



## **UNARMED PRIVATE SECURITY SERVICE in Kuala Lumpur, MALAYSIA**

### **1. BACKGROUND**

The information in this Terms of Reference (ToR) describes the objectives and requirements that UNHCR has in seeking of an unarmed private security services (UPSS) provider for the provision of general security guard services for UNHCR office in Kuala Lumpur.

### **2. SECURITY OPERATIONS AND FACILITIES**

The following information describes the UNHCR office which requires security operations arrangements. The selected company, hereinafter referred to as the UPSS provider for purposes of this ToR, will be required to recruit, train and manage a security guard force consisting of unarmed supervisory and subordinate security personnel at the UNHCR Office located in Kuala Lumpur, Malaysia.

The UPSS provider shall provide the security personnel for the designated posts and activities described in this document. The security policies, practices and procedures related to UNHCR personnel, facilities and properties and other assets are contained in the General, Post, Supervisory and Special Orders that are to be provided to the UPSS provider and updated by UNHCR Security staff as required.

Administration - The security management responsibility of the UNHCR offices is assigned to the Management/Administrative staff.

#### **Location of the UNHCR Office**

UNHCR BO Kuala Lumpur - 570, Jalan Bukit Petaling, Bukit Petaling, 50460 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia.

#### **Physical description of facilities and security concerns:**

UNHCR BO Kuala Lumpur - The compound consists of Buildings A, B, C, D and the Refugee Centre, surrounded by an anti-climb fencing perimeter. The compound can be accessed from Jalan Bukit Petaling via Gate A, which is the main entrance for personnel and guests (both pedestrians and vehicles). Refugees and asylum seekers will access the Refugee Centre via Gate B, also located along Jalan Bukit Petaling. Both the compound access points are controlled by security guards. The office has electric powered gates, CCTV, panic alarm system, fire safety alarm as well as access control panels throughout the compound.

### 3. UPSS PROVIDER RESPONSIBILITIES

The UPSS provider shall provide all the necessary personnel, supplies, equipment and accessories needed to perform the services required in this contract. The UPSS provider must comply with all applicable requirements established by the Government of Malaysia. The UPSS provider shall comply with and enforce all orders, policies and/or procedures issued by the UNHCR.

**The UPSS provider shall provide UNHCR with supporting documents for the following:**

- Evidence that the UPSS provider is licensed to operate as a Private Security Agency in Malaysia: A copy of the Private Agency License [KDN-1 (H) Pin. 1/95] issued by the Ministry of Home Affairs.
- Evidence of compliance to ISO 9001:2015 Quality Management System. A copy of the ISO 9001:2015 certificate is to be shared with UNHCR.
- Evidence that personnel employed by the UPSS provider for work as an unarmed security guard have the right to work and are clear from criminal offences. Relevant work permits, Ministry of Home Affairs vetting results and certificates of good conduct for personnel shall be provided to UNHCR.
- Evidence that personnel employed by the UPSS provider are free from illnesses and medically fit for work as an unarmed security guard: Copies of the UPSS personnel's medical examination reports who are certified fit to work by a medical officer shall be shared with UNHCR.
- An adequate security-training program and evidence for provision of proper security and emergency response training of personnel; Proof of attendance and certification for Certified Security Guard (Ministry of Home Affairs), Fire Safety and Emergency Response as well as First Aid (Bleeding Control, CPR and use of an AED).
- History in the security industry and relevant references (work for Embassies or International Organizations would be an advantage).
- A plan to ensure successful management of the contract.
- Demonstration of capability to manage their personnel on the ground.
- Ability to replace staff on short notice.
- Details of employment benefits (base pay rate, leaves, medical, etc) provided to UNHCR as well as security personnel employed by the UPSS provider.
- Assessment of the current building and security arrangements with recommendations for improvements.

- Fire incident response plan with contingencies, including task organization and direct communication of the UPSS provider with the Fire Department (Fire Brigade) in case of fire incident at a UNHCR office.

**3.1. The UPSS provider shall furnish the security services, in accordance with industry standards, including but not limited to:**

- a. Providing access control to all UNHCR leased facilities and properties by visual inspection of UNHCR/UNDSS issued ID cards and other approved identification documents (national identification cards, national driver's licenses, passports, UNLP).
- b. Performing luggage, handbag and suitcase searches and inspections manually or using a baggage scanner as well as hand-held metal detector.
- c. Providing information and assistance to all UNHCR visitors, guests and employees.
- d. Responding to events such as security alerts, probable criminal acts, civil demonstrations and altercations occurring on UNHCR property.
- e. Responding to life threatening situations such as medical emergencies, fire alarms, suspected or actual crimes and other related situations occurring on UNHCR property. This shall include ensuring that all the appropriate alarms are sounded and building occupants alerted in the event of an emergency; assist in evacuating all occupants from the premises; and assist in coordinating communications and notifications among law enforcement personnel, UNHCR personnel and other emergency response elements in the event of an emergency.
- f. Conducting inspections and/or patrols to monitor security, safety and building systems. While patrolling the compound and perimeter of the compound, the security personnel should be alert for breaches in security (e.g., the perimeter, windows, doors, etc.);
- g. Directing and controlling vehicular and pedestrian traffic, as directed.
- h. Receiving, issuing and accounting for keys and locks issued to the UNHCR facility, offices, gates and other controlled or restricted areas requiring key access.
- i. Monitoring the CCTV, recorders, intrusion alarms, fire alarms, and other security or safety equipment owned or controlled by the UNHCR.
- j. Observing building occupants and reporting instances of non-compliance with security procedures to the UNHCR Security Officer or Administration Officer
- k. To deter, detect, delay and defend, as authorized under law, persons attempting to gain unlawful entry to UNHCR premises with the minimum force necessary.
- l. Reporting unsafe or hazardous conditions that require immediate corrective action by the building maintenance, landlord or other personnel.
- m. Summoning medical assistance (i.e., calling medical responders like ambulance services) for persons who are ill or injured on the UNHCR premises.
- n. Preparing and maintaining incident reports for events identified in General, Post, Supervisory and Special Orders. Incident reports will be submitted by the UPSS provider to the UNHCR Security Officer or Administration Officer within 24 hours following initial incident report over telephone to the UNHCR Security Officer.
- o. Maintenance of a 24-hour, 7 days a week duty log of all security-related activities, violations or events.
- p. Conducting preliminary and follow-up investigations on incidents and/or complaints as directed by the UNHCR Security Officer or Administration.
- q. Ensuring that all reports and other documents, e.g., incident reports and logs, are written clearly, legibly and accurately as well as maintained in good condition and kept updated.

- r. Conducting after-hours security inspections for building security, fire and safety purposes.
- s. Providing security personnel at fixed posts with fully trained and qualified replacement personnel (breakers) to allow for comfort, personal needs, stress, meals or other situations requiring absences from posts.
- t. Ensuring compliance with local labor laws to ensure that no individual guard works more than the maximum allowable time in a twenty-four-hour period and no more than the maximum allowable days without a break.
- u. Ensure that guards are provided rest and meal breaks in accordance with local regulations and per agreement with the UNHCR Security Officer and Administration Officer.
- v. Performing other duties as may be specified in this contract.

#### 4. REQUIRED POSITIONS AND GUARD POSTS WITH HOURS/DAYS OF SERVICE

The UPSS provider shall propose a team of qualified security personnel based on the following post requirements. The UPSS provider should:

Post	Personnel Required				Remarks
	Weekdays		Weekends and Public Holidays		
	06:00 till 18:00	18:00 till 06:00	06:00 till 18:00	18:00 till 06:00	-
Gate A	3	2	2	2	-
Gate B (Refugee Entrance)	6 <sup>3</sup>	2 <sup>1</sup>	2 <sup>1</sup>	2 <sup>1</sup>	<sup>1</sup> Personnel in this role will also conduct patrols of the compound. <sup>3</sup> Female personnel should be included in this post.
Gate B (Turnstiles and Exit)	2	-	-	-	
Refugee Centre Scanning Area	5 <sup>3</sup>	1 <sup>1</sup>	-	-	<sup>1</sup> Personnel in this role will also conduct patrols of the compound. <sup>3</sup> Female personnel should be included in this post.
Refugee Centre Staging Area	2	-	-	-	-
Refugee Centre Main Waiting Area	6	-	-	-	-
Refugee Centre Canteen Area	2	-	-	-	-
IOM and IRC Ops Area	3	-	-	-	-
CCTV and Alarm Panel Room	1	1 <sup>2</sup>	1 <sup>2</sup>	1 <sup>2</sup>	<sup>2</sup> may be designated shift supervisor for respective shifts.
Shift Supervisor	1	-	-	-	-
TOTAL	31	6	5	5	
	37		10		

**Considerations for UPSS provider to note:**

- a) Each individual employee must work no more than the number of hours established by Malaysian labor law. The UPSS provider should arrange personnel to ensure that the required posts are manned while adhering to the law.
- b) The UPSS provider may arrange for a site visit to further assess and determine the operational requirements of each post.

**5. UPSS PROVIDER PERIOD OF ENGAGEMENT**

The selected UPSS provider shall provide the services stated in this ToR for a fixed period of one (1) year with a two (2) year extension totaling a three (3) year period of services provided to UNHCR under this ToR.

**6. UPSS PROVIDER PERSONNEL GENERAL QUALIFICATIONS**

The UPSS provider shall ensure that all personnel assigned to this contract have not been convicted of any serious criminal offence, including by a military tribunal, or found by a national or international authority to have breached criminal or humanitarian law in any jurisdiction. Further, in principle, they must not be subject to any ongoing judicial proceedings, including military, in respect of such offenses or violations and must meet the following minimum standards:

- a. Pass a criminal background record check.
- b. Be able to effectively understand and carry out written rules, orders and instructions.
- c. Be able to effectively communicate with UNHCR personnel, visitors, refugees and asylum seekers.
- d. Be able to compose precise, short paragraphs for written reports that are required under this contract.
- e. Possess the physical and psychological stamina for prolonged walking, standing, sitting and stooping.
- f. Be prepared to confront or challenge violent or potentially violent persons.
- g. Be at least 21 years of age and in apparent good health.
- h. Be able to relate and interact effectively and properly with members of the public.
- i. Be of good reputation and character.
- j. Be trained prior to deployment up to basic level as a minimum set forth in the training requirements section of this ToR.

**7. UPSS PROVIDER PERSONNEL SPECIFIC RESPONSIBILITIES AND QUALIFICATIONS**

**UPSS Provider's Representative – responsibilities:**

- a. Reports to the UNHCR Security and Admin Officer.
- b. Manages the duties of the security guards by ensuring that all guards conduct their duties competently.
- c. Manages the duty roster and schedules ensuring that the required number of personnel reports for duty each shift.
- d. Coordinates the administration of the contract from the UPSS provider's side and serves as principal contact person for the contract.
- e. Attends performance meetings and contract review meetings with UNHCR Security and Admin and Supply Officer to evaluate overall performance of the UPSS provider and address any security issues.

- f. Recommends improvements in the performance and conduct of security services at the UNHCR premises. Maintains accessibility for UNHCR 24 hours per day, 7 days a week, 365 days a year to address any issues, situations or problems that may occur.

**UPSS Provider's Representative - qualifications:**

- a. Minimum education requirement: the equivalent of a high school diploma.
- b. Minimum 5 years of police, security or military experience.
- c. Excellent oral and written communications skills.
- d. Minimum of 3 years of experience in supervisory/managerial positions

**Unarmed Security Guards – responsibilities:**

- a. Provide access control by inspection of building passes or other approved identification issued by UNHCR.
- b. Provide information and assistance to personnel and all visitors.
- c. Respond to and alert premise occupants, bystanders as well as neighboring premises of events, such as security alerts, criminal acts, civil demonstrations and suspicious activity.
- d. Monitor and conduct after-hours inspections of internal security, fire and health safety as well as building environmental systems.
- e. Report instances of non-compliance with security procedures and unsafe or hazardous conditions to the Security Supervisor / Shift Supervisor.
- f. Provide additional guard coverage during special events.
- g. Perform security escort duties for persons if directed by the security focal point.
- h. Perform other duties as may be specified in the contract.

**Unarmed Guards – qualifications**

- a. Minimum of 2 years of experience in the same field of work with reputable international organization.
- b. Trained at a minimum to have/show proficiency/knowledge in public relations, self-defense with use of minimum force, radio communication, access control, searching techniques, basic firefighting and first aid.

**8. AD HOC, EMERGENCY AND OTHER SERVICES REQUIREMENTS**

The UPSS provider shall have the capability to provide additional security guard coverage during special events and emergency situations to protect UNHCR personnel, premises, property and visitors as requested by the UNHCR Security or Admin officer.

**9. PRE-EMPLOYMENT SCREENING**

The UPSS provider shall conduct due diligence of the reputation and character of each employee applying to work under this contract. The UPSS provider shall not assign personnel to this contract until the findings are complete and the results determined to be favorable. Applicants shall have no criminal record, no indication of illegal drugs or alcohol abuse while working, with personal references and former employers recommending the applicant for a position of trust and responsibility. There also be no other obvious disqualifying factors regarding the applicant's reputation and character. The UPSS provider shall maintain the results of the due diligence during the life of the contract. UNHCR Security and Admin Officer have the right to review all results and records of due diligence for personnel assigned or proposed for this contract. The due diligence shall include, as a minimum, the following elements:

- a. A check of criminal files, as authorized by local law, at locations where the applicant has lived and worked.
- b. An employment check going back five years.
- c. A check of at least three personal references.

The UPSS provider must maintain, at a minimum, the following documents in the personnel record of each employee assigned to work at the UNHCR premises:

- a. Individual performance record.
- b. Work application and supplemental data (copy of national identity card or other positive form of identification).
- c. Background investigation information.
- d. Individual training records.
- e. Photograph.

#### 10. **PROFESSIONAL CONDUCT**

All UPSS personnel assigned to this contract shall maintain the highest standards of employee competency, conduct, cleanliness, and integrity. Assignments shall be performed in accordance with prescribed guard orders to the best of each guard's ability and in accordance with safe workplace policies and practices.

The UPSS provider shall remove any of its employees from UNHCR buildings or properties upon determination that such employees are found to be unfit for the performance of security duties. UNHCR reserves the right to direct the removal of any UPSS employee determined to be in non-compliance with the qualifications and standards set forth in the ToR or for any other reason at UNHCR sole, exclusive and non-negotiable discretion. A determination of unfitness may be made from incidents involving violations of General, Post, Supervisory and Special Orders and immediately identifiable types of misconduct or delinquency, without limiting the foregoing right of UNHCR to have any UPSS employee removed for any reason.

The UPSS provider shall administer disciplinary action, up to and including removal, for those employees who commit the following offences, omissions or derelictions of duties. All disciplinary actions will be reported to the UNHCR Security or Admin Officer. The following, but not limited to, may be considered as demonstrating unfit performance:

- a. Knowingly and/or willfully violating General, Post, Supervisory or Special Orders.
- b. Failing to demonstrate courtesy and good manners toward UNHCR personnel, visitors, guests, refugees and asylum seekers or the general public. (Not displaying a respectful and helpful attitude in all endeavors will be cause for removal from a post. Continued complaints shall be cause for removal from the contract.)
- c. Unauthorized use of UNHCR property, including telephones, communications equipment, security equipment, or vehicles. The UPSS provider shall reimburse UNHCR for any loss, abuse or misuse of such property.
- d. Leaving documents unattended on desks and opening desk drawers or cabinets for any reason other than justified as a security reason.
- e. Falsifying, unlawfully concealing, removing, mutilating, or destroying any official documents or records.
- f. Concealing material facts by willful omission from official documents or records.
- g. Disclosing UNHCR proprietary information or making any unauthorized news or press

- releases regarding UNHCR personnel or operations.
- h. Disclosing duty assignment(s), particularly manpower, security precautions or procedures, except to persons authorized to have such knowledge or as approved by UNHCR Security, Admin or Supply officer.
  - i. Neglecting duties by sleeping while on duty, failing to devote full time and attention to assigned duties and unreasonably delaying or failing to carry out assigned tasks.
  - j. Conducting personal affairs during duty hours and refusing to render assistance or cooperate in upholding the integrity of UNHCR security arrangements.
  - k. Willfully violating UNHCR security procedures or policies.
  - l. Abandoning post prior to proper relief.
  - m. Displaying disorderly or immoral conduct, e.g., using abusive or offensive language, quarreling, intimidating by words or actions, fighting or otherwise participating in disruptive activities.
  - n. Gambling or unlawfully wagering or promoting gambling in the UNHCR premises.
  - o. Carrying a firearm, pepper spray or any other weapon on their person, without explicit approval of UNHCR Security officer, while on UNHCR property, even though such carriage may be legal in the jurisdiction where assigned.
  - p. Using UNHCR issued identification improperly.
  - q. Knowingly giving false or misleading statements or concealing material facts in connection with reports or records relating to investigative proceedings.
  - r. Knowingly making false statement(s) about other contract personnel, UNHCR personnel or the general public.
  - s. Involvement in any form of discrimination or sexual harassment of other contract personnel, UNHCR personnel, visitors, refugees and asylum seeker or members of the public.
  - t. Failing or delaying (without justifiable cause) to carry out a proper order of a supervisor or other official having authority to give such orders.
  - u. Eating, smoking, or drinking while on post, or taking breaks in any location except those designated as authorized break areas.
  - v. Using or selling intoxicants, illicit drugs, or controlled substances while on duty or consuming alcoholic beverages eight hours prior to entering duty. Personnel who have reason to believe that the person reporting as relief is intoxicated, under the influence of intoxicating drugs or of impaired effectiveness from having used intoxicating drugs, shall decline to be relieved and shall immediately notify the UNHCR Security Officer and the UPSS provider. Accepting relief by an individual known or suspected to be under the influence of alcohol or drugs shall require the UPSS provider to suspend and/or remove both employees from the contract.
  - w. Vandalizing or intentionally damaging the UNHCR property through direct action or negligence.
  - x. Failure to cooperate with UNHCR or UPSS provider authorized investigation.
  - y. Excessive absenteeism or tardiness.
  - z. Soliciting or collecting monetary contributions during work hours.

## 11. UNIFORMS

All UPSS personnel assigned as unarmed security guards to UNHCR premises shall wear properly fitted and clean uniforms as per when on duty. The UPSS provider shall ensure the security guards possess enough uniforms at no extra cost to result in a professional appearance and seasonal changes. Uniforms provided should be practical and comfortable for personnel to work long hours in. In this respect, guards will be properly fitted with uniformed outerwear to ensure adequate



protection from rain and bad weather.

## 12. TRAINING

The UPSS provider shall provide initial training and orientation to all security personnel prior to their assignment to any UNHCR building at no extra cost.

UPSS personnel shall be sufficiently trained, both prior to any deployment and on an ongoing basis, to respect relevant national laws of the country, international humanitarian law and human rights law and to establish goals to facilitate uniformity and standardization of training requirements. Training could include general, task and context-specific topics, preparing personnel for performance under a specific contract and in a specific environment, which includes:

- a. Rules on the use of force including restraints and detainment authorities and limitations.
- b. International humanitarian law and human rights law as well as applicable host country laws.
- c. Handling complaints by the civilian population, in particular by transmitting them to the appropriate authority.
- d. Measures against bribery, corruption and other crime.
- e. United Nations Standards of Conduct for the International Civil Service and the zero-tolerance policy on sexual exploitation and abuse.
- f. Religious, gender and cultural issues and respect all populations and ethnicities.

The UPSS provider shall provide initial and periodic in-service training for security personnel to be agreed upon between the UNHCR Security Officer and the UPSS provider. The content and duration of such training shall also be determined between the parties. The UPSS provider shall record and document all training conducted. The UNHCR Security Officer shall be permitted to review all training records pertaining to this contract. The training period cannot be less than six days a year per employee. The UPSS provider shall include initial and recurring training and familiarization for the subjects listed below for all personnel assigned to this contract. Training should be consistent with the procedures to be used at the specific facility/location.

- a. Access control policies and procedures, e.g., the building pass system, visitor control procedures, escort procedures, employee ingress/egress, after-hours access and vehicle access.
- b. Identity verification – what constitutes valid identity, spotting false identity cards, etc.
- c. Basic search techniques – including those for pedestrians, vehicles and packages.
- d. Conduct of perimeter patrols.
- e. Actions to take when approaching a suspicious person(s).
- f. Actions to take when there is an aggressive visitor or refugee and asylum seeker.
- g. Emergency response and evacuation procedures.
- h. Communication procedures, e.g.: verbal, written and telephonic for routine and emergency use.
- i. Radio protocol, procedures and discipline.
- j. Cardiopulmonary Resuscitation (CPR) and use of an Automated External Defibrillator (AED).
- k. Basic first aid and bleeding control.
- l. Civil and criminal liability issues.
- m. Use of force and limitations, including citizens' apprehension authorities.
- n. Legal authorities and limitations.
- o. Professional behavior and public relations.
- p. General, Post and Special Orders and other directives.

- q. Handling of suspicious items, bomb threats and building evacuation procedures.
- r. Safeguarding proprietary information.
- s. Lost and found property procedures.
- t. Basic report writing.
- u. Observation techniques, to include basic counter-hostile surveillance.
- v. Guard force supervision.
- w. Supervision and approval of reports.
- x. Incident investigations and reports.
- y. Standards for uniforms, personal dress and bearing.
- z. Post inspection procedures.
- aa. Employee motivation.
- bb. Fundamentals of intrusion alarm systems, CCTV, recorders and manual or electronic guard monitoring equipment.
- cc. Fundamentals of X-ray machine operations and any other security and fire devices and equipment that the guard may be responsible for operating or carrying.
- dd. Operation and use of fire extinguishers and other fire suppression equipment located at the UNHCR premises.

### **13. EMERGENCY DRILLS**

The UPSS provider shall conduct periodic drills and critiques of guard performance to assure an acceptable level of training by security personnel for responses to various emergencies such as intruders, mob violence, bomb threats, medical emergencies, natural disasters and evacuations. These drills should be coordinated with the UNHCR Security Officer to ensure minimum disruption to UNHCR organization operations and should be conducted at no extra cost.

The UPSS provider shall ensure that its personnel maintain the required state of readiness to respond to these drills and to actual emergencies.

The UPSS provider shall conduct such drills at least each quarter or more frequently if directed by the UNHCR. The UPSS provider shall conduct some of these drills during hours of darkness. The UPSS provider shall provide all necessary training materials, classrooms, instructors, and training aids to support initial and recurring training of security personnel working under this contract.

The UPSS provider shall document the nature, scope and results of all drills and provide such records to the UNHCR Security Officer upon completion. UNHCR may provide post specific training for UPSS personnel, as deemed appropriate. Post specific training provided by UNHCR shall not be separately invoiced.

### **14. ORIENTATION MEETING**

The UNHCR Security, Admin or Supply Officer will provide orientation to the UPSS provider on matters unique to UNHCR premises and operations which are deemed necessary for the UPSS provider's performance. Orientation will be followed by a review of properties, including buildings and posts to be covered by the contract. During orientation, the UNHCR Security, Admin or Supply Officer will provide the UPSS provider with the following documentation and/or information to facilitate the implementation of the guard contract:

- a. Instructions and directives for operating security equipment, if any, furnished by UNHCR

under the List of UNSMS organization Furnished Property herein.

- b. Instructions pertaining to the location of installed security control equipment and systems, and instructions pertaining to the operation and location of utility cut-off valves, electrical switches, security controls, light switches, generator controls and other equipment, as necessary.
- c. The locations and hours of guard posts as well as the expected duties of assigned security personnel consistent with the ToR.
- d. Specific policies and procedures for responding to emergency alarms, bomb threats, suspected incendiary devices and other potential threats and hazards.
- e. Locations of any assembly sites utilized by UNHCR for its personnel in the event of an emergency or evacuation situation. The UNHCR Security Officer will outline the roles and responsibilities of the security guards in this effort, as appropriate.

**15. POST ORIENTATION MEETING**

Within five working days following the above orientation, the parties will meet to exchange information and documents, arrange for the transfer of equipment, establish the schedule for the assumption of security duties and clarify any outstanding issues. The UPSS provider shall provide UNHCR with proof of insurance at this time.

**16. LIST OF UPSS PROVIDER FURNISHED PROPERTY**

The following list of UPSS provider furnished security equipment and supplies are considered minimum requirements:

- a. Communications Equipment – The UPSS provider shall furnish all communications equipment required for the performance of this contract. Such equipment includes base stations, hand-held units, cellular telephones and related items that may be required for communication with the UPSS provider's operations center by the Security Manager, Security Supervisor and guards assigned to the UNHCR premises. Maintenance and repair of all such communications equipment will be the responsibility of the UPSS provider. The UPSS provider shall be responsible for obtaining and maintaining any permits or authorizations necessary to operate such equipment and as required by law or regulation.
- b. Miscellaneous Equipment – flashlights, batteries, whistles, batons and other miscellaneous security items as required.
- c. Direct Phone/Alarm Line with the main security center of the UPSS provider.

**17. LIST OF UNHCR FURNISHED PROPERTY (NONEXHAUSTIVE)**

UNHCR shall provide the following equipment or materials:

- a. Copies of relevant security policies and practices.
- b. Closed circuit television system (CCTV) monitors.
- c. Control panels for fire alarm and panic alarm systems.
- d. First Aid Kits, Bleeding Control Kits and Automated External Defibrillators.
- e. Access to office public announcement system.
- f. Furniture for the guard post and office – table, chairs as required.
- g. Fire extinguishers.
- h. Stationery.

**18. ADJUSTMENT OF POST/POSITIONS**

UNHCR reserves the right to require adjustments to the number of posts/positions in accordance with its security requirements. In such a case, any modifications required to the Guard Schedule and any adjustments that affect the Price Schedule will require a contract modification.

**19. PRICING, BILLING AND PAYMENT TERMS**

The UPSS provider shall provide fixed pricing for the entire duration of the contract. The UPSS provider is to take into account future factors such as inflation, increase minimum wage, costs of living and other related operational costs when determining the pricing for services during the entire contract period.

The UPSS provider shall submit monthly invoices no earlier than the 1st day of each month and no later than the 7th day of each month for the services rendered in the preceding month. UNHCR processes payments within 30 days of receipt of a correct invoice and approval by the Admin Officer.

UNHCR reserves the right to adjust payments pro-rated if the service is not rendered in accordance with the conditions of the contract or any other annexes (e.g., the Guard Schedule). Furthermore, UNHCR shall not pay any duplicate time spent by the UPSS provider on any assignment as a result of its staff changes or inefficiencies.

**20. QUALITY ASSURANCE**

Each UPSS employee shall "sign-in" on the post log when reporting for duty and "sign-out" when leaving at the end of the work shift.

The UPSS provider shall obtain and maintain all licenses and permits that may be required by any jurisdictions where it is required to operate under this contract, and it shall meet all applicable laws, rules and regulations.

All substitute security personnel assigned to UNHCR buildings and properties shall be at least equal in qualifications and training to regularly assigned personnel, as specified in this ToR. The UPSS provider shall not assign personnel who have not completed a favorable background investigation.

The UPSS's supervisory personnel, including the Security Supervisor, shall inspect each identified guard post at least once every twenty-four hours to confirm that the post is properly staffed and that the guards are complying with General, Post, and Special Orders. The UPSS provider shall document each inspection to include the identity of the post, identity of the guard or guards, the date and time of the inspection and any irregularities. Serious infractions and security-related incidents shall be reported immediately by the UPSS provider to UNHCR SFP, Admin or Supply Officer. UNHCR Security, Admin or Supply Officer shall be permitted to review these inspection records for completeness and accuracy upon request.

This contract is a key element of UNHCR Security Risk Management process and demands that the UPSS provider comply fully with the contract terms and conditions. The UPSS provider may only bill for hours worked. For an unmanned post the UPSS provider is prohibited from billing for such services.