



Partners in Population and Development (PPD)
An Inter-Governmental Organization
Promoting South-South Cooperation

TERMS OF REFERENCE

Recruitment of Unarmed Private Security Service Company at PPD Premises for the Period of 12 months

Background

1. In the interest of safeguarding the well-being of their respective personnel, assets, facilities, and operations, Partners in Population and Development (PPD) and the International Labour Organization (ILO) Bangladesh have recognized the imperative need for security services. To fulfill this requirement, both organizations intend to engage the services of a qualified unarmed private security service (UPSS) company.
2. The selected company will be responsible for providing comprehensive security services covering the entire PPD Premises, which includes the locations housing both the PPD and ILO offices. Within this collaborative framework, PPD, as the property owner, will take charge of initiating the procurement process for security services, while ILO Bangladesh will oversee the operational and technical aspects of the selected security service provider.
3. To formalize this arrangement, a Long-Term Agreement (LTA) will be established with the chosen company for a maximum duration of three (3) years. The initial contract period will span one (1) year, with the potential for two (2) additional one-year extensions contingent upon the satisfactory performance of the selected security service provider.

Objective of Assignment

4. The objectives of UPSS company deployed at PPD premises are:
 - a. To provide a visible deterrent to potential attackers and an appropriate response to repel any attack, by means of nonlethal equipment¹.
 - b. To account for persons on PPD premises, including PPD and ILO personnel and others visiting the premises acting as first responders in the case of an incident including, but not limited to, fire, unruly behaviour among visitors, and medical emergencies.

¹ Non-lethal equipment typically refers to any standard issue equipment (e.g., torches, uniforms, boots, handcuffs, radios, etc.) normally carried by a security official that could reasonably be used to repel an attack.

Description of Assignment

5. Security personnel employed by a UPSS company, that is contracted by PPD for the protection of personnel, PPD premises, and property will perform the following functions:
 - a. Provide access control for personnel and vehicles and prevent the damage or loss of assets and disruption of operations from criminal or malicious acts. This could include, but is not necessarily limited to, the following:
 - (1) Enforce entry/exit control procedure.
 - (2) Enforce restrictions on access to sensitive areas.
 - (3) Enforce visitor control procedures, including escorts where required.
 - (4) Use electronic body, package, or vehicle search equipment.
 - (5) Perform personal searches for visitors.
 - (6) Perform vehicle searches.
 - (7) Perform premises searches for suspicious items.
 - (8) Perform mail screening by inspecting materials and packages entering the premises.
 - (9) Account for PPD and ILO-owned property leaving the premises.
 - (10) Facilitate movement within the premises in a manner that meets the operating needs.
 - (11) Activate barrier systems when necessary.
 - (12) Provide counter-hostile surveillance services.
 - b. Patrol PPD premises:
 - (1) Identify and report suspicious persons or objects that may cause a security concern; and
 - (2) Subsequently contain or remove suspicious persons or objects which may cause a security concern.
 - c. Monitor and respond to intrusions and safety alarms.
 - d. Maintain guard post records and logs and provide accident/incident, after-action, and hazard reporting.
 - e. Provide safety, fire, traffic, and medical assistance to PPD and ILO personnel and visitors in the event of incidents.
 - f. Perform security advisory and assessment services.
 - g. Provide site and specialist technical surveys.
 - h. Conduct installation, maintenance, and operation of security technology, such as walk-through magnetic detectors, CCTV systems, etc.
 - i. Perform security training.
 - j. Perform other services related to security.

General Requirements of the Potential UPSS Company

6. The following are mandatory requirements that a potential UPSS company must meet to be considered for selection:

- a. The potential UPSS company must have valid and current licenses to provide security services.
- b. The potential UPSS company must be a well-reputed, experienced, and professional security services company having work experience with large multinationals, international organizations, and foreign diplomatic missions.
- c. The potential UPSS company must have efficient and effective logistic and communication support facilities.
- d. The potential UPSS company shall not have a record of human rights violations or other discriminatory or unethical practices.
- e. The potential UPSS company must adhere to the “respect for fundamental human rights, social justice and human dignity, and respect for the equal rights of men and women”.
- f. The potential UPSS company must undertake all reasonable steps, to the satisfaction of the PPD, to verify with relevant government authorities that any personnel who will be engaged by them for the contract in question have not been convicted of any serious criminal offences, including by a military tribunal, or found by a national or international authority to have breached international criminal or humanitarian law in any jurisdiction. In addition, in principle, they must not be subject to any ongoing judicial proceedings, including military, in respect of such offences or violations.
- g. The potential UPSS company must provide the following documents for all personnel who will be engaged by them:
 - (1) A criminal background check record from Bangladesh Police.
 - (2) A verification of the person’s place of employment for the past five years.
 - (3) An assessment of appropriate psychological and physical qualifications.
- h. The potential UPSS company must provide a complete and accurate list and bio data of the personnel to be employed to the PPD and shall promptly inform of any material change in information.
- i. The potential UPSS company will have a pool of additional guards to cover for the absence of regular guards due to leave, sickness, or other reasons.
- j. The potential UPSS company must employ adequately trained ‘Security Personnel’. They must have training on:
 - (1) Security duty.
 - (2) security equipment handling.
 - (3) incident management.
 - (4) Firefighting.
 - (5) Basic first aid.
 - (6) Crowd control.
 - (7) Checking suspicious pouches.
 - (8) Bomb and telephone threat handling.
 - (9) Communication equipment handling.
- k. The potential UPSS company will also have arrangements for refresher training (yearly basis), on-the-job training, and specialized training (as needed).
- l. The potential UPSS company must be capable of deploying an Emergency Security Force at the PPD premises with short notice of within 24 hours. This is to meet emergency security situations and the requirement of such force will not exceed 10 security personnel.
- m. ‘Security Personnel’ must be:
 - (1) Properly trained and licensed, in accordance with local law, to perform security services.
 - (2) Uniformed and wear appropriate identification badges.
 - (3) The employees of the security company; not temporary contracted

personnel.

(4) Able to speak working English in order to be able to communicate as required.

General Modus Operandi for the Potential UPSS Company

7. The following are general modus operandi that a UPSS company must adhere:
 - a. For the performance of the security services, 'Security Personnel' will receive floor/office keys for PPD and ILO Offices from the authorized Security Focal Point (SFP). The potential UPSS company shall ensure proper handling/taking over of keys with respective offices.
 - b. The potential UPSS company will inspect the premises a minimum of once daily and immediately implement any observable measures for improvement.
 - c. The potential UPSS company should provide 'On the Job Training' for all security personnel both prior to being deployed and at least quarterly after deployment/as needed.
 - d. The potential UPSS company will have to ensure proper rotation of the duties as needed. As such, the 'Security Personnel Duty Roster' must be submitted daily to the SFP for verification and further instructions (if any).
 - e. The potential UPSS company must have a systematic reporting procedure on current risk/threat analysis including any other factors/situations having an effect on the safety and security of the personnel and offices within PPD Premises.
 - f. 'Security Personnel' will ensure that any person removing equipment from the office premises presents a valid document with an authorized signature which permits removal of that equipment.
 - g. 'Security Personnel' at the reception will ensure that all visitors coming inside office premises to visit/meet any staff are respectfully searched as per set access control SOP irrespective of their identity. Visitors must be issued with a visitor identification card and will be wearing the visitor identification card visibly.
 - h. In all cases the 'Security Personnel' on duty will behave politely, listen carefully to the visitor's requests, and inform them that their requests are going to be forwarded to the appropriate official.
 - i. By all means, they will try to keep the visitors in the reception area and won't allow them to enter inside PPD premises if clearance is not received from the concerned PPD or ILO staff member or SFP.
 - j. Daily newspapers brought to the office premises shall be received at the reception and shall be handed over to the person responsible for this.
 - k. The 'Security Supervisor' of the potential UPSS company will closely monitor the serviceability of the existing communication systems at posts and reception area, train guards on communication systems, and encourage them to use communication facilities for security purposes. For any difficulties, the 'Security Supervisor' must contact the SFP immediately to resolve the issue and keep the communication channel functional.
 - l. The potential UPSS company will have to investigate any theft, burglary, break-in, or unusual act that involves personnel of his company and will submit a report to the SFP within 24 hours of the incident.
 - m. In case of fire, the 'Security Personnel' of the potential UPSS company will:
 - (1) Identify the place of fire.

- (2) Notify contact SFP and press fire alarm.
 - (3) Use the nearest fire extinguisher on the floor to extinguish fire if possible.
 - (4) Verbally request all people near the fire to leave for a safe area.
 - (5) Close the area.
 - (6) Assist in building evacuation if announced.
 - (7) Assist Fire Service and Civil Defence once asked.
- n. In case of office invasion, forced entry or any such situation, the 'Security Personnel' of the potential UPSS company will:
- (1) Try to contain them.
 - (2) Notify SFP and try to give accurate and precise information as far as possible.
- o. The potential UPSS company shall have meetings on a quarterly basis and as and when required with the SFP.
- p. The potential UPSS company will have to understand clearly and convey to the Security Supervisor that he receives all regular operational instructions directly in writing or verbally on an ad-hoc basis, on urgent issues, or in case of emergency from the SFP.
- q. The potential UPSS company will be responsible for the safe custody and maintenance of equipment that is assigned to them for managing the security of the office.
- r. The potential UPSS company will have to perform any other duties assigned by the SFP.

Requirement of Security Personnel and Duties & Responsibilities

8. Female Security Guard:

- a. Requirements.
- (1) Age: Between 18 to 30 years.
 - (2) Qualification: Higher Secondary Certificate (HSC) as a minimum qualification.
 - (3) Communication Skill: Able to understand and speak Bangla fluently and moderate English.
 - (4) Behaviour and Conduct: Should be polite, well-groomed, and well-mannered.
 - (5) Training and Skill: Basic security training and job-related training including access controls (i.e. issuance of visitors' passes, understanding SOPs, guidelines and can implement those).
 - (6) Experience: Minimum 3 (three) years of job experience.
 - (7) Working ability: Able to receive and dispatch letters and parcels.
- b. Duties and Responsibilities:
- (1) Visitors' identity check.
 - (2) Issue and receive visitor card.
 - (3) Preserve the photo ID document of the visitors.
 - (4) Maintain visitor and vendor data in the visitor's register.
 - (5) Perform Physical Security Checks of female staff, vendors, and visitors as needed.
 - (6) Any other task as deemed necessary within the service norms.
- c. Reporting Line: The female Security Guard will report to the Security Supervisor.

9. **Male Security Guard:**

a. Requirements.

- (1) Age: Between 18 to 30 years.
- (2) Qualification: Higher Secondary Certificate (HSC) as a minimum qualification.
- (3) Communication Skill: Able to understand and speak Bangla fluently and moderate English.
- (4) Behaviour and Conduct: Should be polite, well-groomed and well-mannered.
- (5) Training and Skill: Basic security training and job-related training including access controls (i.e. physical search, vehicle search, perimeter security, understanding SOPs, guidelines and can implement those).
- (6) Experience: Minimum 3 (three) years job experience.
- (7) Working ability: Should be physically fit and stout.

b. Duties and Responsibilities:

Perimeter Security Guard	Access Control Security Guard
(1) Perform duty according to the post order.	(1) Perform duty according to the post order.
(2) Keep spaces in front of the entry and exit gate clear of traffic for the premises.	(2) Ensure access control requirements are met in terms of security.
(3) Watch/observe the inner and outer areas of the office and report to the supervisor immediately if any irregularity is noticed.	(3) Conduct screening of incomers with the help of a Handheld Metal Detector, Archway Metal Detector, and Baggage Scanner Machine.
(4) Watch/observe and do surveillance in order to safeguard the office against any intruders.	(4) Watch/observe duty area and report to supervisor immediately if any irregularity is noticed.
(5) Any other task as deemed necessary within the service norms.	(5) Any other task as deemed necessary within the service norms.

c. Reporting Line: The Male Security Guard will report to the Security Supervisor.

10. **Security Supervisor:**

a. Requirements.

- (1) Age: Between 31 to 50 years.
- (2) Qualification: Higher Secondary Certificate (HSC) as a minimum qualification.
- (3) Communication Skill: Able to understand and speak Bangla fluently and moderate English. Must demonstrate strong interpersonal and communication skills.
- (4) Behaviour and Conduct: Should be polite, well-groomed and well-mannered.
- (5) Training and Skill: Basic security training and job-related training including access controls.
- (6) Experience: Minimum 5 (five) years job experience. This may be relaxed for retired personnel from Armed Forces.

- (7) Working ability: Must be trained on strong sense of security and responsibility.
 - (8) Additional Criteria:
 - (a) Must have good knowledge about security equipment and items.
 - (b) Must possess good supervisory/managerial skill.
- b. Duties and Responsibilities:
- (1) Perform duty as per post order.
 - (2) Must have a clear understanding of SOPs and Post Orders and be able to ensure those are followed by the guards.
 - (3) The Security Supervisor must ensure that the guards perform their duties at designated places.
 - (4) The Security Supervisor will ensure that in case of persons removing equipment from the office will show the equipment and display a permission document duly authorized with a signature for this.
 - (5) The Security Supervisor is to ensure that any and all visitors coming to the building /office or wishing to pay a visit shall, irrespective of their identity, be searched properly. He also should ensure that the visitors do not enter PPD premises if clearance is not received from the concerned PPD or ILO staff member or SFP.
 - (6) The Security Supervisor shall be provided with the list of names of the staff and their car plate numbers in order to control the entries to the building and those to the parking lot accordingly (if applicable).
 - (7) The Security Supervisor shall ensure smooth entry of the visitors following due screening process upon receiving the list from SFP.
 - (8) The Security Supervisor should ensure the daily newspapers brought to the building shall be received at the reception and handed over to the responsible person by approved means.
 - (9) The Security Supervisor will be responsible for the management of all main and rear entrance gate keys of the office.
 - (10) The Security Supervisor shall in no case allow entry into the office premises such persons as salesmen, beggars, peddlers, etc.
 - (11) The Security Supervisor will provide a daily written report to the SFP.
 - (12) The Security Supervisor should be capable of crowd control, mob dispersal, hostile surveillance, and reconnaissance detection.
 - (13) The Security Supervisor should be capable of conducting induction training including emergency response, use of fire alarms, use of fire extinguishers, building evacuation drill etc for the newly joined security guards.
 - (14) The Security Supervisor shall not act in an informal way with staff, contractors and visitors for any reason whatsoever.
- c. Reporting Line: Security Supervisor will report to the SFP for overall security management of the premises while on duty.

Services to Be Provided

11. The Potential UPSS company will be required to provide Security Guards (male and female)

for the protection of the perimeter, access controls, personnel, and assets at PPD Premises. Details are as follows:

- a. Reception Area/Front Desk Management: There will be reception desks at the pedestrian access way of the reception room. One Security Guard (female) will perform duty there. Apart from that One Security Guard (male) will also be posted at the scanner machine.
- b. Access Control and Perimeter Security Management: There will be two static post (In gate and Out gate) and one foot patrol (parking space to rear side of the PPD building) deployed to ensure access control and cover PPD premises from the inside respectively.

Shift-wise Deployment of Security Personnel

12. As per requirement the shift-wise deployment of security personnel will be as follows:

a. Male:

Location	Shift A 0600-1400 hrs				Shift B 1400-2200 hrs				Shift C 2200-0600 hrs					
	Supervisor	Female Guard	Male Guard	Total	Supervisor	Female Guard	Male Guard	Total	Supervisor	Female Guard	Male Guard	Total		
Receptions	1	x		1	1	x		1	1	x		1		
Scanner			1	1			1*	1						
In Gate			2	2			2	2			1	1		
Out Gate			2	2			2	2			1	1		
Backside							1	1			1	1		
Area Patrol			1	1			1**	1			1	1		
Total				7	Total				7	Total				5

* Up to 1800 hrs

** From 1800 hrs

b. Female:

Location	Shift A 0700-1500 hrs				Shift B 0900-1700 hrs				
	Supervisor	Female Guard	Male Guard	Total	Supervisor	Female Guard	Male Guard	Total	
Reception		1		1		1		1	
Total				1	Total				1

Post	Total
Supervisor	3
Lady Guard	2
Guard	16
Total	21

PROPOSAL SUBMISSION PROCEDURE

The proposer must submit the Technical and Financial Proposals in separate sealed envelopes mentioning “Technical Proposal” and “Financial Proposal” on the top of respective envelopes.

Both the sealed envelopes will be put in one big envelope. Unsealed proposals and proposals received after the deadline would not be considered for evaluation.

The proposals in hard copy with a cover letter to be submitted by 31 October 2024 by 16:30 (Bangladesh Standard Time) to:

Partners in Population and Development (PPD)

Plot- 17 B & C, Block- F, Agargaon Administrative Zone,
Sher-E-Bangla Nagar, Dhaka- 1207, Bangladesh

Clarifications/Queries: If any potential firm has any query about the TOR, that has to be submitted to the ILO through email mdas@ppdsec.org within 31 October 2024.