned to AU-IBAR with a common uniform bearing the name of the Company.
- 4.5 The Service Provider shall provide and maintain an Occurrence Book (OB) within the CCTV monitoring room.

## **5. PERFORMANCE MEETING**

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.

## **6. THE SERVICE PROVIDER'S PERSONNEL**

The Service Provider shall ensure that all assigned personnel are fully trained and competent to perform all the duties listed above. The Service Provider shall ensure gender balance is observed in deployment of the assigned personnel. **For this assignment, the personnel required are 2 operators during the day shift (6.00 a.m. to 6.00 p.m.) and 1 operator during the night shift (6.00 p.m. to 6.00 a.m.).**

### **6.1 Staff Qualifications, Experience and Skills**

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 The CCTV Room Monitoring Operators:**

- i. Must have a clean (criminal) record.
- ii. Must be able to speak, read and write English and other relevant local languages.
- iii. Must have completed at least 12 years of schooling or hold a high school diploma.
- iv. Must be at least 25 years of age.
- v. Must have successfully completed an approved basic training course including affiliated and associated courses with competence in the following areas:
  - Local Legislation
  - CCTV operation procedures and observation
  - Prevention and detection of crime
  - Be familiar with patrol duties
  - Emergency response
  - Reporting and report writing
  - Radio communications and procedures
  - Customer relations
- vi. Must be well dressed with appropriate uniform, clean in body and generally presentable
- vii. Must be courteous and respectful to all staff and visitors of AU-IBAR
- viii. Must be medically fit and healthy
- ix. Must have a Certificate of Good Conduct issued by the Kenya Police Service.
- x. Must be able to speak, read and write English/French.
- xi. Must have at least five years' experience as a fully trained CCTV room operator.

### 6.3 Training Requirements

- i. The Service Provider must provide its training program for both new recruits and for the refresher training of existing personnel.
- ii. All the Service Provider operating personnel shall receive refresher training periodically.
- iii. 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:
  - Employee's name;
  - Position occupied; and
  - Service Provider training classes attended and scores, if applicable.

### 7 EQUIPMENT

The Service Provider shall provide all equipment, i.e. Notepad, pen, torches, umbrella, and/or supplies necessary to meet the requirements of this Contract, including handheld VHF radio communications equipment.

### 8 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 CCTV Monitoring duties. The Service Provider shall immediately within 24 hours provide a replacement.

### 9 INSURANCE

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

### 10. 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.

#### AU-IBAR premises CCTV Monitoring room, Kenindia Park Museum Hill Westlands Road

Cost components	Quantity	Fees in Kenya Shilling per person/per month	Total monthly fees
<b>Day</b>			
Operator	2		
<b>Night</b>			
Operator	1		
<b>Total</b>	3		