

REQUEST FOR PROPOSALS

(PROCUREMENT OF SERVICES)

For Simple Assignments

SERVICES FOR

*Provision of a Static Guard Services at International Organization for
Migration – Burundi Offices and Residences*

Prepared by



International Organization for Migration (IOM)

The UN Migration Agency

*Kabondo Ouest, Avenue Ririkumutima No 13
April 30th, 2019*

REQUEST FOR PROPOSALS
RFP No.: *RFP_001_PROC/SSU/2019*

Mission: *BURUNDI*

Project Name: *Long Term Agreement*

WBS: *N/A*

Title of Services: *Static Guard Services*



International Organization for Migration (IOM)
The UN Migration Agency

Request for Proposals

The International Organization for Migration (hereinafter called **IOM**) intends to hire Service Provider for the *Static Guard Services* for which this Request for Proposals (RFP) is issued.

IOM now invites Service Providers to provide Technical and Financial Proposal for the following Services: *Provision of a static guard service at the facilities of the International Organization for Migration – Burundi*. More details on the services are provided in the attached Terms of Reference (TOR).

The Security Service Provider will be selected under a Quality –Cost Based Selection procedures described in this RFP.

The RFP includes the following documents:

- Section I. Instructions to Security Service Providers
- Section II. Technical Proposal – Standard Forms
- Section III. Financial Proposal – Standard Forms
- Section IV. Terms of Reference

The Proposals must be delivered by hand to IOM with office address at *Kabondo Ouest, Avenue Ririkumutima No 13* on or *before May 7th, 2019*. No late proposal shall be accepted.

IOM reserves the right to accept or reject any proposal and to annul the selection process and reject all Proposals at any time prior to contract award, without thereby incurring any liability to affected Service Providers.

Elizardo GALANG
Procurement and Logistics Officer
IOM Burundi

IOM is encouraging companies to use recycled materials or materials coming from sustainable resources or produced using a technology that has lower ecological footprints.

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Section I - Instructions to Service Providers

1. Introduction

- 1.1 Only eligible Service Providers may submit a Technical Proposal and Financial Proposal for the services required. The proposal shall be the basis for contract negotiations and ultimately for a signed contract with the selected Consultant Firm.
- 1.2 Service Providers should familiarize themselves with local conditions and take them into account in preparing the proposal. Service Providers are encouraged to visit IOM before submitting a proposal and to attend a pre-proposal conference if is specified in Item 2.3. of this Instruction.
- 1.3 The Service Providers costs of preparing the proposal and of negotiating the contract, including visit/s to the IOM, are not reimbursable as a direct cost of the assignment.
- 1.4 Service Providers shall not be hired for any assignment that would be in conflict with their prior or current obligations to other procuring entities, or that may place them in a position of not being able to carry out the assignment in the best interest of the IOM.
- 1.5 IOM is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to contract award, without thereby incurring any liability to the Service Providers.
- 1.6 IOM shall provide at no cost to the Service Provider the necessary inputs and facilities, and assist the Firm in obtaining licenses and permits needed to carry out the services and make available relevant project data and report (see Section V. terms of reference).

2. Corrupt, Fraudulent, and Coercive Practices

- 2.1 IOM Policy requires that all IOM Staff, bidders, manufacturers, suppliers or distributors, observe the highest standard of ethics during the procurement and execution of all contracts. IOM shall reject any proposal put forward by bidders, or where applicable, terminate their contract, if it is determined that they have engaged in corrupt, fraudulent, collusive or coercive practices. In pursuance of this policy, IOM defines for purposes of this paragraph the terms set forth below as follows:
 - Corrupt practice means the offering, giving, receiving or soliciting, directly or indirectly, of any thing of value to influence the action of the Procuring/Contracting Entity in the procurement process or in contract execution;
 - Fraudulent practice is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, the Procuring/Contracting Entity in the procurement process or the execution of a contract, to obtain a financial gain or other benefit to avoid an obligation;
 - Collusive practice is an undisclosed arrangement

between two or more bidders designed to artificially alter the results of the tender procedure to obtain a financial gain or other benefit;

- Coercive practice is impairing or harming, or threatening to impair or harm, directly or indirectly, any participant in the tender process to influence improperly its activities in a procurement process, or affect the execution of a contract

3. Conflict of Interest

3.1 All bidders found to have conflicting interests shall be disqualified to participate in the procurement at hand. A bidder may be considered to have conflicting interest under any of the circumstances set forth below:

- A Bidder has controlling shareholders in common with another Bidder;
- A Bidder receives or has received any direct or indirect subsidy from another Bidder;
- A Bidder has the same representative as that of another Bidder for purposes of this bid;
- A Bidder has a relationship, directly or through third parties, that puts them in a position to have access to information about or influence on the Bid of another or influence the decisions of the Mission/procuring Entity regarding this bidding process;
- A Bidder submits more than one bid in this bidding process;
- A Bidder who participated as a consultant in the preparation of the design or technical specifications of the Goods and related services that are subject of the bid.

4. Clarifications and Amendments to RFP Documents

4.1 At any time before the submission of the proposals, IOM may, for any reason, whether at its own initiative or in response to a clarification amend the RFP. Any amendment made will be made available to all short-listed Service Providers who have acknowledged the Letter of Invitation.

4.2. Service Providers may request for clarification(s) on any part of the RFP. The request must be sent in writing or by standard electronic means and submitted to IOM at the address indicated in the invitation at least *seven (7) calendar days* before the set deadline for the submission and receipt of Proposals. IOM will respond in writing or by standard electronic means to the said request and this will be made available to all those who acknowledged the Letter of Invitation without identifying the source of the inquiry.

5. Preparation of the Proposal

- 5.1 A Service Provider's Proposal shall have two (2) components:
- a) the Technical Proposal, and
 - b) the Financial Proposal.
- 5.2 The Proposal, and all related correspondence exchanged by the Service Providers and IOM, shall be in *in English*. All reports prepared by the contracted Service Provider shall be in *English*.
- 5.3 The Service Providers are expected to examine in detail the documents constituting this Request for Proposal (RFP). Material deficiencies in providing the information requested may result in rejection of a proposal.

6. Technical Proposal

- 6.1 When preparing the Technical Proposal, Service Providers must give particular attention to the following:
- a) If a Service Provider deems that it does not have all the expertise for the assignment, it may obtain a full range of expertise by associating with individual consultant(s) and/or other consultants or entities in a joint venture or sub-consultancy, as appropriate. Service Providers may associate with the other consultants invited for this assignment or to enter into a joint venture with consultants not invited, only with the approval of IOM. In case of a joint venture, all partners shall be jointly and severally liable and shall indicate who will act as the leader of the joint venture.¹
 - b) For assignment of the staff, the proposal shall be based on the number of professional staff-months estimated by the firm, no alternative professional staff shall be proposed.
 - c) It is desirable that the majority of the key professional staff proposed is permanent employees of the firm or have an extended and stable working relationship with it.
 - d) Proposed professional staff must, at a minimum, have the experience of at least *five (5) years*, preferably working under conditions similar to those prevailing in the country of the assignment.
- 6.2 The Technical Proposal shall provide the following information using the attached Technical Proposal Standard Forms TPF 1 to TPF 6 (Section III).
- a) A brief description of the Service Providers organization and an outline of recent experience on assignments of a similar nature (TPF-2), if it is a joint venture, for

¹ This clause shall be included/revised as deemed necessary

each partner. For each assignment, the outline should indicate the profiles of the staff proposed, duration of the assignment, contract amount, and firm's involvement.

- b) A description of the approach, methodology and work plan for performing the assignment (TPF-3). This should normally consist of maximum of ten (10) pages including charts, diagrams, and comments and suggestions, if any, on Terms of Reference and counterpart staff and facilities. The work plan should be consistent with the work schedule (TPF-7)
- c) The list of proposed Professional Staff team by area of expertise, the position and tasks that would be assigned to each staff team members (TPF-4).
- d) Latest CVs signed by the proposed professional staff and the authorized representative submitting the proposal (TPF-5) Key information should include number of years working for the firm and degree of responsibility held in various assignments during the last *five (5) years*.
- e) A time schedule estimates of the total staff input (Professional and Support Staff, staff time needed to carry out the assignment, supported by a bar chart diagram showing the time proposed for each Professional and Staff team members (TPF-6). The schedule shall also indicate when experts are working in the project office and when they are working at locations away from the project office.
- f) A time schedule (bar chart) showing the time proposed to undertake that the activities indicated in the work plan (TPF-7).
- g) A detailed description of the proposed methodology and staffing for training if the RFP specifies training as specific component of the assignment.

6.3 The technical proposal shall not include any financial information.

7. Financial Proposal

- 7.1 In preparing the Financial Proposal, consultants are expected to take into account the requirements and conditions outlined in the RFP. The Financial Proposal shall follow the Financial Proposal Standard Forms FPF 1 to FPF 4 (Section IV).
- 7.2 The Financial proposal shall include all costs associated with the assignment, including (i) remuneration for staff (FPF-4) (ii) reimbursable expenses (FPF-5) . If appropriate, these costs should be broken down by activity. All items and activities described in the Technical proposal must be priced separately; activities and items in the Technical Proposal but not priced shall be assumed to be included in the prices of other activities or items.
- 7.3 The Service Provider may be subject to local taxes on amounts payable under the Contract. If such is the case, IOM may either: a) reimburse the Service Provider for

any such taxes or b) pay such taxes on behalf of the Consultant. ² Taxes shall not be included in the sum provided in the Financial Proposal as this will not be evaluated, but they will be discussed at contract negotiations, and applicable amounts will be included in the Contract.

7.4. Service Providers shall express the price of their services in *BIF*.

7.5 The Financial Proposal shall be valid for *90 calendar days*. During this period, the Service Provider is expected to keep available the professional staff for the assignment³. IOM will make its best effort to complete negotiations and determine the award within the validity period. If IOM wishes to extend the validity period of the proposals, the Service Provider has the right not to extend the validity of the proposals.

8. Submission, Receipt, and Opening of Proposals

8.1 Service Provider may only submit one proposal. If a Service Provider submits or participates in more than one proposal such proposal shall be disqualified.

8.2 The original Proposal (both Technical and Financial Proposals) shall be prepared in indelible ink. It shall contain no overwriting, except as necessary to correct errors made by the Service Providers themselves. Any such corrections or overwriting must be initialed by the person(s) who signed the Proposal.

8.3 The Service Providers shall submit one original and one copy of the Proposal. Each Technical Proposal and Financial Proposal shall be marked “Original” or “Copy” as appropriate. If there are any discrepancies between the original and the copies of the Proposal, the original governs.

8.4 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked “TECHNICAL PROPOSAL.” Similarly, the original Financial Proposal shall be placed in a sealed envelope clearly marked “FINANCIAL PROPOSAL” and with a warning “DO NOT OPEN WITH THE TECHNICAL PROPOSAL.” Both envelopes shall be placed into an outer envelope and sealed. The outer envelope shall be labeled with the submission address, reference number and title of the project and the name of the Service Provider.

8.5 Proposals must be received by IOM at the place, date and time indicated in the invitation to submit proposal or any new place and date established by the IOM. Any Proposal submitted by the Service Provider after the deadline for receipt of Proposals prescribed by IOM shall be declared “Late,” and shall not be accepted by the IOM and returned to the consultant unopened.

8.6 After the deadline for the submission of Proposals, all the Technical Proposal shall be opened first by the BEAC. The Financial Proposal shall remain sealed until

² *This clause shall be included/revised as deemed necessary*

³ *For this purpose, the Mission may have the option to require short-listed Consultants a bid security.*

all submitted Technical Proposals are opened and evaluated. The BEAC has the option to open the proposals publicly or not.

9. Evaluation of Proposals

- 9.1 After the Proposals have been submitted to the BEAC and during the evaluation period, Service Providers that have submitted their Proposals are prohibited from making any kind of communication with any BEAC member, as well as its Secretariat regarding matters connected to their Proposals. Any effort by the Service Providers to influence IOM in the examination, evaluation, ranking of Proposal, and recommendation for the award of contract may result in the rejection of the Service Providers.

10. Technical Evaluation

- 10.1 The entire evaluation process, including the submission of the results and approval by the approving authority, shall be completed in not more than *twenty-one (21) calendar day* after the deadline for receipt of proposals.
- 10.2 The BEAC shall evaluate the Proposals on the basis of their responsiveness to the Terms of Reference, compliance to the requirements of the RFP and by applying an evaluation criteria, sub criteria and point system⁴. Each responsive proposal shall be given a technical score (St). The proposal with the highest score or rank shall be identified as the Highest Rated/Ranked Proposal.
- 10.3 A proposal shall be rejected at this stage if it does not respond to important aspects of the TOR or if it fails to achieve the minimum technical qualifying score which is *70%*.
- 10.4 The technical proposals of Service Providers shall be evaluated based on the following criteria and sub-criteria:
- (i) Specific experience of the Service Providers relevant to the assignment:
 - (ii) Adequacy of the proposed methodology and work plan in response to the Terms of Reference:
 - a) Technical approach and methodology
 - b) Work plan
 - c) Organization and staffingTotal points for criterion (ii):
 - (iii) Key professional staff qualifications and competence for the assignment:
 - a) Team Leader

⁴ The criteria, sub criteria and point system may vary depending on the requirement of the Mission

The number of points to be assigned to each of the above positions or disciplines shall be determined considering the following three sub-criteria and relevant percentage weights:

- 1) General qualifications
 - 2) Adequacy for the assignment
 - 3) Experience in region and language
- Total weight: 100%

The minimum technical score S_t required to pass is: 70% Points

- 10.5 Technical Proposal shall not be considered for evaluation in any of the following cases:
- a) late submission, *i.e.*, after the deadline set
 - b) failure to submit any of the technical requirements and provisions provided under the Instruction to Service Provider and Terms of Reference (TOR);

11. Financial Evaluation

- 11.1 After completion of the Technical Proposal evaluation, IOM shall notify those Service Providers whose proposal did not meet the minimum qualifying score or were considered non responsive based on the requirements in the RFP, indicating that their Financial Proposals shall be returned unopened after the completion of the selection process.
- 11.2 IOM shall simultaneously notify the Service Providers that have passed the minimum qualifying score indicating the date and opening of the Financial Proposal. The BEAC has the option to open the Financial proposals publicly or not.
- 11.3 The BEAC shall determine the completeness of the Financial Proposal whether all the Forms are present and the required to be priced are so priced.
- 11.4 The BEAC will correct any computational errors. In case of a discrepancy between a partial amount and the total amount, or between words and figures, the former will prevail. In addition, activities and items described in the Technical proposal but not priced, shall be assumed to be included in the prices of other activities or items.
- 11.5 The Financial Proposal of Service Providers who passed the qualifying score shall be opened, the lowest Financial Proposal (F1) shall be given a financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals shall be computed based on the formula :

$$Sf = 100 \times F1 / F$$

Where:

Sf - is the financial score of the Financial Proposal under consideration,
Fl - is the price of the lowest Financial Proposal, and
F - is the price of the Financial Proposal under consideration.

The proposals shall then be ranked according to their combined (Sc) technical (St) and financial (Sf) scores using the weights⁵ (T = the weight given to the Technical Proposal = 0.80; F = the weight given to the Financial Proposal = 0.20; T + F = 1)

$$Sc = St \times T\% + Sf \times F\%$$

The firm achieving the highest combined technical and financial score will be invited for negotiations.

12. Negotiations

- 12.1 The aim of the negotiation is to reach agreement on all points and sign a contract. The expected date and address for contract negotiation is estimative *on May 15th, 2019 at IOM Burundi, Kabondo Ouest, Avenue Ririkumutima No 13*
- 12.2 Negotiation will include: a) discussion and clarification of the Terms of Reference (TOR) and Scope of Services; b) Discussion and finalization of the methodology and work program proposed by the Service Provider; c) Consideration of appropriateness of qualifications and pertinent compensation, number of man-months and the personnel to be assigned to the job, and schedule of activities (manning schedule); d) Discussion on the services, facilities and data, if any, to be provided by IOM; e) Discussion on the financial proposal submitted by the Service Provider; and f) Provisions of the contract. IOM shall prepare minutes of negotiation which will be signed both by IOM and the Service Providers.
- 12.3 The financial negotiations will include clarification on the tax liability and the manner in which it will be reflected in the contract and will reflect the agreed technical modifications (if any) in the cost of the services. Unless there are exceptional reasons, the financial negotiations will involve neither the remuneration rates for staff nor other proposed unit rates.
- 12.4 Having selected the Service Provider on the basis of, among other things, an evaluation of proposed key professional staff, IOM expects to negotiate a contract on the basis of the experts named in the proposal. Before contract negotiations, IOM shall require assurances that the experts shall be actually available. IOM will not consider substitutions during contract negotiation unless both parties agree that the undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that staff were referred in their proposal without confirming their availability the Service Provider may be disqualified. Any proposed substitution shall have equivalent or better qualifications and experience than the original candidate.

⁵ May vary depending on the requirement of the Mission; normally, weight assigned to Technical is .80 and .20 for the Financial.

- 12.5 All agreement in the negotiation will then be incorporated in the description of services and form part of the Contract.
- 12.6 The negotiations shall conclude with a review of the draft form of the Contract which forms part of this RFP (Section VI). To complete negotiations, IOM and the Service Providers shall initial the agreed Contract. If negotiations fail, IOM shall invite the second ranked Service Provider to negotiate a contract. If negotiations still fail, the IOM shall repeat the process for the next-in-rank Service Providers until the negotiation is successfully completed.

13. Award of Contract

- 13.1 The contract shall be awarded, through a notice of award, following negotiations and subsequent post-qualification to the Service Provider with the Highest Rated Responsive Proposal. Thereafter, the IOM shall promptly notify other Service Providers on the shortlist that they were unsuccessful and shall return their unopened Financial Proposals. Notification will also be sent to those Service Providers who did not pass the technical evaluation.
- 13.2 The Service Provider is expected to commence the assignment on *1st June 2019*.

14. Confidentiality

- 14.1.1 Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to the Service Provider who submitted Proposals or to other persons not officially concerned with the process. The undue use by any Service Provider of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of IOM's anti-fraud and corruption policy.

Section II – Technical Proposal Standard Forms

TPF-1: Technical Proposal Submission Form

[Location, Date]

To: *[Chairperson Name and address of IOM Mission]*

Ladies/Gentlemen:

We, the undersigned, offer to provide the Services for *[insert Title of services]* in accordance with your Request for Proposal (RFP) dated *[insert Date]* and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

If negotiations are held after the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We acknowledge and accept IOM's right to inspect and audit all records relating to our Proposal irrespective of whether we enter into a contract with IOM as a result of this proposal or not.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

TPF – 2: Service Providers Organization

[Provide here brief (two pages) description of the background and organization of your firm/entity and each associate for the assignment (if applicable).]

TPF – 3: Description of the Approach, Methodology and Work Plan for Performing the Assignment

[The description of the approach, methodology and work plan should normally consist of 10 pages, including charts, diagrams, and comments and suggestions, if any, on Terms of reference and counterpart staff and facilities.]

TPF – 4: Format of Curriculum Vitae (CV) for Proposed Professional Staff

Proposed Position: _____

Name of Firm: _____

Name of Staff: _____

Profession: _____

Date of Birth: _____

Years with Firm/Entity: _____ Nationality: _____

Membership in Professional Societies: _____

Detailed Tasks Assigned: _____

Key Qualifications:

[Give an outline of staff member's experience and training most pertinent to tasks on assignment. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page.]

Education:

[Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]

Employment Record:

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.]

Languages:

[For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.]

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date: _____
[Signature of staff member and authorized representative of the firm] Day/Month/Year

Full name of staff member: _____

Full name of authorized representative: _____

Section III. Financial Proposal - Standard Forms

FPF-1: Financial Proposal Submission Form

[Location, Date]

To: *[Name of Chairperson and address of IOM Mission]*

Ladies/Gentlemen:

We, the undersigned, offer to provide the services for *[insert Title of services]* in accordance with your Request for Proposal (RFP) dated *[insert date]* and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of *[Amount in words and figures]*. This amount is exclusive of the local taxes, which we have estimated at *[Amount(s) in words and figures]*.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of *[insert validity period]* of the Proposal.

We acknowledge and accept the IOM right to inspect and audit all records relating to our Proposal irrespective of whether we enter into a contract with the IOM as a result of this Proposal or not.

We confirm that we have read, understood and accept the contents of the Instructions to Service Providers (ITC), Terms of Reference (TOR), the Draft Contract, the provisions relating to the eligibility of Service Providers, any and all bulletins issued and other attachments and inclusions included in the RFP sent to us.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Section IV. Terms of Reference

Provision of a static guard service at the facilities of the International Organization for Migration – Burundi

1. Service objectives

The selected company (namely "the contractor" in this document) must deploy unarmed security guards 24 hours a day, 7 days a week, according to the details below.

According to the instructions given by the IOM Staff Security Unit, the contractor will have to carry out static guard duties, access control, surveillance and conservation of IOM equipment and infrastructure.

2. Prerequisite

Recruited guards must meet the following criteria:

- Age: between 21 and 50 years
- Gender: the contractor must be able to demonstrate his ability to deploy female guards.
- Health: Guards must be in good health and not have been diagnosed with contagious diseases.
- Physical conditions: the guards must be in very good physical condition and able to fulfill all the missions in relation to their job description.
- Guards should not be addicted to alcohol or be addicted to other illegal substances (drugs). The tasks assigned to the guards, including those related to fire prevention and the protection of property and persons, are of paramount importance to IOM and it is therefore essential that nothing can affect their vigilance and their response ability.
- Education: Guards must be able to speak and understand French, both orally and in writing, in order to provide a comprehensive and detailed report to the IOM Security Officer. Speaking English is also an advantage.
- Recruited guards must have at least 40 hours of training and shouldn't have criminal conviction (blank criminal record)

3. Facilities and equipment to be provided by the contractor

3.1. Generalities

a. Transport

Guards' transportation must be provided by the contractor from the usual meeting point for guards, designated by the contractor (company) to the point of service.

b. Infrastructures

The contractor will have to prove that he has offices in all the localities where the IOM requires the services of the contractor. The use of IOM premises as an office or sub-office for the contractor would not be an option, even if the contractor decided to pay rent for occupancy. It is important that the contractor's headquarters in all localities be separated from IOM premises.

c. Equipment

Minimum equipment for the protection of an IOM office

- Depending on the size of the site: at least 2 VHF radios (programmed on the frequency of the company).
 - 1 Radio permanently owned by the team leader or supervisor
 - 1 Radio permanently at the security station
- If the site requires, the contractor will have to provide as many radios as necessary to ensure communication between guards and team leaders.
- One (1) mobile phone per team leader with sufficient credit to enable him/her to communicate with the local authorities at all times if necessary (police station, fire brigade, etc.) or the IOM security officer.
- A self-defense baton must be worn by each guard at all times, including team leaders or supervisors.
- A portable metal detector (GARRET type or equivalent) per pedestrian access point.
- A screening mirror by each vehicle's checkpoint
- At least 2 flashlights per guard post
- One whistle per guard that must be worn at all times
- A code of good conduct of the guard that must be posted in each station so that the guard can refer to it permanently.
- A uniform always clean and in good condition, identical to all guards, a pair of appropriate shoes
- A raincoat for each of the guards in each post

The contractor will be responsible for the supply and maintenance of all equipment required under this contract.

3.2. Minimum number to be provided per site

IOM has 4 sites in Bujumbura, 4 regional offices (Makamba, Gitega, Muyinga and Rutana).

On the other hand, the contractor will sometimes be asked to provide a static guard on a daily basis to secure IOM's activities outside IOM offices and residences in Bujumbura and in the interior of the country.

IOM Offices

		Daytime Guard	Nighttime Guard	Daytime Supervisor	Nighttime Supervisor	Total
Bujumbura	IOM Main Office	3	3	1	1	8
	IOM Office Building 2	3	3			6
	Parking	5	5			10
	IOM Clinic	5	4			9
	IOM Transit Center	5	5	1	1	12
Makamba		1	1			2
Gitega		6	6	1	1	14
Rutana		2	2			4
Muyinga		4	3			7
Total						72

IOM International Staff Residence

	Daytime Guard	Nighttime Guard	Total
Bujumbura x 20	1	2	60
Gitega x 1	1	2	3

Note:

The number of guards in the offices will remain fixed, the contractor is asked to provide a price accordingly.

On the other hand, depending on the periods, locations and activities conducted by IOM in Burundi, the number of guards could vary. As a result, the contractor will bill based on the number of agents deployed per day. The unit price per agent per day will be applied and this price will have also to be mentioned while quoting for this offer.

4. Guards training

- 4.1. All recruited guards must have received and completed training related to all tasks that can be requested from a guard (Ex: static guard, screening procedures for pedestrians and vehicles, surveillance and detention, search, firefighting, basic knowledge of self-defense, etc.).

The contractor must provide in his proposal a training program mentioning the following elements:

- Type of training and topics covered
 - Methodology used
 - Training duration
 - Qualification obtained
 - Name and qualification of instructors
- 4.2. After the deployment of guards at all sites, IOM will conduct an assessment of the guards' level of knowledge and, where appropriate, may deliver additional training (s) on specific procedures or equipment already in place within IOM. (Ex: CCTV surveillance camera). Nevertheless, it is the responsibility of the contractor to deliver the basic training as outlined below, to all recruited and deployed guards.
- 4.3. The contractor must conduct regular collective briefings with all the guards recruited under this contract. Exercises should be conducted on a regular and continuous basis. The contractor will provide a schedule showing how he intends to organize refresher sessions with all guards.

5. Duties and responsibilities of the guards

The contractor will be required to conduct safety, protection of IOM's property and people, alert and preliminary fire-fighting tasks.

5.1. Generalities

The guards on duty must at all times have a high degree of rigor and professionalism.

A guard cannot leave the position until the relieving staff has arrived and is able to take up their position.

Under the supervision of the supervisor, the guard will have to perform an inspection of the station and receive a full briefing from the downward guard.

All necessary information will be mentioned on a register. Upon taking up their posts, the Security Unit (SSU) will conduct a full briefing on the outfit as well as the type of information needed to be completed in the records of each post.

- Responsibilities: to be very vigilant, loyal and intelligent in the accomplishment of their mission.
- Attitude: demonstrate rigor and seriousness in work.

- Nutrition / Hydration: Each guard must feed and hydrate himself/ herself to be able to fulfill his or her mission. (Role of the supervisor to control that this is indeed the case)
- Habits: do not smoke or consume alcoholic beverages on duty.
- Discipline: adhere strictly to orders received, and follow the IOM Operational Procedures (SOPs).
- Appearance: to be irreproachable in his outfit. The uniform must be clean, hair and nails must be well maintained, whenever on duty.
- Ensure cleanness at the working place: the guards must permanently maintain the post
- Communications:
 - Radio: The team leader must be reachable at all times. As such, he must carry his radio whenever he leaves the guard post to carry out a patrol or to realize a situation while on duty. The radios must be charged in order to deter communications interruptions.
 - Phone: Each team leader must have permanently a charged phone with sufficient credits to call for any backup or rescue.
 - Relationship with the public: It is important that guards behave in a dignified manner in order to preserve the IOM image. The guards must at the same time, be able to act with tact, courtesy but also firmness if necessary.

5.2. Specific responsibilities

a. Team Leader or supervisor

- Report to IOM's Field Security Officer or his assistance
- Simultaneously, reports to his superior (field inspector or supervisor)
- Supervise guard rotations
- Schedules hours and days off for guards under his/her responsibility
- Conduct regular inspections to ensure that guards strictly adhere to the instructions set in this contract and in the SOPs specific to each position.
- Ensures the perfect maintenance of records for personal movement and vehicles

b. Security Guard

- Has the task of controlling the access to the IOM facilities or working sites by ensuring the validity of the identity documents presented and / or authorization if it is a casual visitor
- Provides the necessary information and assists visitors or guests

- Is able to respond continuously to any event, alert, criminal act, demonstrations and suspicious acts by promptly alerting the IOM security officer or the security assistant.
- Conducts security patrols in the IOM premises outside service hours
- Remains constantly attentive to any potential start of fire.
- Report immediately any non-compliance found or any refusal to comply with the security rules by a staff or visitor.
- Accompany visitors to reception if needed.
- Provides guard at special events at IOM facilities or IOM working sites
- Reports any anomaly that could affect IOM premises, assets, personnel or operations (Flood, Power cut, fire, etc.).

c. Elements of intervention

The contractor must clearly describe what are the means at his disposal to respond to an emergency situation in Bujumbura but also in other localities. He should also mention the type and number of rapid intervention teams at his disposal and the procedures used to trigger such an intervention.

This applies to all localities mentioned in this contract. The procedures and actions to be carried out as part of a request for support from an intervention team by one of the guards on duty must be the subject of a module or lesson during the basic training.

5.3. Specific Procedures to IOM

As IOM has different offices in different locations, procedures vary from place to place. The guards will be trained on the specific procedures according to the site where they will be deployed (access control, patrol, way to deal with fire cases, how to deal with serious event, etc.).

The contractor agrees that the guards do not exceed 12 hours of work per day, 6 days a week.

6. Salary

Given the nature and the requirement of the mission that will be entrusted to the security personnel recruited, IOM asks the contractor to ensure that the net salary (any deduction made including insurance) is within the fair or above minimum salary.

7. Insurance

The contractor must be aware that any claim made in the event of injury or death of an agent in the performance of his duties will be at the sole expense of the contractor. IOM would not be held responsible for any accident involving an agent in the performance of his duties.

In addition, the Contractor must also be able to prove that s/he has due and proper insurance

in the event of theft, burglary, property damage, personal injury or any other damage to any of the IOM enclosures. (This includes all IOM workplaces). This clause is applicable in the case where the responsibility of the contractor is clearly established due either to an error committed by an agent on duty (a guard leaving his post without authorization for example) or due to the non-compliance with procedures (SOPs)