

TERMS OF REFERENCE

SECURITY GUARD SERVICE FOR UNICEF GREECE COUNTRY OFFICE

1. PURPOSE & OBJECTIVES

Security guard for UNICEF Greece office for 24+12 months.

2. FACILITY LOCATIONS

The TOR covers UNICEF Greece main Office located in:

81, Agias Lavras St., GR 157 73 Zografou, Athens, Greece

3. SHIFTS

- a. The Guard Force company will provide Thirteen (13) hours coverage of UNICEF Premises. A name list of employed guards for each shift will have to be provided.

Monday – Friday

Shift	Guards	Total Per Shift
0700 – 1400	1	1
1400 – 2000	1	1
		2

b. Patrol Services

From 20:00-07:00 on weekdays and 24 hours during weekends Patrol Services
Immediate intervention at the site in case of Alarm

Connection with the Alarm Center

24/7 connection of UNICEF Alarm System with Company’s alarm center. The center calls the police or fire station in case of an incident as well as Immediate intervention at the site in case of Alarm

CCTV

Connection of CCTV during nonworking hours and weekends.

4. GUARD FORCE GENERAL DUTIES AND TASKS

The general duties and tasks for the Guard Force are as follows:

- a. Compliance and Understanding. Guard personnel must read, fully understand and comply with all general and post guard orders. Guard personnel at UNICEF facilities must be able to demonstrate a working knowledge of the post's emergency action plans (fire, bomb, intruder, etc.).
- b. Behaviour. Guard personnel will maintain a high standard of professionalism while on duty. They will be firm yet courteous, efficient and tactful at all times while in the performance of their duties. They will never engage in arguments with any person and will refer disagreements and misunderstandings to their supervisor. They will not use abusive language, be late for work, or be inattentive. Guard personnel will not act in any manner detrimental to the reputation of UNICEF.

- c. Dress and Deportment. Guards will, always, maintain a neat and clean appearance and, while on duty, be fully dressed in the prescribed guard uniform and equipment. Guards will be subject to inspection at any time.
- d. Duties. The guards must not participate in or support any activities that would be disruptive to the performance of their duties or would decrease the efficiency of the guard force operation. Guard personnel will perform only those security duties identified by the organization.
- e. Confidentiality. Guard personnel will not offer or divulge any information about UNICEF facilities or personnel to anyone. They will report any attempt by individuals to solicit information regarding UNICEF personnel or facilities.
- f. Access Control. Guard will be seating at the reception and will be responsible to register all visitors. Guard personnel will control access to UNICEF facility and properties, protect life, maintain order, resist criminal attacks against UNICEF personnel, visitors, dependents and property, and resist any other form of violent attacks against same. Specific duties related to access control include:
 - i. All staff members or employees of UNICEF are required to show proper identification or authorization before being permitted to enter the compound.
 - ii. Guard personnel will intercept, identify, and make the proper log entries for visitors and other appropriate persons to UNICEF facilities. Furthermore, guards will conduct inspections of persons, property, or vehicles, confiscate unauthorized items, and issue appropriate access control identification badges.
 - iii. Guards will ensure that only authorized persons displaying a valid form of identification and legitimate visitors enter the area the guards are assigned to protect. Guards will not hesitate to challenge persons who do not have proper identification or who attempt to avoid specified access control procedures or policies.
 - iv. Guards will permit only authorized vehicles to enter the compound and will conduct a search of all vehicles as instructed by the UNICEF security unit and the supervisor.
- g. Inspections. Guard personnel will conduct periodic, non-routine inspections of their areas of responsibility and immediately report any unusual incident or circumstances, or emergency situation to the senior guard, shift commander or supervisor. Guards will patrol the perimeter of the building every hour.
- h. Guard personnel will comply with all orders or instructions given to them by the senior guard, shift commander and supervisor.
- i. Incident Reporting. Guards will prepare an incident report immediately after observing a security incident. The incident report is given to the shift commander or supervisor during post inspection. It will contain, at a minimum, the Who, What, When, Where, Why, and How of any incident.
- j. Telephone and radio communication. The guard, while on duty and handling official telephone calls or inquiries, will be courteous and polite and assist the caller, if possible. All official information calls and inquiries will be referred to the receptionist on duty.
- k. Removal of UNICEF property. The guards will be observant of all employees or visitors departing the UNICEF facility to prevent unauthorized removal of any UNICEF property.

- I. Emergency Response. Guards will assist in the evacuation of the building in case of fire or any imminent threat to the building or staff and will contact the relevant Host Government department (Civil Defence, PSD, etc.).

5. QUALIFICATIONS

The Guards: The service provider is to provide proof of the following:

- a. Minimum of secondary school qualification.
- b. Must be fluent in Greek and have a very good level of English language (due to visitors), guard should be able to communicate with visitors & international staff when required
- c. Must be completely vetted by the Greek Police.
- d. Must not have a criminal record of any kind.
- e. Should have a military or police background.

6. EQUIPMENT

The service provider is required to provide the following equipment:

- a. New uniforms (winter and summer) with company name and logo for all Guards.
- b. Flashlights; belts, baton, radio holster etc.
- c. A company picture ID card. The ID cards will not have any mention of the UN, UNICEF or address of place of duty.
- d. Handheld metal detector.
- e. Handheld radios (four) one per guard
- f. Mobile phone

UNICEF will provide a laptop and a screen for monitoring the building

7. TRAINING

All guards hired by the company should attend an initial mandatory training and subsequently repeat it as a refresher every six months. This training will include:

- a. Description of their duties and responsibilities;
- b. Dress, deportment and behaviour;
- c. Search techniques and protection tactics;
- d. Access control procedures;
- e. Radio procedures;
- f. Telephone procedures;
- g. Emergency procedures (bomb threat, evacuation, fire, medical, demonstrations, unruly behavior, etc.);
- h. Patrolling and inspections;

- i. Use of fire extinguishers and responding to a fire;
- j. Incident reporting procedures;
- k. Keeping of proper security occurrence and incident logs; and
- l. Uniform care and presentation;

All guards must receive annual training on first aid and must hold valid emergency first aid certification.

8. MANAGEMENT

- a. The company is responsible for the daily management and supervision of the guards and the overall security arrangement at GCO. Additionally, UNICEF will implement a "Three Warnings" system. Following the third warning, the company is obliged to replace the guard with three recorded misconducts.
- b. The company makes the necessary arrangement in order to accommodate for the additional manpower needed when guards are off on weekends, annual leave, sick leave or emergencies.
- c. UNICEF reserves the right to terminate this contract in case of unsatisfactory performance. Contractor to be given one month written termination notice.

9. REPORTING REQUIREMENT

Reporting to:

Operations Manager: Ms. Anastasia Piliouni.
Administrative & Procurement Associate: Ms. Katerina Olympiou

10. PAYMENT MECHANISM:

The resulting contracts will be deliverables-based. Therefore, payments will be processed at the end of each months after full completion of the guard duties.

11. EVALUATION CRITERIA:

Criteria	Weight
Completeness of response	05%
Overall concord between requirements and proposal	05%
<i>Maximum Points</i>	<i>10%</i>
Security sector experience (Government, Financial Institutions, Hospitals)	20%
Range of experience with same service	20%
UN engagement	20%
<i>Maximum Points</i>	<i>60%</i>
Technical Points	70%
Cost effectiveness	30%
<i>Maximum Points</i>	<i>30%</i>
TOTAL Maximum	100%

UNICEF Greece Country Office
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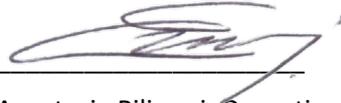
Prepared by:



Katerina Olympiou, Procurement & Administrative Associate

Date: 11 January 2021

Approved by:



Anastasia Piliouni, Operations Manager

Date: 11 January 2021