



# UNHCR

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

RFQ/GRC/2024/004

Annex A

**For the Establishment of Frame Agreement(s) for the Provision of Security Services for UNHCR Premises in Lesvos**

**I. The Company:**

- The security service provider shall take all reasonable measures to ensure that its employee(s) conform to the highest standards of moral and ethical conduct. UNHCR may, at any time, request in writing the withdrawal or replacement of any employee(s) of the service provider assigned to perform the services under agreement.
- The security service provider shall, at its own cost and expense, withdraw or replace such employee(s) forthwith. A request by UNHCR for withdrawal or replacement of the security service provider's employee(s) shall not be deemed a termination of the contract.
- Must be able to provide a communication plan to ensure successful management of the contract.
- Must be able to provide relievers at short notice.
- Must be able to provide details of employment benefits provided to their employees upon request.
- Must ensure that security personnel are given sufficient rest days.

**II. The service provider [the selected Private Security Company (PSC)] shall provide properly qualified security personnel for the following hits:**

- **Frame Agreement Duration:** One year. Possibility of extension for another year.
- **Scope:** security guard services for the UNHCR Sub-Office in Lesvos. Guards will be stationed indoors but they will be conducting limited outdoors periodical inspections, Monitoring CCTV as per SOPs.
- **Location:** UNHCR Sub-Office Lesvos premises located at Merarchias Archipelagous Str., Epano Skala, Mytilene, 81100. The office comprises:  
Total building 837 square meters  
2 floors, ground floor 422 square meters, first floor 415 square meters and a terrace of around 40 square meters usable space, containing offices, kitchen, garden and 7 bathrooms.
- **Possible shifts:**
  - 1. Three shifts per day (24 hours) / 24/7 services**
    - 07:00 – 15:00 hrs
    - 15:00 – 23:00 hrs
    - 23:00 – 07:00 hrs
  - 2. Three shifts per weekday (24 hours) / 24/5 services**
    - 07:00 – 15:00 hrs
    - 15:00 – 23:00 hrs
    - 23:00 – 07:00 hrs
  - 3. Two shifts per weekday (16 hours)**



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- 07:00 – 15:00 hrs

- 15:00 – 23:00 hrs

**4. Two shifts per weekday (12 hours)**

- 08:00 -16:00 hrs

- 16:00 - 20:00 hrs

**5. Two shifts per weekday (10 hours)**

- 08:00 - 16:00 hrs

- 16:00 -18:00 hrs

UNHCR is not obligated to choose all types of shifts. The awarded bidder might need to provide one of the above shifts.

**III. The service provider shall provide security services for UNHCR SO in Lesvos, protection of staff, assets, property and facilities of the respective UNHCR office:**

• **Guards:**

**Duties:**

1. Report on time for duty and remain at duty post until properly relieved.
2. Report for duty properly dressed in a clean and neat uniform.
3. Take proper care of all UNHCR equipment provided for the execution of duties.
4. Must have a detailed knowledge of respective security procedures and ensure that these procedures are properly executed.
5. Report all incidents to the supervisor, UNHCR Field Safety Associate, and upon instructions, to the responsible police or other authorities, except in emergency situations, such as fire, intrusion, health emergency, where priority will be given to informing the authorities.
6. Ensure that access control policies are properly executed and adhered to, control entry to the designated offices' area for visitors, and ensure the security of UNHCR staff.
7. To implement effective perimeter security and compound defence measures to safeguard UNHCR premises through patrols, information elicitation, observation records and swift incident response.
8. Be courteous and polite at all times and with a pleasant attitude.
9. Must know the emergency procedures.
10. Support UNHCR personnel with the provision of security services, including fire safety and physical security, security of premises, first aid procedures, use of equipment and operation of the automated alarm and video surveillance systems.
11. Perform all duties as guards according to the UNHCR code of conduct.



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- **SOPs: The guards will strictly follow the SOPs as outlined.**
- **Punctuality**: Guards will be punctual in reporting for duty at least 15 minutes before the start of each shift to allow for an exchange of info and appraisal of obtaining circumstances. The oncoming relieves will arrive on time to ensure their presence at the assigned posts.
- **Honesty**: Guards will never get involved in any acts of corruption, fraud or any other criminal activity with regards to the UNHCR staff or persons of concern.
- **Working Hours**: Guards will remain alert and vigilant at all times. They will not nap or sleep on the post, engage in personal conversations in person or on the telephone, read books or newspapers or attend to any other personal business while on duty. Engaging in any of these activities may be cause for immediate administrative action by their employment agency.
- **Responsibility for Assigned Equipment**: The guards are responsible for the equipment assigned to them.
- **Support of the UNHCR and Greek Government Relations**: The guards must not get involved in any activities that would prompt public criticism, or cause discredit or interference with UNHCR - Greek Government relations.
- **Personal Activity on the Post**: The guards will not engage in any unofficial business on post; i.e., soliciting, canvassing, peddling, sales promotion of a commercial item, loan-sharking, personal-interest activities etc.
- **Attitude to the Persons of Concern**: The guards will treat forcibly displaced and stateless people, when needed, with dignity and respect and never get involved in any form of harassment, discrimination, physical or verbal abuse, intimidation or favouritism, as outlined in the UNHCR Code of Conduct.
- **Sexual Harassment**: Guards will never engage in any conversation or activity that may be interpreted as sexual abuse, harassment or misconduct.
- **Countermanding of instructions**: countermanding of instructions by anyone other than the Government police authorities or UNHCR Field Security Adviser/Associate (FSA), will not be tolerated and will be subject to administrative action by the guard's employment agency.
- **Guard Post Logs**: To maintain the Post Log upon assuming duty, during the time assigned, and at the time of relief as prescribed in the SOPs.
- **Incident Reports**: To prepare immediately an Incident Report after observing a security incident. The Incident Report is to be given to UNHCR FSA.
- **Report to the FSA**: To report immediately to UNHCR FSA through the Senior Guard any attempt to obtain information regarding any of UNHCR's assets or staff.
- **Surveillance Detection**: Guards will be aware of and attempt to detect surveillance directed at facilities and personnel. If surveillance is detected, the information will be entered in the Logbook and an Incident Report will be prepared. The FSA will be notified immediately.



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## **Qualifications:**

1. Minimum of 1 year of experience as security personnel.
2. Minimum of a Grade 12 secondary school qualification.
3. Must be able to read and write Greek and must understand and speak advanced English.
4. Must be vetted by the Greek Police, security checked and cleared (Security Personnel Accreditation Holder).
5. Must not have any criminal records.
6. Trained and qualified to use detection equipment such as hand-held metal detectors.
7. Preferably to have a military or police background.
8. Previous experience working with international organizations would be desirable.

## **Qualifications of the company/principles:**

- a) Ensure its personnel have the requisite skills and experience to perform the services in accordance with the contract and the standard operating procedures.
- b) The private security company shall be able to provide and share with UNHCR Greece, if and when requested, written certification stating that each personnel assigned to UNHCR has undergone specific training in the areas of:
  - i. access control of pedestrians to designated premises,
  - ii. use of electronic body and package search equipment (hand metal detector),
  - iii. personnel searches,
  - iv. visitor control systems,
  - v. badge issuance and control,
  - vi. mail screening,
  - vii. patrol the designated premises or area,
  - viii. identify and report suspicious persons, objects which may cause a security concern, subsequently contain or remove suspicious persons or objects, monitor,
  - ix. respond to intrusion and safety alarms,
  - x. maintain guard post records, logs and preparation of incidents reports,
  - xi. provide first aid assistance whenever required,
  - xii. handle first-aid fire extinguishing means such as fire extinguishers, and other equipment.

The private security company wishing to provide security services to UNHCR shall confirm to the organization, in writing, that the mandatory screening process for its personnel, has been conducted and that only personnel who meet certain requirements will be used to provide security services to the organization in question.

The private security company shall be able to provide and share with UNHCR Greece, if and when requested, personnel files of all proposed guard personnel with the following documents being required:

1. CV for all proposed security personnel including all training and education records.
2. Individual performance record.
3. Background investigation information.



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4. Coloured photograph or face profile.

**Remarks:**

1. Bidders must ensure that they adhere to the Labour Laws and Practices of the country when formulating their shift structure and determining the hours each person is to work per 8h period.
2. Security personnel allocated to the respective duties should receive sufficient monthly salaries, allowances and benefits as per the Greek legislation.
3. Payable annual/sick leaves, etc. according to the Labour law of the country.

**Uniform**

The private security company shall provide and ensure that its personnel wears an appropriate and clean uniform specific to the security company to easily recognize the provider's company (logo).

**Quality Control and Assurance**

The private security company shall provide the FSA reports and other security informational products regularly to monitor and ensure compliance with the requirements for the guard force to include:

- Monthly report on pertinent issues, training and activities relevant to the guard personnel deployed to UNHCR SO Lesvos.
- Ad hoc reports in case of safety and security incidents in UNHCR premises in close collaboration and consultation with the UNHCR FSA covering the area or region.
- Special advisories on the country and regional safety and security issues, development and information relevant to further gain situational awareness of the security environment in Lesvos.
- Pertinent representatives from the guard company shall conduct regular interactions and meetings with FSA to obtain feedback in support of oversight and performance quality assurance of guard personnel and overall security service to UNHCR SO Lesvos.
- The security company shall effectively and swiftly respond to complaints and reports of a breach of professional conduct by any of the guard personnel and ensure immediate replacement. Any guard rotations shall be notified immediately to FSA, and not have any impact on operational security at UNHCR premises. Corrective measures shall be fully documented for immediate submission to the FSA.

**Payment Process:**

The contractor will provide a monthly invoice for the service provision.

The standard payment terms of UNHCR are net 30 days upon satisfactory delivery of services and acceptance thereof by UNHCR.

UNHCR payments are processed through UNHCR Headquarters account (in Geneva), and as such, will be received by the Contractor's local bank account as an international incoming transfer. UNHCR is not liable/responsible for any commission charges, depending upon the agreement the Contractor has with its bank. This should be taken into consideration and be included in the financial quote of each bidder.