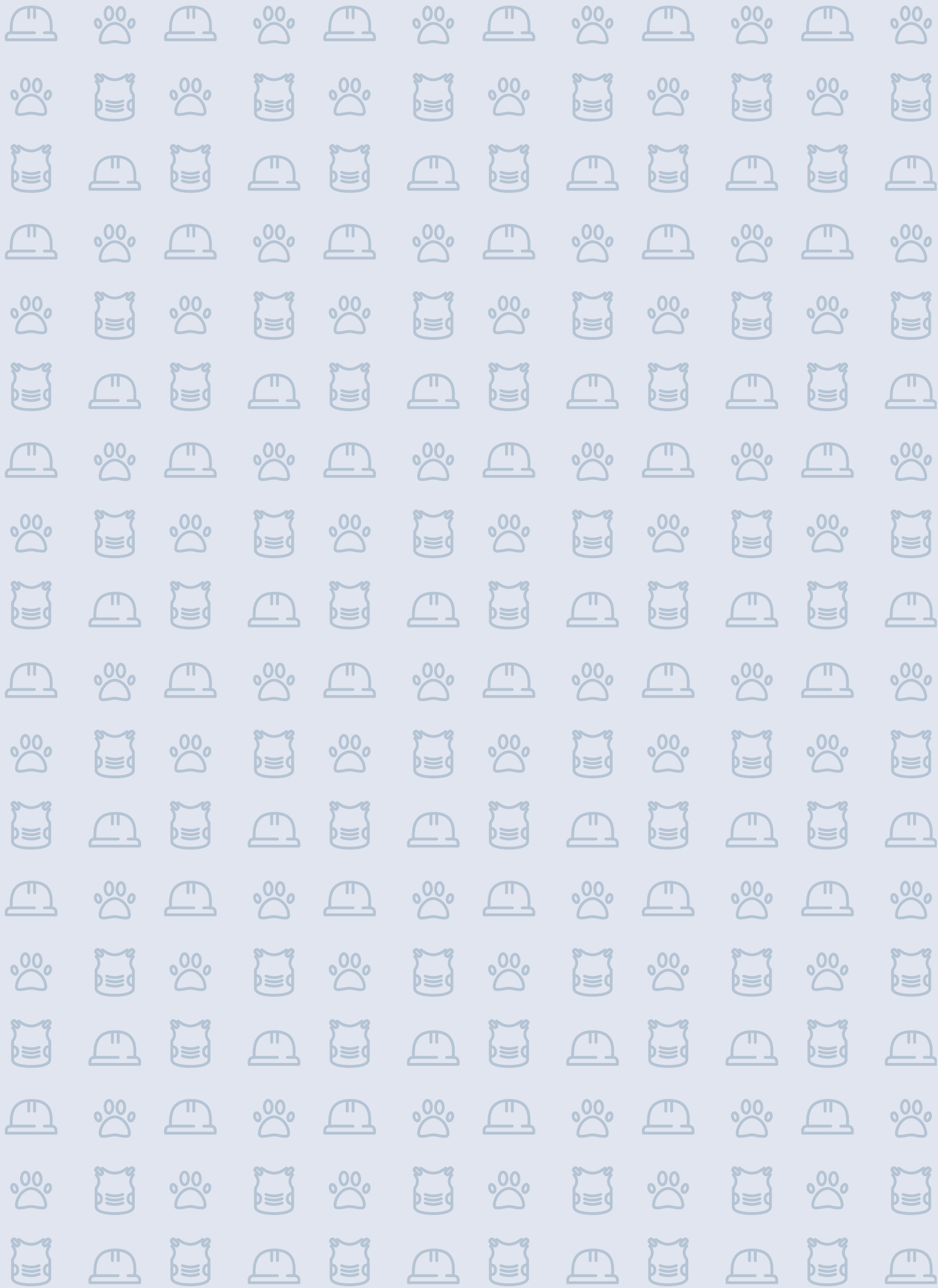


# **Explosive Detection Dogs**

Requirements and Guidelines

Version 1.0 | December 2020





# Explosive Detection Dogs: Requirements and Guidelines

Version 1.0 - December 2020

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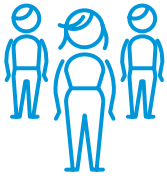
## CREDITS

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This publication will be updated based on the cycle defined in the Implementation Standards Management Framework to ensure that it remains relevant to UNOPS activities and requirements and up to date with best practices. For more information or to provide feedback, please contact the UNOPS Peace and Security Cluster by email:

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## List of abbreviations

<b>ECP</b>	Entry Control Point
<b>EDD</b>	explosive detection dog
<b>IED</b>	improvised explosive device
<b>ISMF</b>	Implementation Standards Management Framework
<b>ITB</b>	invitation to bid
<b>MDD</b>	Mine Detection Dogs
<b>NGO</b>	non-governmental organization
<b>NTSG</b>	National Technical Standards and Guidelines
<b>ORI</b>	Operational Readiness Inspection
<b>PDA</b>	Pre-deployment Assessment
<b>PSC</b>	Peace and Security Cluster
<b>QA</b>	quality assurance
<b>QC</b>	quality control
<b>QMS</b>	Quality Management System
<b>RFP</b>	request for proposal
<b>SOP</b>	standard operating procedures
<b>SOW</b>	statement of work





## How to use this publication

This publication is part of the UNOPS Implementation Standards Management Framework (ISMF) and should not be applied in isolation, but with consideration for related normative and informative publications in the ISMF. The ISMF provides an organizing structure for content covering a broad range of topics that may be applied throughout the lifespan of a project. The present guidance resides in Level 1 of the ISMF and it incorporates Level 2 guidance.

*Explosive Detection Dogs: Requirements and Guidelines* provides a framework for quality management in project, procurement and contract management within the context of UNOPS implemented projects to ensure high-quality performance of threat mitigation.

This publication is based on common principles that may be applied to Explosive Detection Dogs (EDD) operations in multiple contexts and, therefore, shall be considered a minimum benchmark when establishing operational procedures for the deployment of EDD Teams.

Furthermore, this publication provides requirements and guidelines for managing quality aspects of EDD Team services as a stand-alone project or an element of a larger programme. The content covers such areas as, project feasibility assessment, project planning, appropriate resourcing, and understanding and managing quality requirements within the procurement processes and throughout the contract management.

### TARGET AUDIENCE

The primary audience for this publication includes implementing partners, EDD Assessors and EDD Officers. The secondary audience includes procurement officials, project and programme managers and project and programme support teams working on EDD projects.

### CONVENTIONS

In this publication, the words 'shall', 'should' and 'may' are used to indicate the intended degree of compliance. This use is consistent with the language used in ISO standards and guidelines:

- 'Shall' is used to indicate requirements, methods or specifications, which are to be applied to conform to the standard;
- 'Should' is used to indicate the preferred requirements, methods or specifications; and
- 'May' is used to indicate a possible method or course of action.

### REFERENCES AND CROSS-REFERENCES

References and cross-references appear as follows:

1. Cross-references within this document appear in the following format, e.g., (see [Section 2.1](#)).
2. References to UNOPS policies and publications, as well as external publications, are in italics, e.g., *Procurement Manual*, and included within the [References](#) section at the end of this document.
3. References to external sources and directly referenced content are cited in footnotes.



## List of definitions

<b>EXPLOSIVE DETECTION DOG (EDD)</b>	Refers to a dog specifically trained to locate and correctly indicate the presence of vaporized molecules of defined explosive substances. <sup>1</sup>
<b>EDD ASSESSOR</b>	Refers to an officer appointed by the Peace and Security Cluster (PSC) Director with a mandate to conduct a Feasibility Assessment, Pre-deployment Assessment (PDA) and Operational Readiness Inspection (ORI) on behalf of the PSC Director (or a delegate, in the event one exists in field offices/programmes). The EDD Assessor grants Operational and Provisional Operational Accreditation to EDD Teams and makes recommendations to the PSC Director on whether an EDD Organization should be granted Global Pre-qualification.
<b>EDD BID EVALUATION PANEL</b>	Refers to a panel approved by the PSC Director responsible for the evaluation of bids in response to a specific tender process, invitation to bid (ITB) or request for proposal (RFP). The Panel shall include an EDD technical expert.
<b>EDD OFFICER</b>	Refers to a specifically trained officer with a mandate to conduct Quality Control (QC) Assessments. EDD Officers work as part of the programme/project structures they are assigned to and under the technical guidance of the EDD Assessor.
<b>EDD ORGANIZATION</b>	Refers to any organization (government, non-governmental organization (NGO) or commercial entity) that delivers EDD services.
<b>EDD TEAM</b>	Refers to a particular, qualified dog handler and one or two identified EDDs.
<b>FEASIBILITY ASSESSMENT</b>	Refers to the initial analysis of a security threat, geographical area of operation, existing security framework, funding, suitability and capacity to implement EDDs, and other elements that will assist in deciding whether to engage, develop and implement EDD projects.
<b>GLOBAL EDD ADVISOR</b>	Refers to an EDD Assessor specially appointed by and reporting to the PSC Director with a mandate to conduct the Feasibility Assessment, PDA and ORI. The Global EDD Advisor coordinates and technically supervises EDD Assessors and makes recommendations to the PSC Director on requests for exception.

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<sup>1</sup> A general list of required explosive groups, with specific examples, can be found in [Annex D](#), the explosive groups can be amended to mission/area specific requirements.



<b>GLOBALLY PRE-QUALIFIED EDD ORGANIZATION</b>	Refers to an organization that has obtained Global Pre-qualification in one or more of the UNOPS EDD activity areas. A Globally Pre-qualified EDD Organization may be granted Organizational Accreditation unless this would be inconsistent with the locally specific National Technical Standards and Guidelines (NTSG).
<b>GLOBAL PRE-QUALIFICATION ASSESSMENT</b>	Refers to the two-stage review process, leading to the establishment of a shortlist of eligible organizations to be invited to bid.
<b>GLOBAL PRE-QUALIFICATION BOARD</b>	Refers to a team appointed by the PSC Director and tasked to carry out the two-stage reviews of EDD Organizations applying for Global Pre-qualification. Depending on availability, the Board will typically include the EDD Global Advisor or EDD Assessor and always include a procurement official.
<b>GLOBAL PRE-QUALIFICATION CERTIFICATE</b>	Refers to the formal notification from UNOPS that the EDD Organization is globally pre-qualified after successfully passing the two-stage review process conducted by the EDD Pre-qualification Board.
<b>IMPLEMENTING PARTNER</b>	Refers to an EDD Organization contracted to provide EDD services.
<b>INTERNAL ASSESSMENT</b>	Refers to the pre-assessment conducted by the implementing partner to verify that the EDD Teams they are presenting for Operational Accreditation meet the minimum accreditation requirements in the present publication. Implementing partners maintain their own internal assessment forms, which they shall submit prior to the ORI.
<b>NOTICE FOR GLOBAL PRE-QUALIFICATION</b>	Refers to the solicitation document issued by UNOPS initiating the Global Pre-qualification process.
<b>PRE-DEPLOYMENT ASSESSMENT (PDA)</b>	Refers to the initial assessment of the EDD Teams of a non-pre-qualified EDD Organization, before they are deployed into a country/territory of operation. The PDA is waived for Globally Pre-qualified EDD Organizations, unless determined otherwise by the PSC Director.
<b>PROVISIONAL OPERATIONAL ACCREDITATION</b>	Refers to the temporary permission for specific EDD Teams to be operationally deployed, typically for a period of one month, while awaiting an ORI in emergency situations.
<b>QUALITY CONTROL ASSESSMENT (QC)</b>	Refers to periodic assessments – conducted every six months, at a minimum – confirming that implementing partners are maintaining the minimum required operational standards.



<b>OPERATIONAL ACCREDITATION</b>	Refers to permission for a specific EDD Team to be operationally deployed in a specific country/territory. Operational Accreditation is the result of an ORI and will be revalidated through periodic QC Assessments. Previously granted Operational Accreditation may be extended to cover deployment in other UNOPS managed EDD contracts during the six month validity period.
<b>OPERATIONAL READINESS INSPECTION (ORI)</b>	Refers to the verification of all contractual requirements, including the Operational Assessment Test, of EDD Teams after they have been deployed to a country/territory of operation.
<b>ORGANIZATIONAL ACCREDITATION</b>	Typically refers to permission for an EDD Organization to operate in a specific country. Organizational Accreditation is a result of a country-specific process governed by NTSGs, and hence, applicable to a specific country/territory. Organizational Accreditation may be granted as a result of the Global Pre-qualification process, unless this would be inconsistent with the NTSGs.
<b>SEARCH CATEGORY</b>	Refers to the assigned area for the EDD Team to verify. There are five (5) different types of search activities carried out by EDD Teams that include: vehicles, facilities, outside areas, luggage/cargo and other ad-hoc tasks (e.g., aircraft, etc.).
<b>STATEMENT OF WORK</b>	The statement of work (SOW) is a requirement specification for work assignments outlining the specific services an implementing partner is expected to perform, generally indicating the type, level and quality of service, as well as the schedule.
<b>TECHNICAL SUPPORT TEAM</b>	Ongoing and evolving explosive threats have emphasized the crucial importance of technical support to the PSC and its partners. In response, the PSC has established an initiative to consolidate its internal technical support capacity, under the leadership of a Global Technical Advisor and executed through a technical support team/network. This team is responsible for providing high-level technical advice to the PSC, UNMAS field programmes and other stakeholders. This addition to the PSC ensures the link between the supply chain, project management and technical solutions are sound, strong and consistent across the portfolio. Additionally, this technical capacity manages and analyzes a wide range of technical data gathered from different internal and external stakeholders to inform and strengthen decision-making, reporting and performance.
<b>PSC VETERINARIAN</b>	Refers to an internationally qualified veterinarian contracted by the PSC to assure the quality of animal health and veterinary support provided by the implementing partner and to make recommendations to the Global Technical Advisor.



# Introduction

The UNOPS Peace and Security Cluster (PSC) supports and implements projects in areas such as mine action, explosive threat management and explosive detection dogs (EDD), among others. PSC currently manages the procurement, contracts and implementation for more than 65 operational EDD Teams to support UN operations in Somalia, South Sudan and Mali and to protect UN facilities and airports, along with other EDD support services. PSC has developed expertise in implementing projects in complex environments where security and logistical challenges hamper peace and security, humanitarian and development activities.

The term, explosive detection dog (EDD), refers to a dog specifically trained to locate and correctly indicate the presence of vaporized molecules of defined explosive substances.<sup>2</sup> EDDs are used in many different roles within security risk mitigating operations and, as such, complement an existing security framework. EDDs are well-suited for activities such as Entry Control Point (ECP) deployment (vehicle and luggage/cargo verification), facility security verification, open area verification and improvised explosive device (IED) incident response.

EDD training and deployment is significantly different from that of Mine Detection Dogs (MDDs). EDDs target an 'active threat', which is the main reason why the prevention of 'false indications' during assessment procedures is more important for EDDs than for MDDs. Additionally, EDDs operate in search areas where control of surroundings (environmental control) cannot always be achieved, which increases the demands on their ability to operate in different environments with disturbances, as well as on environmental stability.

There are a variety of security scenarios in which EDD Teams may be utilized. The present publication sets out the minimum requirements for an EDD quality management system (QMS) and recognizes that EDDs are one element of an overall security framework. EDDs are meant to complement, not replace, other security and threat mitigating measures and therefore, the relationship and interdependencies between different elements need to be examined and understood.

## RELATIONSHIP TO ISO 9001

*Explosive Detection Dogs: Requirements and Guidelines* draws on the principles and requirements set out in the *Quality management systems Requirements, ISO 9001:2015*,<sup>3</sup> the international quality management standard to which UNOPS is certified. EDD Organizations are encouraged to consider the adoption of a formally certified system, such as *ISO 9001*, as part of their own management systems.

While it is not necessary to adopt *ISO 9001*, or other recognized QMS models to comply with this standard, there are several advantages in doing so, including:

- ➔ Benefiting from the body of experience and knowledge embodied in established standards gained from a multitude of industries and activities over many decades.
- ➔ Access to established templates, tools and principles.
- ➔ Access to a global advisory and training industry.
- ➔ Formal confirmation of the suitability and effectiveness of the QMS.

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<sup>2</sup> A general list of required explosive groups, with specific examples, can be found in [Annex D](#) and the explosive groups can be amended to mission/area specific requirements.

<sup>3</sup> International Organization for Standardization, *Quality management systems Requirements, ISO 9001:2015*, European Committee for Standardization, Brussels, 2015.

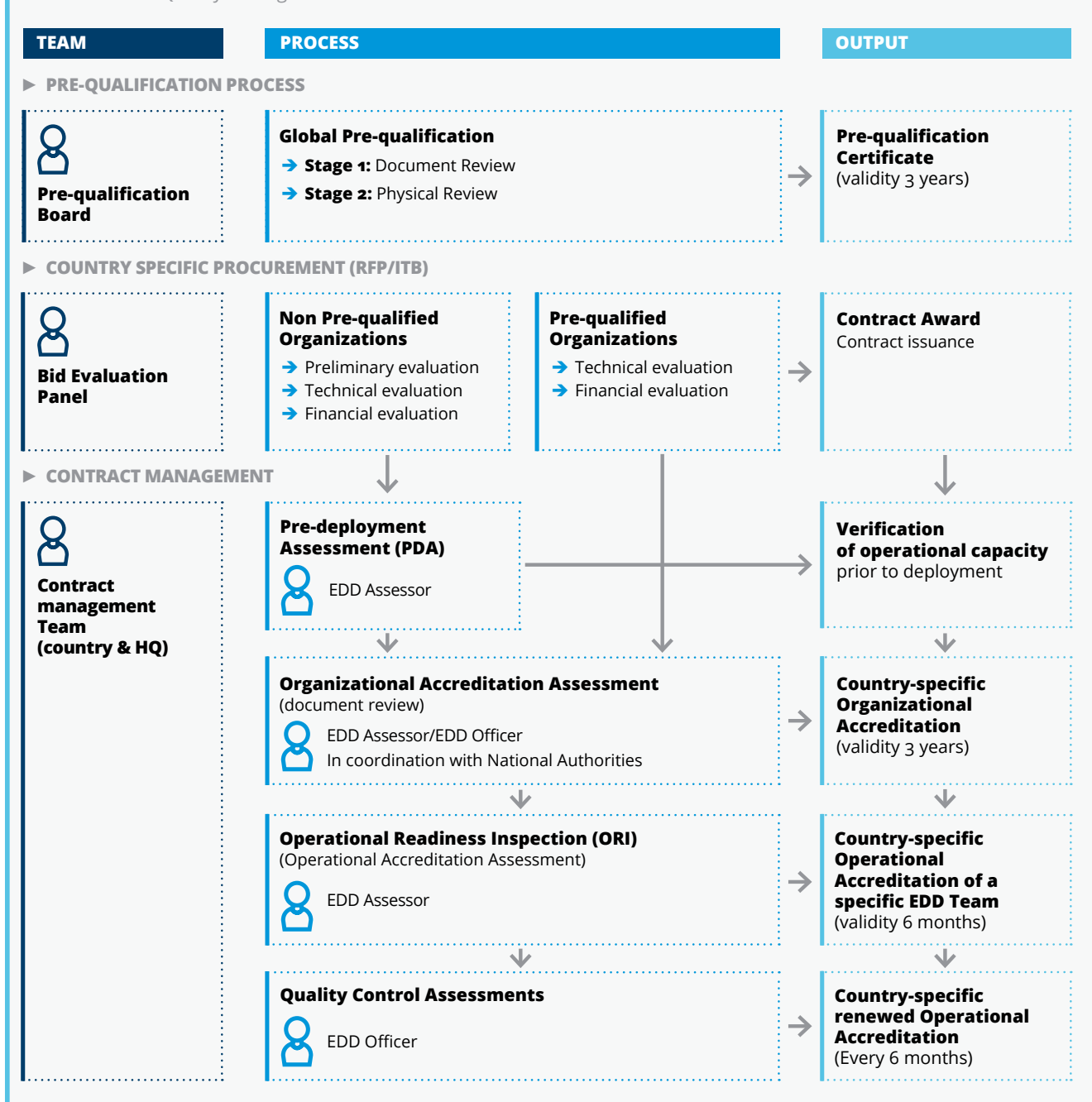


- Simplified processes when bidding for many government contracts around the world.
- Confidence amongst managers in the quality and reliability of work being carried out by their own organizations.
- Reduced risk of failure, mistake or nonconformity and the consequences arising from such events.

## SUMMARY OF THE EDD QUALITY MANAGEMENT PROCESS

The flowchart presented in the figure below outlines the different stages of the EDD Quality Management process, including responsibilities and expected outcomes.

**FIGURE 1** EDD Quality Management Process





# 1. Feasibility Assessment and Project Planning

## R.1.1 CONDUCT FEASIBILITY ASSESSMENT

The project Feasibility Assessment Team shall be responsible for conducting a project Feasibility Assessment to confirm the viability of EDD services in the proposed environment.

Typically, the Feasibility Assessment Team will consist of two officers. One of these officers is an EDD Assessor or, when applicable, the EDD Assessor's delegate.

Prior to considering any implementation steps, a project Feasibility Assessment Team is deployed to evaluate the extent to which the proposed environment is fit-for-purpose and whether the EDD services are a cost-efficient security threat-mitigation measure.

Elements assessed during the project Feasibility Assessment feed into a more detailed project planning process and include the following:

- ➔ **Security threat analysis:** Providing an objective description of the prevailing security threats and hazards in the environment of the project area. This includes country/regional aspects, as well as in relation to specific working areas, facilities, and tasks. Existing security frameworks/structures need to be understood (e.g., the UN Designated Official (DO), Security Management Team, Security Cell, United Nations Department of Safety and Security (UNDSS), UN Agency Security Focal Points, and government - police and armed forces); and geographical areas of operations (e.g., the number/type of locations, size of operating space, movement within and between the operating areas, and proximity to significant locations - government, military, public buildings, etc.).
- ➔ **Type of tasks/activities:** This includes identifying the search categories required for the EDD services in question (e.g., vehicle search, facility search, outside area search, luggage/cargo search, etc.).
- ➔ **Kennelling and accommodation:** Determining the availability of suitable space at the future operating site and/or other locations where EDD Organizations may need to accommodate their EDD Teams.
- ➔ **Country regulations on import/customs, visas, work permits, etc.:** Understanding basic provisions that govern the movement of goods and people helps to better understand potential causes of delays and assists to plan realistic project timelines.
- ➔ **Cultural aspects:** Some countries/cultures may have negative attitudes towards dogs and mitigation measures need to be considered.
- ➔ **Understanding funding mechanisms:** If not done already, confirm funding flow mechanisms, including project approval steps on the side of the funding source/donors.
- ➔ **Managing expectations:** Apart from understanding the context and scope of a potential project, the Feasibility Assessment Team also raises stakeholder awareness of the expected capacity and known limitations of EDDs. The team manages expectations when it comes to project approval and timelines that will include the period from project signature/approval to the deployment of EDD capabilities (e.g., definition of requirements, procurement, contract award and negotiation, Pre-deployment Assessment, etc.).



While conducting the Feasibility Assessment, the team should work closely with the security focal point of a requesting entity (e.g., UNDSS, government, private companies, NGOs, etc.) to identify the context-specific threats of a given environment and determine the requisite responses.

#### **R.1.2 COMPLETE PROJECT PLANS**

The project Feasibility Assessment Team shall be responsible for completing the project plans.

The results of the Feasibility Assessment are then translated into several project plans and documents that explain the project scope. These include:

- ➔ **Project Description:** Explains intended objectives, outputs/outcomes, beneficiaries, implementation methodology, etc.;
- ➔ **Project budget:** Reflects the appropriate level of resources assigned to the project activities. In addition to the estimated costs of the EDD Organization (the entity contracted to provide EDD services), the project budget needs to consider the cost of activities related to managing, monitoring, reporting, quality assurance/control, etc.;
- ➔ **Stakeholder, Risk Management, and Communication plans;** and
- ➔ **Resource Management plans:** Such as personnel, procurement and contract management:
  - ▶ *Personnel:* The expertise and qualification of personnel assigned to the project will be determined based on several criteria, including the scope of EDD activities, whether the EDD project is part of a larger programme, or a stand-alone project, and the roles and capabilities of project stakeholders, etc.
  - ▶ *Procurement and Contract Management:* One of the core elements of an EDD project is the selection and contracting of EDD Organizations. This involves collecting information during the Feasibility Assessment to ensure that the EDD service requirement is properly formulated and reflected in the solicitation, and subsequently, in the contract documents. Moreover, it ensures that there are several quality checks introduced throughout the procurement and contract management process, as explained further in this publication.





## 2. Procurement

This section includes requirements and considerations for the procurement of EDD services, including the Global Pre-qualification of EDD Organizations and the processes for solicitation and evaluation and contract award to successful EDD Organizations.

### 2.1 Global Pre-qualification

Global Pre-qualification is a formal method of assessing an EDD Organization against a set of predetermined criteria. Global Pre-qualification is not related to any specific solicitation process but instead focuses on a general assessment of an organization's operational and personnel capabilities and internal processes, including internal quality management and financial health.

As a default, and once established, only Globally Pre-qualified EDD Organizations shall be invited to bid/tender for a specific contract. Pre-qualification ensures that solicitation documents are only extended to EDD Organizations with adequate capabilities and resources.

In some circumstances, often depending on the specific solicitation process, a tender may be open to a wider group of organizations (both pre-qualified and not pre-qualified). In such circumstances, Globally Pre-qualified EDD Organizations will be exempt from submitting background documentation that has already been assessed as part of the application for Global Pre-qualification. Should the solicitation document – invitation to bid (ITB) or request for proposal (RFP) – be open to both pre-qualified and non-prequalified companies, a set of supplier pre-qualification and eligibility criteria shall be stipulated in the ITB/RFP which shall be evaluated prior to technical and financial evaluation, consistent with the *UNOPS Procurement Manual*.

Global Pre-qualification does not pre-determine which EDD Organization will be awarded a contract. In all processes, a contract will be awarded based on an evaluation of each EDD Organization's formal, technical and financial proposal in line with the *UNOPS Procurement Manual*.

#### **R.2.1 CONDUCT GLOBAL PRE-QUALIFICATION**

The EDD Pre-qualification Board shall conduct a two-stage review process of an EDD Organization to determine whether to recommend Global Pre-qualification to the organization in question.

To obtain Global EDD Pre-qualification, an EDD Organization shall pass a two-stage review process conducted by an EDD Pre-qualification Board, which shall include an EDD Assessor and a procurement official:

- ➔ **Stage 1: Document Review:** The EDD Organization will be assessed on its legal/formal, financial, organizational, physical and technical capabilities, identified in [Annex A](#) and [Annex B](#). Passing Stage 1 is a prerequisite to advancing to Stage 2.
- ➔ **Stage 2: Physical Review:** The EDD Organization will be assessed at their training facility where an EDD Assessor will evaluate the operational capacity and the ability of a sample of EDD Teams, according to the requirements outlined in [Annex C](#) and the general sampling procedures in [Section 3.3.1](#).

Following the completion of the review process, the EDD Pre-qualification Board will provide a recommendation to the PSC Director as to whether the EDD Organization meets all the requirements of *Stage 1: Document Review* and *Stage 2: Physical Review*.



The Global Pre-qualification of an EDD Organization is valid for three years from the date of the Pre-qualification Certificate from UNOPS.

The Global Pre-qualification of an EDD Organization does not amount to Operational Accreditation. If more than 50% of a Pre-qualified EDD Organization's EDD Teams fail the Operational Assessment test, the Pre-qualified EDD Organization will have its Pre-qualification status suspended. Once suspended, it will not be considered a Pre-qualified EDD Organization until the EDD Pre-qualification Board is satisfied that it is suitable to be reinstated. The EDD Organization shall be required to re-submit relevant documentation, as advised by the EDD Pre-qualification Board, and may have to undergo the *Phase 2: Physical Review* again.

## 2.1.1 Pre-qualification Stage 1: Document Review

### R.2.1.1 CONDUCT PRE-QUALIFICATION STAGE 1: DOCUMENT REVIEW

The EDD Pre-qualification Board shall review and evaluate the documentation provided by the EDD Organization based on the criteria in *Stage 1: Document Review Part I* and *Part II*, in accordance with the requirements set out in this document.

To obtain Global EDD Pre-qualification status, the EDD Organization will be assessed on its legal/formal, financial, organizational, physical and technical capabilities. In this regard, interested organizations shall demonstrate that they are legally compliant and financially sound. Furthermore, applying organizations shall prove that they possess the requisite technical, physical and personnel requirements. To this end, the EDD Organization applying for Global Pre-qualification shall provide UNOPS with the required documentation identified in [Annex A](#) and [Annex B](#).

Organizations will not advance to *Stage 2: Physical Review* if they make any misleading or false representations in any submitted forms, statements or attachments.

## 2.1.2 Pre-qualification Stage 2: Physical Review

### R.2.1.2 CONDUCT PRE-QUALIFICATION STAGE 2: PHYSICAL REVIEW

The EDD Pre-qualification Board shall review and evaluate the documentation provided by the EDD Organization based on the criteria in *Stage 2: Physical Review*, in accordance with the requirements set out in this document.

The physical review will occur as soon as practically possible after *Stage 1: Document Review*. The timing of the physical review will be finalized in consultation with the EDD Organization. If for any reason, the physical review does not take place within six months of the document review, the EDD Organization may be requested to re-submit some, or all, of the required documents in *Stage 1: Document Review*.

The physical review will be conducted and evaluated according to the procedures and criteria outlined in [Annex C](#). Building on the results of *Stage 1: Document Review*, the EDD Pre-qualification Board will assess whether the EDD Organization will be recommended for Global Pre-qualification to the PSC Director, based on the result of the physical review. A debrief meeting will occur on-site immediately after the physical review to discuss the review and any following steps.

The PSC Director will inform the EDD Organization whether the EDD Organization has been granted Global Pre-qualification as soon as practicably possible. Unsuccessful EDD Organizations may re-apply for Global Pre-qualification at a later point. If the EDD Organization is approved by the PSC Director for Global Pre-qualification, it will be granted a Pre-qualification Certificate confirming its Global Pre-qualification status.



## 2.2 Specific Solicitation Process

### **R.2.2 IDENTIFY THE TYPE OF COMPETITION**

The respective UNOPS Portfolio Manager/Project Manager, in consultation with the Procurement Team and Global EDD Advisor, shall determine the appropriate type of competition.

Limited competition extended only to Globally Pre-qualified EDD Organizations shall be the default type of competition. However, where the identified need for EDD services cannot be met by Globally Pre-qualified EDD Organizations, UNOPS reserves the right to launch an open competitive process upon approval of the PSC Director (or the appropriate procurement authority). In this case, a 'note to file' explaining the grounds for open competitive solicitation process, instead of limited competition to Globally Pre-qualified EDD Organizations, must be prepared.

For open competitive solicitation processes, a set of supplier pre-qualification and eligibility criteria shall be stipulated in the ITB/RFP, which shall be evaluated by the EDD Bid Evaluation Panel prior to technical and financial evaluation, consistent with the *UNOPS Procurement Manual*.

Unless otherwise stipulated in the solicitation documents, Globally Pre-qualified EDD Organizations that are submitting a bid/tender are not required to re-submit documents provided during the Global Pre-qualification process. The specific solicitation documents will specify which documents are required.

The solicitation documents shall include the following: a letter of invitation; particulars and instructions to bidders; evaluation criteria; a schedule of requirements; returnable bidding forms/schedules; and contractual information (see the *UNOPS Procurement Manual*). The solicitation documents shall provide detailed information on the requirements of the contract and specific documentation required to be submitted as part of the bid.

The EDD training records provided will be rigorously evaluated and shall include authentic and comprehensive details that describe individual results, including shortcomings, lessons learned and corrective actions taken. They should also accurately reflect training and progression. Individual training records for each EDD shall at a minimum outline:

- ➔ Exercises conducted;
- ➔ Substances presented;
- ➔ Correct indications;
- ➔ False indications;
- ➔ Missed items;
- ➔ Problems identified; and
- ➔ Corrective actions.

For more details on the solicitation process, please refer to the *UNOPS Procurement Manual*.



## 2.3 Evaluation Process and Contract Award

### **R.2.3 CONDUCT EVALUATION**

In both limited and open competitive solicitation processes, the PSC Director shall appoint an EDD Bid Evaluation Panel, including an EDD technical expert, which will complete the technical and financial evaluation of the EDD Organization in accordance with the UNOPS *Procurement Manual* and the criteria and procedures specified in this publication.

The technical evaluation will be conducted and evaluated according to the procedures and criteria outlined in [Annex E](#). For more details on the technical evaluation process, please refer to the UNOPS *Procurement Manual*.

If the EDD Organization's bid is found to be substantially compliant with the technical evaluation criteria, it will then undergo a financial evaluation in accordance with the UNOPS *Procurement Manual*.

### **R.2.4 RECOMMEND CONTRACT AWARD**

Based on the technical and financial evaluation, the EDD Bid Evaluation Panel shall recommend the award of a contract to the successful EDD Organization.

Following the EDD Bid Evaluation Panel's recommendation for an award, and after any applicable review from the relevant Contracts and Property Committee, the successful EDD Organization shall be notified of the award and requested to sign the contract. A Letter of Intent may also be issued to the winning organization prior to signing the contract.



## 3. Contract Management

A contract management plan will be put in place to monitor all contractual terms and conditions throughout the duration of the contract. The main elements of the contract management process are designed to ensure that the minimum expected level of quality is met for EDD Teams and shall include the following, as applicable:

- Review and Verification of Documentation;
- Accreditation Procedures;
- Pre-deployment Assessments (PDA);
- Operational Readiness Inspection (ORI);
- Quality Control Assessments;
- Standard Deductions and/or payments withholding;
- Addressing changes to EDD Team composition; and
- Non-conformities.

### 3.1 Review and Verification of Documentation

#### **R.3.1 REVIEW AND VERIFY DOCUMENTATION**

The EDD Assessor or EDD Officer shall review and verify whether the implementing partner is following their standard operating procedures (SOP) and the weekly and monthly reports, and monitor the implementation of the implementing partner's internal Quality Management System (QMS).

The procedures identified in this publication emphasize inspecting and verifying the quality of the implementing partner's internal QMS. This publication also considers how the QMS is implemented in practice.

Progress reports and comprehensive training records shall be included in the monthly report and shall be rigorously monitored, in accordance with the reporting requirements defined in the RFP.

### 3.2 Accreditation procedures

#### **R.3.2 APPROVE ACCREDITATION**

Implementing partners and EDD Teams shall be granted Organizational and Operational Accreditation in order to implement EDD services. The EDD Assessor is responsible for approving the accreditation.

There are three types of accreditation procedures employed by the PSC to recognize the competency of implementing partners and EDD Teams to carry out the implementation of EDD activities to ensure high-quality performance and threat mitigation. This includes Organizational Accreditation, Operational Accreditation and, in emergency situations, Provisional Operational Accreditation. These three methods of accreditation are discussed below.



### 3.2.1 Organizational Accreditation

#### **R.3.2.1 APPROVE ORGANIZATIONAL ACCREDITATION**

Organizational Accreditation shall be granted by the EDD Assessor to an implementing partner that meets the applicable National Technical Standards and Guidelines (NTSG) or to Globally Pre-qualified implementing partners, unless this would be in conflict with NTSGs.

Organizational Accreditation is a document review procedure in which an implementing partner is formally recognized as competent and able to plan and manage EDD activities safely, effectively and efficiently. For most EDD contracts, Organizational Accreditation will be granted in line with the applicable NTSG.

Organizational Accreditation will be given to the in-country headquarters of an implementing partner for a finite duration, normally for a period of three years, or as long as they remain operational or active. Organizational Accreditation may be issued as a result of a Global Pre-qualification procedure, unless this would be in conflict with the NTSGs.

### 3.2.2 Operational Accreditation

#### **R.3.2.2 APPROVE OPERATIONAL ACCREDITATION**

Operational Accreditation shall be granted by the EDD Assessor to the EDD Team(s) that pass the Operational Readiness Inspection (ORI).

Operational Accreditation is a procedure by which a specific EDD Team is formally recognized as competent and able to carry out particular EDD activities. Operational Accreditation shall refer to the capabilities required to carry out a particular activity, such as the verification/search of a vehicle, facility, outdoor area and/or luggage/cargo.

The granting of Operational Accreditation assumes that the composition of the EDD Team and of the assigned tasks will not change beyond the scope or intention of the original Operational Accreditation. An EDD Team shall not operate without Operational Accreditation granted to that specific EDD Team.

Operational Accreditation is obtained as a result of an ORI and is valid for six months. Operational Accreditation is renewed during QC Assessments and is valid for a further six months.

### 3.2.3 Provisional Operational Accreditation

#### **R.3.2.3 APPROVE PROVISIONAL OPERATIONAL ACCREDITATION**

Provisional Operational Accreditation shall be granted by the PSC Director in an emergency situation to an EDD Team(s), for a limited period, until an ORI can be completed.

Provisional Operational Accreditation is an emergency procedure applicable to EDD Teams, to be implemented solely in situations where it is obvious, including for security reasons, that an ORI will not be able to occur before the start of the operational activities of the contract.

Provisional Operational Accreditation is the temporary permission for a specific EDD Team to be operationally deployed for a limited period (typically one month) while awaiting an ORI in emergency situations. This type of accreditation is an emergency or remote deployments procedure where an ORI cannot be conducted and may, if necessary, be granted as a result of the PDA.



### 3.2.4 Standard Deductions

#### R.3.2.4 APPLY STANDARD DEDUCTIONS

If an EDD Team is not available due to late deployment or the failure to be granted Operational Accreditation, standard deductions may be applied to the implementing partner for the failure to deliver contracted services.

Details about standard deductions and how they will be applied in each contract will be stipulated in the Special Conditions of the UNOPS Professional Services Contract.

In some cases, the RFP/ITB may require that the implementing partner provide an irrevocable and unconditional, on-demand bank guarantee for performance in a specified amount. The bank guarantee shall be provided by the implementing partner to UNOPS prior to the execution of the contract.

## 3.3 Assessments

#### R.3.3 COMPLETE ASSESSMENTS

All EDD Teams, or a portion thereof in accordance with the general sampling procedures, shall be subject to some form of assessment to determine whether they are able to meet the quality requirements for the implementation of EDD services.

Assessments are used to ensure that EDD Teams are able to meet the quality requirements for the implementation of EDD services. These include assessments that are conducted both prior to, and after the award of a contract to determine the suitability of EDD Teams and the operational capacity of an implementing partner, as well as periodic assessments confirming that EDD Teams and Organizations continue to meet the minimum quality requirements for the implementation of EDD services.

The particular types of assessments discussed below include the PDA, the ORI and the QC Assessment.

### 3.3.1 General sampling procedures

#### R.3.3.1 USE IDENTIFIED SAMPLING PROCEDURES

The sampling procedures defined in this publication shall be used by the EDD Assessor, or a dedicated EDD officer, for all assessments.

The initial PDA and ORI shall be conducted primarily by an EDD Assessor on all EDD Teams. This is to ensure that all EDD Teams meet the outlined quality requirements. A dedicated EDD Officer may conduct the ORI if an EDD Assessor is unavailable.

**TABLE 1** General sampling procedures

NUMBER OF EDD TEAMS REQUIRED BY THE CONTRACT	PERCENTAGE OF IMPLEMENTING PARTNER'S EDD TEAMS TO ASSESS
1-10	100%
11-20	at least 50%
21 or more	at least 25%



In the case that any EDD Teams fail the assessment, the sampling will be expanded according to the following formula:

- ➔ The **number of failed EDD Teams x 2** is the number of additional teams to be re-assessed.

*For example:* 3 failed EDD Teams x 2 = sampling extended to 6 EDD Teams (the re-assessment shall include the failed EDD Teams).

In the event, more than 50% of the selected EDD Teams fail the assessment, sampling procedures will be aborted and 100% of the implementing partner's EDD Teams will be assessed to ensure that required quality standards are met.

An exception to the sampling procedures identified in this section applies to EDD Organizations applying for Global Pre-qualification. During *Stage 2: Physical Review*, a minimum of three EDD Teams will be assessed, regardless of the current capacity of the EDD Organization. If the EDD Organization has access to additional EDD Teams that are present during *Stage 2: Physical Review*, additional EDD Teams may be assessed at the discretion of the EDD Pre-qualification Board.

### 3.3.2 Pre-deployment Assessment

#### **R.3.3.2 CONDUCT PRE-DEPLOYMENT ASSESSMENT**

An EDD Assessor should conduct a Pre-deployment Assessment (PDA) of a non-pre-qualified implementing partner, prior to deployment, in accordance with the EDD assessment requirements in this publication.

The PDA is a testing and verification procedure that will typically take place after a contract has been awarded to a non-pre-qualified implementing partner. A PDA may also take place before the contract award and, as part of a due diligence measure, as agreed by the Bid Evaluation Panel.

The PDA is conducted by an EDD Assessor at the implementing partner's training facility (or another suitable location), according to the procedures outlined in [Annex C](#) and the EDD assessment requirements in [Annex D](#) of this publication.

The PDA should occur prior to the deployment of EDD Teams to the country/territory of operation. The purpose of the PDA is to assess if the proposed EDD Teams are suitable to be operationally deployed. It is at the EDD Assessor's discretion which, and how many, of the exercises will be conducted.

The decision as to whether to conduct a PDA is made taking into account the implementing partner's deployment plan and the cost-effectiveness of fielding such an assessment. In the event it is decided to conduct a PDA, the implementing partner will be given a minimum of two weeks' notice.

Following the PDA, the EDD Assessor will provide the implementing partner with a report, which will include the following:

- ➔ State whether the EDD Teams will be recommended for deployment;
- ➔ Outline any flaws in the PDA; and
- ➔ Outline any steps that the implementing partner is required to implement prior to deployment of the EDD Teams.

The EDD Assessor will make a recommendation to the PSC Director as to whether the implementing partner has passed the assessment and should be deployed. If an implementing partner does not gain approval from the PSC Director (or his/her delegate) for deployment, the implementing partner will not be deployed and the contract may be cancelled, unless several corrective measures are agreed, providing the grounds for another PDA.





In emergency situations, a Provisional Operational Accreditation may be awarded to the EDD Teams that passed the PDA. In the case that Provisional Accreditation is awarded to an EDD Team, the accreditation is valid for a limited period (typically for up to one month) after the start of the operational activities of the contract.

When a contract is awarded to a Globally Pre-qualified EDD Organization, the PDA will be waived, unless determined otherwise by the PSC Director. This is justified on the grounds that a Globally Pre-qualified EDD Organization would have already passed the *Stage 2: Physical Review*, as a part of the Global Pre-qualification process (see [Section 2.1.2](#)).

### 3.3.3 Operational Readiness Inspection

#### **R.3.3.3 CONDUCT OPERATIONAL READINESS INSPECTION**

An EDD Assessor shall conduct an Operational Readiness Inspection (ORI) of all implementing partners, both Pre-qualified and non-Pre-qualified Organizations, in accordance with the EDD assessment requirements in this publication.

All implementing partners, regardless of whether or not they are pre-qualified, will be subject to an ORI, which if passed successfully, will result in the Operational Accreditation of deployed EDD Teams, which is valid for a six month period. The ORI shall be conducted prior to the Operational Phase of the contract, as defined in the RFP.

The purpose of the ORI is to assess the operational capacity of an implementing partner and to ensure the fulfilment of contractual agreements, including personnel, equipment, leave-rotations, work-plans, accommodation and kennel facilities, etc.

The operational assessment test, included in the ORI, will be conducted by an EDD Assessor according to the EDD assessment requirements outlined in [Annex D](#). If an EDD Assessor is not available, a designated EDD Officer may conduct the ORI. The EDD Team shall pass all search exercises and two obedience exercises to achieve Operational Accreditation, unless specified otherwise in the statement of work (SOW).

When applying for the operational assessment test (accreditation), the implementing partner shall submit signed internal assessment forms for each EDD Team proposed for assessment, ensuring that the EDD Teams presented for Operational Accreditation meet the minimum requirements outlined in [Annex D](#). Internal assessment forms should be submitted no later than 48 hours prior to the ORI. An EDD Team that fails to receive Operational Accreditation will not be operationally deployed in any discipline that it has failed. The EDD Global Advisor should be consulted prior to any EDD team commencing operations without passing all required disciplines.

Standard deductions may be applied, as stated in [Section 3.2.4](#), if a team is unable to be operational in accordance with contractual timelines as a result of a failed assessment test.

Where more than 50% of a Pre-qualified EDD Organization's EDD Teams fail the operational assessment test, the Global Pre-qualification status of the EDD Organization shall be suspended. The Global Pre-qualification status shall only be reinstated with the approval of the EDD Pre-qualification Board. The EDD Organization shall re-submit all relevant documentation, as advised by the EDD Pre-qualification Board, and may have to undergo the *Phase 2: Physical Review* again.

If an implementing partner requires an additional EDD Team to be accredited outside of the ORI or QC Assessments, any additional costs incurred by UNOPS for this accreditation shall be paid by the implementing partner.



### 3.3.4 Quality Control Assessments

#### **R.3.3.4 CONDUCT QUALITY CONTROL ASSESSMENTS**

An EDD Assessor or EDD Officer shall conduct Quality Control (QC) Assessments every six months, at a minimum, in accordance with the EDD assessment requirements outlined in this publication, to confirm that the implementing partner is maintaining the minimum required operational standards.

Every EDD Team shall have Operational Accreditation to operate. If an EDD Team's Operational Accreditation is about to expire, that EDD Team shall be assessed during the QC Assessment in order to continue operations. The QC Assessment will be conducted by an EDD Assessor or an EDD Officer according to the EDD assessment requirements outlined in [Annex D](#).

Not all search categories need to be assessed during a QC Assessment. The EDD Assessor or EDD Officer has the discretion to choose how many search categories are assessed. Based on the advice from EDD Assessor, the PSC Director has the discretion to waive the need to assess all sampled EDD Teams in all search categories if the implementing partner has consistently shown good performance.

QC Assessments will be conducted, following sampling procedures outlined in [Section 3.3.1](#) and the outcome of the assessment will be compared to submitted training records, ensuring recorded operational capacity corresponds to the assessment results.

If the assessed EDD Teams pass the QC Assessment, all of the implementing partner's deployed EDD Teams will be awarded Operational Accreditation, valid for an additional six months.

If an EDD Team fails the QC Assessment test, extended sampling as outlined in [Section 3.3.1](#) will be implemented and the failed EDD Team will be given the opportunity to be re-tested in accordance with the EDD Assessment Requirements in [Annex D](#).

Standard Deductions may be applied, as stated in [Section 3.2.4](#), if a team is unable to be operational because of a failed accreditation test.

If more than 50% of a Globally Pre-qualified EDD Organization's EDD Teams fail the QC Assessment process, it shall not be granted renewed Operational Accreditation and the EDD Organization's Global Pre-qualification status shall be suspended. In these circumstances, the EDD Organization's Global Pre-qualification shall only be reinstated with the approval of the EDD Pre-qualification Board. The EDD Organization shall re-submit relevant documentation, as advised by the EDD Pre-qualification Board, and may have to undergo the *Stage 2: Physical Review* again.

### 3.3.5 EDD assessment requirements

#### **R.3.3.5 APPLY THE EDD ASSESSMENT REQUIREMENTS**

The EDD assessment requirements included in this publication shall apply to all assessments during Organizational and Operational Accreditations, as well as during periodic Quality Control Assessments.

There are a variety of security scenarios in which EDD Teams may be utilized. The EDD assessment requirements are based on common principles that may be applied to all EDD operations. Therefore, they shall be considered when establishing operational procedures for the deployment of EDD Teams. The EDD assessment requirements are detailed in [Annex D](#).



## 3.4 Changes to EDD Team composition

### R.3.4 APPROVE CHANGES TO EDD TEAM COMPOSITION

Any deviation or change from the approved EDD Team composition requires advance approval by UNOPS.

An EDD Team is composed of one or two EDDs, depending on the SOW. Any deviation or change in the composition of an approved EDD Team requires advance approval by UNOPS.

If at any point during training, an EDD Team replaces one or more EDDs, a report shall be submitted by the implementing partner to UNOPS, explaining the reasons for the change. The EDD Team shall wait a minimum of 14 days before they may be presented for assessment.

## 3.5 Non-conformities

### R.3.5 MANAGE AND CONTROL CRITICAL NON-CONFORMITIES

Any identified critical non-conformities shall be managed and controlled.

All critical and non-critical non-conformities are to be clearly recorded. If a critical non-conformity, as defined in [TABLE 2](#), is identified during operational activities, work shall cease immediately and the UNOPS/UNMAS programme shall be contacted. The critical non-conformity shall be subject to review within five working days of the event. In addition, UNOPS/UNMAS shall provide a recommendation as to when the required remedial action shall be fully completed. These findings may lead to a review of the contract by the programme.

In exceptional circumstances, a Board of Enquiry -- which may include representatives from the PSC, the programme and a technical expert -- may be called and may result in the withdrawal of Operational Accreditation, either for a particular EDD Team or for the implementing partner as a whole, depending on the circumstances.

If critical non-conformities are identified during the ORI or QC Assessments for an EDD Team belonging to a specific implementing partner, the accreditation board -- which typically includes one or two people (e.g., the Global EDD Advisor, EDD Assessor, EDD Officer) -- will have the right to terminate the Operational Accreditation for that EDD team.

If critical non-conformities are identified for several EDD teams belonging to a specific implementing partner during the ORI or QC Assessments, the accreditation board will have the right to terminate the implementing partner's Operational Accreditation.

**TABLE 2** Critical non-conformities

CRITERIA	
1	Failure to detect an explosive device or firearm on deployment.
2	False indications are reported by the Dog Handler.
3	The EDD actively/intentionally manipulates/damages the item being searched.
4	The EDD demonstrates any environmental/stress/submissive/aggression issues that are considered detrimental to performance.
5	The EDD Team is observed to not cover the full search area.
6	The Dog Handler does not follow their organization's SOPs.
7	The Dog Handler is not able to control the EDD during the deployment.
8	The Dog Handler conducts the search in an unsafe manner.
9	The Dog Handler pressures (verbally/physically) the EDD during the search task, affecting the EDDs working ability, willingness to search and/or cooperation with the Dog Handler.
10	Poor handling by the Dog Handler (e.g., not able to read/evaluate the EDD's behavior (misses hides), not able to handle the EDD's stress level, forces false indications, etc.).



## 4. Personnel

There are several key roles and competency requirements for the successful provision of EDD services. These key roles and competencies are defined for both UNOPS personnel and implementing partners. Implementing partners are also required to provide medicine and vaccines for their personnel in the context of providing EDD services. The following section outlines these requirements.

### 4.1 Key roles

#### **R.4.1 ENSURE KEY UNOPS ROLES FOR THE PROVISION OF EDD SERVICES**

The key UNOPS roles required for ensuring the success of EDD services are an EDD Assessor and an EDD Officer.

#### **EDD ASSESSOR**

An EDD Assessor shall have a minimum of eight years' experience as a trainer/instructor and assessor of Product Scent Detection Dogs in a recognized national/international organization. The EDD Assessor is the focal point of the pre-qualification and accreditation processes. The EDD Assessor shall be familiar with this publication and the procedures for all EDD Team accreditation assessments.

#### **EDD OFFICER**

An EDD Officer shall have a minimum of five years' experience as a trainer/instructor and assessor of Product Scent Detection Dogs in a recognized national/international organization. An EDD Officer shall be familiar with this publication and the procedures for all EDD Team accreditation assessments.

### 4.2 Key personnel competence criteria

#### **R.4.2 ENSURE THE QUALIFICATIONS OF KEY IMPLEMENTING PARTNER PERSONNEL**

The key personnel of implementing partners shall meet the experience and qualifications identified in this publication.

The following table identifies the experience and qualifications required for the key roles of the implementing partner's personnel.

**TABLE 3** Key personnel: Experience and qualifications

ROLE	EXPERIENCE AND QUALIFICATIONS
Project Manager	Minimum five years' documented experience in project management with a minimum of three years managing projects involving EDDs.
	Experience managing projects in hardship environments is required.
	Fluent in English, written and spoken, proven either as a native speaker or otherwise certified.
Operations Manager	Minimum five years' documented experience in management, and three years in EDD, including mentoring and training.
	Management experience shall be verified by way of a letter of reference, which shall be submitted as part of the proposal.
	Certificate of completion for a certified EDD trainer course is required. Course curriculum shall be submitted. The course shall consist of both theoretical and practical components.
	Fluent in English, written and spoken, proven either as a native speaker or otherwise certified.
Veterinary Support	Minimum five years' documented experience with small animal veterinary practice.
	Diploma in veterinary medicine.
	Ability and experience to work in solidarity under pressure in isolated areas.
	Innovative in a clinical situation.
	Good mental and physical health.
	References are mandatory.
Trainer	Fluent in English, written and spoken, proven either as a native speaker or otherwise certified.
	Minimum seven years' consistent/consecutive EDD experience, which should include at least two years of training/instructing.
	Certificate of completion for a certified EDD trainer course is required. The course curriculum shall be submitted. The course shall consist of both a theoretical part and a practical part.
	Completed first aid training within the last 12 months.
	Fluent in English, written and spoken, proven either as a native speaker or otherwise certified.
Mentors/Trainer	Minimum five years' consistent/consecutive EDD experience, which should include experience within the last three years.
	Certificate of completion for a certified EDD trainer course is required. Course curriculum shall be submitted. Course shall consist of both a theoretical part and a practical part.
	Ability to demonstrate and impart experienced knowledge for others.
	Completed first aid training within the last 12 months.
Senior Handler	Fluent in English, written and spoken, proven either as a native speaker or otherwise certified.
	Minimum five years' consistent/consecutive EDD operational experience, which should include operational experience acquired within the last two years.
	Certificate of completion for an EDD trainer course is required and shall be submitted as part of the proposal (if applicable according to the SOW).
	Completed first aid training within the last 12 months.
Dog handler	Ability to understand and communicate in English.
	Minimum two years' consistent/consecutive EDD operational experience, which should include experience within two years of this RFP.
	Certificate of completion for a certified EDD dog handler course.
	Completed first aid training within the last 12 months.
Junior Handler	Ability to understand and communicate in English.
	6 months of supervised work as a junior handler shall count as dog handler experience.
	Junior handlers shall not work without supervision and mentoring from a dog handler or senior handler. The Junior handler shall pass the first QC Assessment (six-month re-test), before working without supervision.
	Completed a certified EDD dog handler course.
	Completed first aid training within the last 12 months.



## 4.3 Medicine and vaccines

### **R.4.3 ENSURE PERSONNEL RECEIVE NECESSARY VACCINATIONS AND ARE PROVIDED WITH NECESSARY MEDICAL TREATMENT**

The implementing partner shall provide medical treatment for all cases and take appropriate preventative measures for all their personnel for the duration of the contract, including making certain that personnel receive necessary vaccinations prior to deployment.

The implementing partner is responsible for making certain and documenting that their personnel receive the necessary vaccinations prior to arrival on mission or site deployment. For international staff, this includes valid records for vaccinations against yellow fever, cholera and meningitis, and any other vaccinations that may be required for a particular location. The implementing partner is also responsible for providing medical treatment for all cases, including appropriate preventative measures, for all of their personnel.



## 5. Animal health and veterinary support

Animal health and veterinary support is a critical component of the provision of EDD services. This section outlines the requirements for implementing partners with regard to the care of their EDDs.

### **R.5.1 ENSURE THE PROPER TREATMENT AND CARE OF EDDS**

The implementing partner shall provide suitable health care, kenneling and feeding arrangements to EDDs, in accordance with the requirements outlined in *IMAS 09:44 - Guide to occupational health and general dog care*.

Bidders shall explain within their proposals how they will ensure that required medical services, suitable kennelling and appropriate feeding arrangements for EDDs are to be provided.

It is the responsibility of the implementing partner to provide suitable health care to the EDDs as per the requirements outlined in *IMAS 09:44*.<sup>4</sup> The implementing partner is responsible for providing sufficient and adequate veterinary support in order to ensure the operational capacity of deployed EDD Teams is maintained at all times.

Kennelling maintenance, proper dog food storage and transportation are of paramount importance for EDD healthcare. Therefore, it is the responsibility of the implementing partner to maintain suitable kennelling and to ensure appropriate, healthy feeding arrangements for EDDs.

### 5.1 Veterinary support

#### **R.5.1.1 ENSURE THE PROVISION OF VETERINARY SUPPORT**

The implementing partner shall provide skilled veterinary support for all EDDs.

Supervision of symptoms and daily health checks will stop unnecessary delays in veterinary treatment and supervision. Skilled veterinary support shall be available for all dog handlers and team leaders to consult on a low-threshold basis. The diagnosis and treatment of EDDs shall always be monitored by an experienced veterinarian. A close relationship between dog handlers and team leaders, who may function as a paramedic in times of emergency, and a veterinarian, is essential to prevent and stop the outbreak of diseases.

#### **R.5.1.2 ENSURE THE PROVISION OF A DEDICATED VETERINARIAN**

The implementing partner shall provide a dedicated veterinarian for consultation with dog handlers and team leaders and for the diagnosis and treatment of EDDs for all contracts with a minimum of 20 EDDs.

Dedicated, qualified veterinary support shall be available in-country on all contracts with a minimum of 20 EDDs to ensure consistent and timely veterinary support, as well as the early diagnosis and effective medical treatment of medical conditions in EDDs.

Contracted veterinarians should possess a valid visa at all times and shall conduct regular health check inspections, at a frequency of once a month.

Veterinary reports shall be produced based on the review of weekly EDD health checks and submitted to UNOPS/UNMAS on a weekly basis.

<sup>4</sup> International Mine Action Standards, 'IMAS 9:44 - Guide to occupational health and general dog care', 2nd ed., amendment 3, IMAS, New York, June 2013.



## 5.2 Daily health checks

### **R.5.2 ENSURE DAILY HEALTH CHECKS**

The implementing partner shall conduct daily health checks of all EDDs.

Daily health check forms should include specific details on EDD health (e.g., skin, teeth, digestive system, nails, paws, etc). Daily monitoring by the implementing partner's team leaders and project managers shall be documented and the results shall be submitted in the monthly report. Documentation of daily health checks shall be stored for review upon request by UNOPS for the entire duration of the contract.

### **R.5.2.1 REVIEW DAILY HEALTH CHECKS**

The implementing partner shall submit daily health check summaries on a weekly basis to an EDD Assessor or EDD Officer for review.

The documentation shall enable consistent information sharing among the relevant parties (e.g., dog handlers, team leaders and veterinarians).

### **R.5.2.2 ENSURE THE SUBMISSION OF MONTHLY HEALTH CHECK SUMMARIES**

The implementing partner shall submit monthly health check summaries.

Monthly EDD health checks are to be presented as a summary which will be acknowledged and signed by dog handlers, team leaders and a veterinarian. The forms should be stored for easy access during the duration of the contract and for one year after the end of the contract.

## 5.3 Medicine and vaccines

### **R.5.3 ENSURE THE PROVISION OF MEDICAL TREATMENT**

The implementing partner shall provide medical treatment for all cases and take appropriate preventative measures for all EDDs.

The implementing partner shall provide medical treatment for all cases and take appropriate preventative measures for all EDDs (e.g., applicable vaccinations) prior to arrival in mission or deployment to the sites.

When applicable, all stored veterinary medications shall be audited daily by the implementing partner and checked on a weekly and/or monthly basis by the EDD Officer.

## 5.4 Dog food monitoring and storage

### **R.5.4 ENSURE MONTHLY REPORTING ON DOG FOOD STORAGE FACILITIES**

Implementing partners shall complete monthly reports on the conditions of dog food storage facilities together with a formal appraisal of health checks.

Monthly reports on dog food storage facility conditions shall be incorporated together with a formal appraisal of health checks which should be attached to the EDD Team monthly progress report. This documentation shall be stored for review upon request by UNOPS during the entire duration of the contract.





#### MORE INFORMATION

See the *Global Nutrition Toolkit* for further information on nutritional recommendations for EDDs.<sup>5</sup>

##### **R.5.4.1 ENSURE MANDATORY DOG FOOD CHECKS**

Implementing partners shall conduct mandatory dog food checks upon the arrival of new stock into the country.

Dog food checks should be a regular practice and implementing partners should request a laboratory check of dog food prior to its shipment. In cases where the shipping time is longer than a month, the food should be checked upon its arrival into the country where the EDD Team contract is implemented.

##### **R.5.4.2 ENSURE DAILY CHECKS OF FOOD STORAGE FACILITIES**

Implementing partners shall conduct daily checks of food storage facilities.

Daily checks of food storage facilities, both the main storage facility, as well as field locations, shall be conducted and shall be part of the EDD's daily health check.

##### **R.5.4.3 ENSURE PROPER FOOD STORAGE**

Dog food should be stored in accordance with the recommendations from the Association of American Feed Control Officials.

Dog food should be stored in a cool, dry place (less than 80 degrees F/26.7 degrees C). Any unused, leftover or wet food should be refrigerated or discarded. Dry pet food should be stored in the original container or inside a clean, dedicated plastic container with a lid.

#### MORE INFORMATION

For further information on recommendations for handling food, see the Association of American Feed Control Officials's publication on *Product Handling Safety*.<sup>6</sup>

## 5.5 Kennels

##### **R.5 ENSURE PROPER KENNEL FACILITIES**

All kennels provided by the implementing partner shall meet the requirements in *IMAS 09:44 - Guide to occupational health and general dog care*.

All kennels provided by the implementing partner shall be hard-standing kennel facilities and fitted with heating/air conditioning and ventilation in accordance with *IMAS 9:44*.<sup>7</sup>

<sup>5</sup> WSAVA Global Veterinary Community, 'Global Nutrition Toolkit', WSAVA, Dundas, Ontario, <<https://wsava.org/wp-content/uploads/2020/05/WSAVA-Global-Nutrition-Toolkit-English.pdf>>, accessed 2 October 2020.

<sup>6</sup> Association of American Feed Control Officials, 'Product Handling Safety', <<https://petfood.aafco.org/Product-Handling-Safety>>, accessed 2 October 2020.

<sup>7</sup> IMAS 9:44, 'Annex C (Informative) Permanent kennel facility requirements'.



## 6. Exceptions

### **R.6.1 SUBMIT REQUEST FOR EXCEPTION**

In exceptional situations, the UNOPS Programme Manager/Officer in Charge, supported by EDD technical experts for the individual programme, shall submit a request for exception to the PSC Director for the waiver of any of the requirements identified in this document.

In exceptional situations, the requirements procedures outlined in this publication may be waived upon approval of the PSC Director, following a thorough risk evaluation process. To obtain approval of exceptions, the UNOPS Programme Manager/Officer in Charge, supported by EDD technical experts for the individual programme, shall prepare a request for exception to be submitted to the PSC Director.

### **R.6.2 APPROVE REQUEST FOR EXCEPTION**

The PSC Director shall approve or reject the request for exception following a thorough evaluation process.

The PSC Director may seek advice from stakeholders, including the Global EDD Advisor. The request for exception shall include a comprehensive background of the case, including justifications for the exception, which covers political, administrative/contractual and operational consequences of the proposed exceptions and the proposed timelines to address the identified shortcomings to be rectified.



## ANNEXES



# Annex A: Sample Stage 1, Part I: Document Review

The following table provides sample evaluation criteria to be used during *Stage 1, Part I: Document Review*. Interested EDD Organizations shall pass all of the identified requirements to advance to *Stage I: Document Review (Part II)*. **Please label files accordingly.**

**TABLE 4** Stage 1, Part I: Document review

I. FORMAL/LEGAL REQUIREMENTS		DOCUMENTS REQUIRED/CRITERIA FOR PASSING	PASS/FAIL
1	Shall be a registered national or international entity.	Company Registration.	
2	Shall submit a written power of attorney of the signatory of the documents on behalf of the EDD Organization.	Written Confirmation.	
3	Shall provide proof that the EDD Organization does not have any pending disputes or litigation.	Written Confirmation.	
4	Shall have the proven capability to comply with requisite insurance as per tender requirements. This includes, but is not limited, to professional indemnity insurance, death and injury coverage.	Proof of coverage/insurance policies for on-going contracts or previous contracts within the last two years (e.g., indemnity insurance, death and injury coverage).	
5	Shall confirm agreement with the conditions of the UNOPS Professional Services Contract	Written Confirmation by responding to the questionnaire in eSourcing	
6	Shall confirm adherence to the principles of the United Nations Global Compact.	Written Confirmation by responding to the questionnaire in eSourcing.	
7	Shall confirm that the EDD Organization is not included in: <ul style="list-style-type: none"> <li>➔ Ineligibility List that aggregates information disclosed by UNOPS and other Agencies, Funds or Programs of the UN System;</li> <li>➔ UN Procurement Division's suspended and removed vendors list;</li> <li>➔ Consolidated United Nations Security Council Sanctions List, including the 1267/1989 list; or</li> <li>➔ World Bank ineligibility lists.</li> </ul>	Written confirmation by responding to the questionnaire in eSourcing.	
II. FINANCIAL REQUIREMENTS		DOCUMENTS REQUIRED/CRITERIA FOR PASSING	PASS/FAIL
1	Shall provide evidence of the capacity to maintain a sufficiently sound financial position to ensure that the EDD Organization can meet commitments under a contract and meet debts as and when they fall due, via Liquidity Ratio (Quick) signed by a Certified Public Accountant. <b>OR</b> Shall provide evidence proving the availability of other financial resources.	Financial Statements for the past two years with a cover indicating Liquidity/Quick Ratio of one or higher, signed by a Certified Public Accountant. <b>OR</b> Other relevant reports on the financial standing of the firm(s), such as profit and loss statements and auditor's reports for the past two years, demonstrating positive standing. <b>OR</b> Evidence of access to lines of credit and/or availability of other financial resources with a minimum value of USD 1,500,000 in support of potential contracts.	
III. ORGANIZATIONAL REQUIREMENTS		DOCUMENTS REQUIRED/CRITERIA FOR PASSING	PASS/FAIL
1	The EDD Organization shall own at least six EDDs (at training facility or in operations).	Copy of EDD passports and training records of at least six EDDs.	
IV. PHYSICAL REQUIREMENTS		DOCUMENTS REQUIRED/CRITERIA FOR PASSING	PASS/FAIL
1	Shall have access to a training facility.	Proof of access to a training facility (e.g., photos, agreement with facility owners, documents proving ownership/lease of facilities).	
2	Demonstrated ability to access and store explosives for training purposes.	Documentation showing authorized access to explosives (i.e., agreement/license with governments or national security institutions or a legal agreement with a third party).	



# Annex B: Sample Stage 1, Part II: Document Review

The following table provides sample evaluation criteria to be used during *Stage 1, Part II: Document Review*. EDD Organizations will be asked to submit the relevant documentation and will be rated accordingly, as provided in the table below. Only those meeting the 70% threshold will advance to *Stage 2: Physical Review*.

**TABLE 5** Stage 1, Part II: Document review

TECHNICAL QUALIFICATION		CRITERIA	SCORE
1	Supplier Sustainability: UNOPS is committed to maintaining the highest level of integrity. This includes respect for universally recognized principles on human rights, including labour rights, equality, health and safety, environmental responsibility, quality management and anti-corruption. EDD Organizations applying for Global Pre-qualification shall complete the 'DRiVE Supplier Sustainability Questionnaire'. <sup>8</sup>	Complete the 'DRiVE Supplier Sustainability Questionnaire'. UNOPS embraces the principle of continuous improvement. This is why the criteria within this questionnaire reflects the expectations that UNOPS has of all its suppliers. UNOPS will find its suppliers to be at different stages in fully adopting and implementing these standards. UNOPS hopes to form an open and honest dialogue with its suppliers in order to move toward a common direction of shared values. Please note that UNOPS reserves the right to conduct a verification visit, as part of our due diligence process, and in the spirit of fostering dialogue and continuous improvement.	10
2	Experience and past performance in providing commercial EDD Services	Provide a description of the EDD Organization's relevant experience in providing commercial EDD services within the last three years. The information provided should be in a tabular format, and include: employer; country; value of contracts; achievements; and client contact information. Provide evidence of satisfactory performance, including but not limited to, at least three client reference letters for EDD services contracts. Organizations with less than three years of experience providing commercial EDD services shall provide CVs of key personnel with full details on previous experience in EDD services and the size of the EDD capacity managed. The CVs shall include contact details of at least three references.	10
3	A EDD standard operating procedures (SOP)	Provide a copy of the EDD Organization's SOPs. The SOPs shall demonstrate operational procedures, dog selection procedures, internal Quality Assurance (QA)/QC, kennelling/animal welfare procedures, maintenance training requirements, sustainability and gender considerations, substance storage and prevention of cross-contamination.	40
	B SOPs for all search categories	SOPs shall cover relevant procedures to: <ul style="list-style-type: none"> <li>→ Ensure the on-going safety of all personnel, members of the public and the EDD;</li> <li>→ Ensure the security of the property being searched;</li> <li>→ Ensure full coverage of the search area;</li> <li>→ Ensure correct procedures of indication, which shall be a passive indication and the EDD shall not scratch or physically manipulate the scent source or environment where scent source is placed; and</li> <li>→ Ensure correct procedures for actions upon indication.</li> </ul>	
	C Substance handling/storage procedures	SOPs shall cover relevant procedures to: <ul style="list-style-type: none"> <li>→ Ensure the prevention of contamination of training substances;</li> <li>→ Ensure the implementation of an efficient replacement programme for managing training aids;</li> <li>→ Ensure each substance is stored in an airtight container and each substance is stored separately;</li> <li>→ Ensure the implementation of efficient procedures for handling substances during training; and</li> <li>→ Ensure that the substances used in training are those contained in the Substances list in the EDD Assessment Requirements stipulated in <a href="#">Section A.6 in Annex D</a>.</li> </ul>	

<sup>8</sup> The 'DRiVE Supplier Sustainability Questionnaire' is available on the [Drive Programme](#) intranet page.



3	D	Dog health care	Shall meet the requirements outlined in <i>IMAS 09.44 - Guide to occupational health and general dog care</i> .	
	E	Kennelling procedures	Shall meet the requirements outlined in <i>IMAS 09.44</i> .	
	F	Internal QA procedures	SOP shall cover Internal QA/QC procedures in place, including but not limited to: <ul style="list-style-type: none"> <li>→ Procedures to ensure that all internal QA/QC processes are followed;</li> <li>→ Procedures to ensure that all internal QA/QC processes are documented;</li> <li>→ Procedures to ensure that an internal QA/QC process is carried out at least every quarter; and</li> <li>→ Procedures to ensure that training records are relevant and updated.</li> </ul>	
	G	Record keeping and reporting procedures	SOPs shall cover record keeping and reporting procedures to ensure that logbooks are maintained for all deployed EDDs and that all logbooks are updated daily by the EDD Team Leader/Supervisor or Dog Handler. Logbooks are to record details of daily operations/progression, including: <ul style="list-style-type: none"> <li>→ Daily health checks;</li> <li>→ Comments on the work carried out that day and on the EDD's performance;</li> <li>→ Disease, sickness or injury to the EDD, including any comments made by a veterinarian; and</li> <li>→ Any other matters of relevance that may affect an EDD's health or performance.</li> </ul>	
4	A	Training procedures and manuals	EDD Organizations shall submit their comprehensive training procedures covering all aspects of training, from initial training to the operational product.	10
	B	Scent imprinting procedures	EDD Organizations shall submit their procedures/policies in place to ensure that the training procedures prevent unwanted imprinting.	
5		Comprehensive dog records and training records for at least six EDDs	Shall include authentic, comprehensive details that describe exercises, including shortcomings, lessons learned and corrective actions taken.	10
			Shall accurately reflect actual training and progression.	
			Any problems in training shall be captured in the records, including any follow up actions required and the result of those actions.	
			Shall include passports, internal health records and veterinarian certificates.	
6		CVs of all in-house trainers	Shall include inoculations and health examination.	10
			EDD Trainers shall have documented experience in product scent detection training. Copies of relevant certificates, with dates of completion on the letterhead of the issuing body, shall be submitted.	
7		Personnel development and knowledge management	Provide documentation on the EDD Organization's strategy on personnel development and knowledge management. Documentation shall demonstrate how the training needs of personnel are addressed and how the skills of the Dog Handler are developed. Appropriate procedures in place for transferring trainer and handler abilities shall be rated accordingly. EDD Organizations shall provide information on the procedures, systems and strategies implemented to retain knowledge and attract qualified personnel.	5
8		Veterinary support for regular training and operations and procedures for animal health emergencies	Shall provide documentation of previous and current veterinary support, in operations and at training facilities. Provide information on the number of veterinarians contracted or utilized, the name of the veterinarian or veterinary clinic, the frequency of health checks and procedures upon critical emergencies.	5



## Annex C: Sample Stage 2: Physical Review

The following table provides sample evaluation criteria to be used during *Stage 2: Physical Review*. EDD Organizations will be assessed at their training facility, where an EDD Assessor will evaluate the operational capacity and the ability of a selection of EDD Teams. The EDD Organization shall score 70% or higher during the *Stage 2: Physical Review* to be granted EDD Global Pre-qualification status.

EDD Organizations shall pass the Global EDD Pre-qualification *Stage 1: Document Review* before advancing to *Stage 2: Physical Review*. During *Stage 2: Physical Review*, UNOPS reserves the right to verify that all the items listed in the *Stage 1: Document Review* are duly fulfilled.

**TABLE 6** Stage 2: Physical Review

CRITERIA	DESCRIPTION/GUIDE QUESTIONS	RATING GUIDE	SCORE
1 <b>Operational capacity</b>	A sample of the present EDD Teams (a minimum of three) will be tested according to the procedures outlined in the EDD assessment requirements in <a href="#">Annex D</a> of this publication. The assessed EDD Teams shall prove that the EDD Organization has the required capacity to train several EDD Teams to pass the test. Exercises will be selected at the discretion of the EDD Assessor. If feasible, the EDD Assessor will bring the target-substances (scent signatures) to be used during the assessment. If not feasible, the EDD Organization will provide target substances.	The EDD Assessor will evaluate a minimum of three EDD Teams, each team consisting of two EDDs and one dog handler. To score the full 40 points for this criterion, a minimum of three EDD Teams shall pass the test by correctly following procedures outlined in the respective EDD Organization's SOP, and correctly indicating 100% of the presented targets, without reporting any false indications. Any observed failures/ shortcomings during the assessment will result in a deduction of the total score for this criterion. The points to be deducted will be determined by the category of unwanted behaviour and how this affects safety.	40
2 <b>Procurement/ selection of dogs</b>	What procedures are implemented to ensure the procured/selected dogs have the required mental abilities/'drives' for training to EDD service? How is environmental capacity evaluated? How is mental stability (lack of fear) evaluated?	The EDD Organization shall present (written or verbal) their evaluation procedures outlining the requirements during the evaluation/selection of dogs.	20
3 <b>Substance storage/ handling</b>	What procedures are implemented to prevent the contamination of training aids? How is storage arranged? Is there a replacement program implemented? What types of training aids are used? How does the EDD Organization ensure a sufficient supply of training substances?	The EDD Organization shall physically show storage facilities and present storage procedures to ensure that requirements are met.	10
4 <b>Kennelling</b>	Does the kennel facility meet the requirements outlined in <i>IMAS 09.44 - Guide to occupational health and general dog care</i> ?	The EDD Organization shall physically present the kennel arrangements that meet the standards outlined in <i>IMAS 09.44</i> at the training facility for review and assessment by the EDD Assessor.	10
5 <b>Training procedures</b>	Are the training procedures uniform or individually developed for each dog in training? How is internal QA implemented and documented? Is there an internal assessment process prior to operational deployment? Is there a dog handler course? How is pairing arranged prior to deployment?	The EDD Organization shall present implemented training manuals/curriculums/procedures in a manner that is consistent with recognized EDD standards.	10
6 <b>Veterinarian procedures</b>	How are veterinarian procedures/animal health care implemented and recorded?	The EDD Organization shall present comprehensive EDD records outlining all veterinarian and animal health care documentation.	10



# Annex D: EDD Assessment Requirements

The assessment requirements provided in this annex shall be followed for all assessments, including *Stage 2: Physical Review* of the Global Pre-qualification process, the Pre-deployment Assessment (PDA), the Operational Readiness Inspection (ORI) and the Quality Control (QC) Assessments.

## A.1 Scope

These EDD assessment requirements provide specifications and guidelines for the assessment procedures and criteria.

## A.2 General rules

### A.2.1 Evaluation area

All EDD assessments will be carried out at a UNOPS/UNMAS approved site/area/facility following guidelines detailed in this annex.

### A.2.2 Weather conditions

EDD assessments shall only be carried out if the weather is similar to the conditions in which the implementing partner would normally operate an EDD. Guidelines on the weather the implementing partner will operate in will be outlined in the implementing partner's standard operating procedures (SOP). If the weather is such that the implementing partner would not use an EDD, the evaluation will be postponed until the weather conditions improve.

### A.2.3 Type of explosive/substance

The EDD assessment will be conducted using reliable, controlled/verified samples of live explosives and/or scent signatures detailed in the [Substance List](#).

### A.2.4 Search area

The search areas for the assessment are at the discretion of the EDD Assessor,<sup>9</sup> to be decided in consultation with the implementing partner.

Search areas for Operational Accreditation and QC Assessments shall reflect the statement of work (SOW) of the awarded contract. The EDD Assessor shall have discretion as to how many of the search areas in the SOW are used in the assessment. All search areas outlined in the SOW will be used in the assessment for Operational Accreditation.

Each assigned search area will contain between zero and six hides of explosives/substances according to the [Substance List](#).

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<sup>9</sup> EDD assessments may be conducted by an EDD Assessor or EDD Officer, depending on the type of assessment. In this annex, the use of 'EDD Assessor' shall be interpreted to include both an EDD Assessor and an EDD Officer.





## A.2.5 Search technique during the assessment

The assigned search area shall be cleared of all explosive substances to be evaluated, in accordance with the SOP of the implementing partner. The EDD Assessor should pay special attention that the EDD Team has 100% coverage of the assigned search area.

## A.2.6 Search break

The Dog Handler may ask for a search break at any time during the assessment. A break may be required because of a provisional lapse or the EDD or the Dog Handler needs to drink water. The break should be conducted within eyesight of the EDD Assessor and no rewarding is permitted. Trainers and management staff observing the assessment shall not approach or speak to the Dog Handler during the break.

## A.2.7 Time restrictions

Time restrictions will be decided by the EDD Assessor, depending on the size and type of the search area assigned.

## A.2.8 Evaluation forms

An example of the evaluation form will be made available to all EDD Organizations prior to the evaluation.

## A.2.9 Performance indicators and grading system

The performance of the search and obedience exercises shall be graded according to the following indicators:

- a. **Indication behaviour:** The EDD shall passively indicate the presence of explosive substances. Passive Indication shall be a static and silent indication without leaving the indicated source.
- b. **Search intensity:** The EDD should have the adapted expectations to the exercise and search consistently with good intensity.
- c. **Search pattern:** The EDD's approach in covering an object or area methodically through positive expectations without leaving areas uncovered.
- d. **Focus on task:** The EDD should perform the tasks presented without being distracted or decreasing in search intensity.
- e. **Cooperation:** The EDD's will to follow the Dog handlers' commands and work together as a team.
- f. **Willingness:** The EDD's motivation to perform the tasks presented. The EDD should show a positive adapted behaviour towards the exercise.
- g. **Environmental capacity:** The EDD shall perform the tasks presented without showing any restrictions or reservations towards the environment.
- h. **Social behaviour/capacity:** The EDD shall have a neutral/positive behaviour during the presented task towards people without restrictions or reservations.
- i. **Response:** The EDD shall react immediately to the commands and signals from the Dog Handler.

**TABLE 7** EDD assessment: Grading system

GRADE	DEFINITION
Outstanding	Exceeds expected level of performance. Excellent performance with only minor errors.
Good	Acceptable performance. Meets minimum requirements. Generally sound performance with a number of notable errors.
Satisfactory	Acceptable standard, marginal pass with significant shortcomings, improvement required.
Poor/Non-compliant	Fail. Does not meet minimum requirements. Considerable improvement required.

## A.3 Assessment procedures

### A.3.1 General conditions

- a. EDD assessments shall be conducted by an EDD Assessor or EDD Officer contracted by UNOPS according to authorities outlined in the [List of definitions](#) of this publication.
- b. An EDD Team consists of one dog handler and two EDDs, unless the contract requires EDD Teams consisting of one dog handler and one EDD.
- c. Prior to requesting an Operational Accreditation assessment of EDD Teams, the implementing partner being evaluated shall conduct an internal assessment of the EDD Teams, ensuring that all EDD Teams meet the requirements for passing the assessment as outlined in this annex. The internal assessment shall be documented on an internal assessment form and signed by the Kennel Master/Project Manager/Chief Instructor or Senior Handler of the implementing partner. The internal assessment form shall be attached to the request for accreditation assessment and submitted no later than 48 hours prior to the requested date of the assessment.
- d. The Kennel Master/Project Manager/Chief Instructor or the Senior Handler of the implementing partner being evaluated has the right to be present during the assessment, if desired. If the Kennel Master/Project Manager/Chief Instructor or the Senior Handler are undertaking the assessment as a dog handler, they have the right to be the first EDD Team evaluated. They may observe the assessments of the remaining EDD Teams following the completion of their assessment.
- e. The Dog Handler has the right to observe the assigned search area prior to the assessment.
- f. The assessment will be conducted in controlled circumstances in order to apply similar testing conditions for each EDD Team. Security and safety for the Dog Handler and EDD should always be a priority. Designated testing areas and environmental conditions should be included within the considerations. Testing areas should be inspected by the EDD Assessor before the exercise commences.
- g. The Dog Handler shall at any time follow the instructions given by the EDD Assessor. The exercise starts and ends on the command of the EDD Assessor. The Assessment may be performed both with the EDD on and off-leash, depending on the procedures outlined in the implementing partner's accredited SOP.
- h. The EDD shall be in good health/physical condition and shall be silent during the exercises.
- i. Commands shall be given to the EDD in a normal tone. Verbal correction resulting in a change of behavior (e.g., fear, avoidance or decrease in motivation) that affects performance is not allowed. Corrections/obedience in order to achieve control over the EDD is permitted.



### A.3.2 Marking of finds (indication)

- a. The EDD shall passively indicate the presence of explosive substances. Passive indication is a static and silent indication without leaving the indicated source.
- b. When the presence of an explosive substance is indicated by the EDD and the Dog Handler reports the indication as correct to the EDD Assessor, the EDD Assessor shall exclude a relevant area surrounding the reported indication. The Dog Handler may then recommence the search. The EDD Assessor will not confirm whether the indication is correct.

### A.3.3 Disqualification situations

The situations listed in [TABLE 8](#) will automatically result in the disqualification of the EDD Team under assessment and the assessment will be terminated immediately. Depending on the severity of the action resulting in disqualification, the response may be to give the offending team a one to two-week delay to rectify the issue. In the case of severe disqualifying actions, the Dog Handler's contract may be terminated or an aggressive EDD may be removed from the project.

Where it is determined that the implementing partner has intentionally instructed the EDD Team(s) to commit disqualifying actions, the implementing partner may lose their accreditation (see [Section 3.5](#)).

**TABLE 8** Disqualification situations

✓	CRITERIA
	The EDD shows uncontrolled submissive or aggressive behaviour.
	The Dog Handler is not able to control the dog during the assessment.
	Threatening commands, intimidating behaviour or physical punishment is used.
	Reinforcing items are used.
	The Dog Handler does not follow the instructions of the EDD Assessor.
	The EDD shows uncontrollable barking (loud/high sounds).
	Spike collars or e-collars are used.
	Assessment rules or animal rights are violated.
	Suspicion of fraud in collar use (e.g., rubber band, hidden spikes).

### A.3.4 Pass criteria

The criteria listed in the table below shall be met in order for an EDD Team to pass the assessment.

**TABLE 9** Pass criteria

✓	CRITERIA
	The implementing partner's SOP is followed correctly.
	100% indication of all explosive hides per dog (except for the practical assessment exercise).
	No false indications are reported by the Dog Handler.
	No performance indicators are graded poor or non-compliant.

### A.3.5 Failure criteria

The criteria listed in the table below shall result in the failure of the assessment for the EDD Team under assessment. In these circumstances, the procedures outlined in [Section 3.5](#) shall be followed.

**TABLE 10** Failure criteria

✓	CRITERIA
	Less than 100% of all the explosive hides indicated per dog.
	False indications are reported by the Dog Handler.
	EDD does not search and/or stops searching.
	Designated search area/vehicles/items is not 100% covered by the EDD Team.
	The EDD scratches or physically manipulates the scent source.
	The dog actively/intentionally manipulates/damages the environment (operational contact allowed).
	Performance indicators are graded to poor/non-compliant.

## A.4 Procedures upon failure

- a. If an EDD Team fails to pass an Operational Accreditation or QC Assessment, the implementing partner shall present a remediation plan. After the plan is presented, the EDD Team may be re-tested after seven days from the submission of the remediation plan. An exception to deviate from a seven day waiting period following a failed assessment shall be decided by the EDD Assessor based on the EDD Team's performance.
- b. If an EDD Team fails the second assessment, a third assessment may be undertaken after 14 days from the date of the second failure. There are no exceptions to this 14-day waiting period. If an EDD Team fails the third assessment, a final assessment may be undertaken after 21 days from the date of the third failure.
- c. If the EDD Team fails the fourth and final assessment, a report shall be submitted by the implementing partner detailing the reasons for failure and the training that was conducted prior to the failure. Furthermore, the report should include what rectifying actions the implementing partner will take concerning the Dog Handler, the EDD, and/or possibly trainer capacity.
- d. An EDD Team that has failed the final assessment shall not be presented for another attempt. Therefore, the composition of any EDD Team (dog handler and EDDs) that fails all assessment attempts, should be taken into consideration.
- e. Exercises passed by the EDD Team during an assessment shall remain valid during the following assessment attempts. In other words, the EDD Team will not be required to redo those search exercises passed during the first, second or third assessment attempts.
- f. The EDD Team shall pass all search exercises during the ORI to achieve Operational Accreditation. Renewed Operational Accreditation shall be granted when the obedience exercises are conducted and passed during the first QC Assessment.
- g. An EDD Team that fails to pass Operational Accreditation shall not be operationally deployed in any discipline that it has failed.
- h. A temporary renewed Operational Accreditation may be granted, limited to 21 days, if all search exercises are passed during the QC Assessment, but one or both of the obedience exercises have been failed or not conducted.
- i. If critical non-conformities are identified for several of the EDD Teams belonging to an EDD Organization, the accreditation board shall have the right to terminate the accreditation for the overall EDD operations of that organization. For a list of critical non-conformities, see [Section 3.5](#) of this publication.



## A.5 Exercise description and items benchmark

Exercises shall be performed by the EDD Team following the order established by, and under the supervision and instruction of, the EDD Assessor.

### A.5.1 Exercise 1: Vehicle

This exercise is a search and indication for explosives hidden in transportation means.

EXERCISE 1: VEHICLE - SEARCH AND INDICATION FOR EXPLOSIVES HIDDEN IN TRANSPORTATION MEANS		
Exercise Description	An area for searching in transportation means is a search area, including three to six vehicles/transportation means.	
Requirements	Search shall be conducted on and/or off leash, according to the EDD Organization's SOP, following the instructions of the EDD Assessor. Passive indication is mandatory. Type of indication is announced by the Dog Handler before starting the exercise. The Dog Handler shall await acknowledgment from the EDD Assessor before approaching/communicating with the dog during indication. Finding and correctly indicating all hides in the exercise is mandatory. No false indications are allowed.	
Set Up	The number of hides (0-6) is unknown to the Dog Handler. Products/substances used in the evaluation are in accordance with the <a href="#">Substance List</a> . If circumstances permit, the exercise should include both the exterior and interior of the vehicles/transportation means.	
Provided Information	The search area shall be presented by the EDD Assessor. The Dog Handler has no knowledge of how many hides are to be found and are instructed - in case of indication - to continue to search the remaining transportation means.	
Exercise timing	The search time shall be set by the EDD Assessor before each exercise, according to the number of transportation means.	
Performance indicators	Indication behaviour	The dog shall passively indicate the presence of explosive substances. Passive Indication shall be a static and silent indication, without leaving the indicated source.
	Search Intensity	The dog should have the adapted expectations to the exercise and search consistently with good intensity.
	Search pattern	The dog's approach in covering an object or area methodically, through positive expectations, without leaving areas uncovered.
	Focus on task	The dog should perform the tasks presented without being distracted or decreasing in search intensity.
	Cooperation	The dog's will to follow the Dog Handlers' commands and work together as a team.
	Willingness	The dog's motivation to perform the tasks presented. The dog should show a positive adapted behaviour towards the exercise.
	Environmental capacity	The dog shall perform the tasks presented without showing any restrictions or reservations towards the environment.
	Social behaviour/ capacity	The dog shall have neutral/positive behaviour during the presented task towards people without restrictions or reservations.
	Response	The dog shall react immediately to the commands and signals from the Dog Handler.



## A.5.2 Exercise 2: Facility

This exercise involves a search and indication for explosives hidden indoors.

EXERCISE 2: FACILITY - SEARCH AND INDICATION FOR EXPLOSIVES HIDDEN INDOORS		
<b>Exercise Description</b>	An area for searching indoors includes, for example, accommodation, hotel, airport, office buildings, stores, storage houses, etc. The search area may vary from 50 to 500 m <sup>2</sup> .	
<b>Requirements</b>	Search shall be conducted on and/or off leash, according to the EDD Organization's SOP, following the instructions of the EDD Assessor. Passive indication is mandatory. The type of indication is announced by the Dog Handler before starting the exercise. The Dog Handler shall await acknowledgment from the EDD Assessor before approaching/communicating with the dog during indication. Finding and correctly indicating all hides in the exercise is mandatory. No false indications are allowed.	
<b>Set Up</b>	The number of hides is unknown for the Dog Handler (0 to 6). Products/substances used in the evaluation are in accordance with the <a href="#">Substance List</a> .	
<b>Provided Information</b>	The search area will be presented by the EDD Assessor. The Dog Handler has no knowledge about how many hides are to be found and she/he is instructed - in case of indication - to continue to search the remaining area.	
<b>Exercise timing</b>	The search time will be set by the EDD Assessor before each exercise, according to the size of the search area.	
<b>Performance indicators</b>	<b>Indication behaviour</b>	The dog shall passively indicate the presence of explosive substances. Passive Indication shall be a static and silent indication without leaving the indicated source.
	<b>Search Intensity</b>	The dog should have the adapted expectations to the exercise and search consistently with good intensity.
	<b>Search pattern</b>	The dog's approach in covering an object or area methodically through positive expectations without leaving areas uncovered.
	<b>Focus on task</b>	The dog should perform the tasks presented without being distracted or decreasing in search intensity.
	<b>Cooperation</b>	The dog's will to follow the Dog handlers' commands and work together as a team.
	<b>Willingness</b>	The dog's motivation to perform the tasks presented. The dog should show a positive adapted behaviour towards the exercise.
	<b>Environmental capacity</b>	The dog shall perform the tasks presented without showing any restrictions or reservations towards the environment.
	<b>Social behaviour/ capacity</b>	The dog shall have a neutral/positive behaviour during the presented task towards people without restrictions or reservations.
	<b>Response</b>	The dog shall react immediately to the commands and signals from the Dog Handler.



### A.5.3 Exercise 3: Outside area search

This exercise involves a search and indication for explosives hidden outdoors.

EXERCISE 3: OUTSIDE AREA SEARCH - SEARCH AND INDICATION FOR EXPLOSIVES HIDDEN OUTDOORS		
Exercise Description	An area for searching outdoors includes, for example, an open field, industry areas, parking lot, forest, railways, train platforms, stadiums, etc. The assigned search area will be between 500 to 10000 m <sup>2</sup> and it may be divided into several parts.	
Requirements	Search shall be conducted on and/or off leash, according to the EDD Organization's SOP, following the instructions of the EDD Assessor. Passive indication is mandatory. Type of indication is announced by the Dog Handler before starting the exercise. The Dog Handler shall await acknowledgment from the EDD Assessor before approaching/communicating with the dog during indication. Finding and correctly indicating all hides in the exercise is mandatory. No false indications are allowed.	
Set Up	The number of hides (0-6) will be unknown to the Dog Handler. Products/substances used in the evaluation are in accordance with the <a href="#">Substance List</a> .	
Provided Information	The search area will be presented by the EDD Assessor. The Dog Handler has no knowledge about how many hides are to be found and they are instructed, in case of indication, to continue to search the remaining area.	
Exercise timing	The search time will be set by the EDD Assessor before each exercise, according to the size of the search area.	
Performance indicators	Indication behaviour	The dog shall passively indicate the presence of explosive substances. Passive indication shall be a static and silent indication, without leaving the indicated source.
	Search Intensity	The dog should have the adapted expectations to the exercise and search consistently with good intensity.
	Search pattern	The dog's approach in covering an object or area methodically through positive expectations without leaving areas uncovered.
	Focus on task	The dog should perform the tasks presented without being distracted or decreasing in search intensity.
	Cooperation	The dog's will to follow the Dog Handlers' commands and work together as a team.
	Willingness	The dog's motivation to perform the tasks presented. The dog should show a positive adapted behaviour towards the exercise.
	Environmental capacity	The dog shall perform the tasks presented without showing any restrictions or reservations towards the environment.
	Social behaviour/capacity	The dog shall have neutral/positive behaviour during the presented task towards people without restrictions or reservations.
	Response	The dog shall react immediately to the commands and signals from the Dog Handler.



## A.5.4 Exercise 4: Luggage/cargo

This exercise involves a search and indication for explosives in luggage and/or objects in rows.

EXERCISE 4: LUGGAGE/CARGO - SEARCH AND INDICATION FOR EXPLOSIVES IN LUGGAGE/OBJECTS ROWS		
Exercise Description	Area for searching includes objects that are lined up after each other in several rows. The distance between each object is approximately one meter. Each object shall be searched. The objects may include, for example, luggage, bicycles, tires, boxes, envelopes, home appliances, computers, etc. The number of objects will be between 10 and 30.	
Requirements	The entire exercise shall be assessed based on search procedures, both tactically and technically. Passive indication is mandatory. The type of indication is announced by the Dog Handler before starting the exercise. The Dog Handler shall await acknowledgment from the EDD Assessor before approaching/communicating with the dog during indication. Finding and correctly indicating all hides in the exercise is mandatory. No false indications are allowed.	
Set Up	The number of hides (0-6) is unknown to the Dog Handler. Products/substances used in the evaluation are in accordance with the <a href="#">Substance List</a> .	
Provided Information	The search items will be presented by the EDD Assessor. The Dog Handler has no knowledge about how many hides are to be found and they are instructed, in case of indication, to continue to search the remaining objects.	
Exercise timing	The search time will be set by the EDD Assessor before each exercise, according to the number of objects.	
Performance indicators	Indication behaviour	The dog shall passively indicate the presence of explosive substances. Passive indication shall be a static and silent indication, without leaving the indicated source.
	Search Intensity	The dog should have the adapted expectations to the exercise and search consistently with good intensity.
	Search pattern	The dog's approach in covering an object or area methodically through positive expectations without leaving areas uncovered.
	Focus on task	The dog should perform the tasks presented without being distracted or decreasing in search intensity.
	Cooperation	The dog's will to follow the Dog handlers' commands and work together as a team.
	Willingness	The dog's motivation to perform the tasks presented. The dog should show a positive adapted behaviour towards the exercise.
	Environmental capacity	The dog shall perform the tasks presented without showing any restrictions or reservations towards the environment.
	Social behaviour/capacity	The dog shall have neutral/positive behaviour during the presented task towards people without restrictions or reservations.
	Response	The dog shall react immediately to the commands and signals from the Dog Handler.





### A.5.5 Exercise 5: Practical assessment (optional)

This is an optional exercise, involving a search and indication for explosives and/or weapons in areas to be determined in accordance with contractual obligations. This is a practical assessment in a realistic working environment.

EXERCISE 5: PRACTICAL ASSESSMENT IN REALISTIC WORKING ENVIRONMENT (optional)		
Exercise Description	The purpose of this exercise is to evaluate the EDD Team in a realistic and practical environment tailored to the needs of the mission/programme (e.g., ships and vessels, ECPs, Protection of Civilians (PoC) camp, etc.), when requested. The exercise may be implemented as an addition to the competence requirements mentioned in exercises 1-4, in compliance with the SOW.	
	This exercise may also be implemented in addition to, or in replacement of, exercises 1- 4, during Quality Control Assessments (six month re-test). Exercise 5 shall not replace exercises 1-4 during the Operational Readiness Inspection (ORI).	
	If this exercise is failed, the EDD Team shall submit to a new assessment, consisting of one or more of exercises 1-4. The EDD Assessor shall identify which exercises (or all) should be included in the re-test based upon the performance results.	
	If exercise 5 replaces exercises 1-4 during a QC Assessment, a practical exercise case scenario should be produced, covering the elements of exercises 1-4, and presented to the UNOPS Global EDD Advisor for approval.	
Requirements	Search shall be conducted on and/or off leash, according to organizations SOP, following the instructions of the EDD Assessor. Passive indication is mandatory. Type of indication is announced by the Dog Handler before starting the exercise. The Dog Handler shall await acknowledgment from the EDD Assessor before approaching/communicating with the dog during indication. Finding and correctly indicating hides in the exercise is mandatory.	
	The dog shall be assessed on the environmental capacity to move, be lifted, search, detect and locate target substances/products without restrictions.	
	The dog shall be assessed on its social behaviour and capacity when conducting the search, without showing adverse reactions to having people in close proximity.	
	The EDD Team shall be assessed on conducting the search in a safe and secure manner for both the dog and Dog Handler.	
Set-Up	The number of hides (0-6) is unknown to the Dog Handler. Products/substances used in the evaluation are in accordance with the <a href="#">Substance List</a> .	
Provided Information	The search area will be presented by the EDD Assessor. The Dog Handler has no knowledge of how many hides are to be found and they are instructed - in case of indication - to continue to search the remaining area. A pass/fail result will be based on a total evaluation of the performance by the EDD Team that fulfils all requirements in the exercise.	
Exercise timing	The search time will be set by the EDD Assessor before each exercise, according to the size of the search area.	
Performance indicators	<b>Indication behaviour</b>	The dog shall passively indicate the presence of explosive substances. Passive indication shall be a static and silent indication, without leaving the indicated source.
	<b>Search Intensity</b>	The dog should have the adapted expectations to the exercise and search consistently with good intensity.
	<b>Search pattern</b>	The dog's approach in covering an object or area methodically through positive expectations without leaving areas uncovered.
	<b>Focus on task</b>	The dog should perform the tasks presented without being distracted or decreasing in search intensity.
	<b>Cooperation</b>	The dog's will to follow the Dog handlers' commands and work together as a team.
	<b>Willingness</b>	The dog's motivation to perform the tasks presented. The dog should show a positive adapted behaviour towards the exercise.
	<b>Environmental capacity</b>	The dog shall perform the tasks presented without showing any restrictions or reservations towards the environment.
	<b>Social behaviour/ capacity</b>	The dog shall have neutral/positive behaviour during the presented task towards people without restrictions or reservations.
	<b>Response</b>	The dog shall react immediately to the commands and signals from the Dog Handler.



## A.5.6 Exercise 6: Obedience exercise 1 - Remain

This exercise involves assessing the EDD's obedience to remain when commanded by the Dog Handler.

EXERCISE 6: OBEDIENCE EXERCISE 1 - REMAIN		
Exercise Description	The exercise starts and ends with the dog off the leash next to the Dog Handler in a designated area. On the assessor's signal, the Dog Handler commands the dog to stay (static position) and moves away from the dog (5–10 metres). The dog shall stay in the designated position when commanded while the Dog Handler is in sight for one minute. The Dog Handler then goes back to the initial position by the dog. The exercise ends on the assessor's signal.	
	This exercise is to be conducted during the first QC Assessment (six-month re-test) with passed results.	
Requirements	The dog should not move further than approximately one body length from the initial stay position until the Dog Handler has returned to the dog and the exercise is ended by the EDD Assessor. Two extra commands are permitted to be given by the Dog Handler during the exercise. Commands may be both verbal and through the use of body signals (cues).	
Performance indicators	Focus on task	The dog should perform the tasks presented without being distracted.
	Cooperation	The dog's will to follow the Dog handlers' commands and work together as a team.
	Willingness	The dog's motivation to perform the tasks presented. The dog should show a positive adapted behaviour towards the exercise.
	Response	The dog shall react immediately to the commands and signals from the Dog Handler.

## A.5.7 Exercise 7: Obedience exercise 2 - Recall/release

This exercise involves assessing the EDD's obedience to recall and release when commanded by the Dog Handler.

EXERCISE NUMBER 7: OBEDIENCE EXERCISE 2 – RECALL/RELEASE		
Exercise Description	The exercise starts and ends with the dog off-leash, close to the Dog Handler, in a static position. On the EDD Assessor's signal, the Dog Handler throws the object (toy) a distance of 5-10 metres. The dog is sent to the object. When the dog has the object in its mouth, the Dog Handler should recall the dog. The dog should return immediately towards the Dog Handler. The Dog Handler then plays with the dog. On the EDD Assessor's signal, the dog shall release the object (toy) within reach of the Dog Handler, or while the Dog Handler is holding the object. The object shall be visible and accessible to the dog after it has been released without the dog re-biting the object. The Dog Handler may put the dog in a static position after the release. The Dog Handler gives the object back to the EDD Assessor on request. The Dog Handler then goes back to the initial position next to the dog. The exercise ends on the assessor's signal.	
	This exercise is to be conducted during the first QC Assessment (six-month re-test) with passed results.	
Requirements	The dog shall respond immediately to the commands given by the Dog Handler during the exercise. The dog should have a clear release, with positive adapted behaviour, without re-biting the object (toy). Two extra commands are permitted to be given by the Dog Handler during the exercise. Commands may be both verbal and through the use of body signals (cues).	
Performance indicators	Focus on task	The dog should perform the tasks presented without being distracted.
	Cooperation	The dog's will to follow the Dog handlers' commands and work together as a team.
	Willingness	The dog's motivation to perform the tasks presented. The dog should show a positive adapted behaviour towards the exercise.
	Response	The dog shall react immediately to the commands and signals from the Dog Handler.



## A.6 Substance List

Substances are divided into groups based on their origin. UNOPS shall use substances from applicable groups, either a 'live' substance, or reliable, controlled/verified scent signatures. Substances used shall be recorded in the assessment test protocol.

**TABLE 11** Substance List

GROUP	EXAMPLES OF PRODUCTS/SUBSTANCES
Ammonium nitrate group	Amatol, Ammonal, Amatex, ANFO, ANNM
Hexogen group	RDX, C4, PE4, COMP A-3, M112, HEXAL, SHEET
Octogen group	HMX, LX-14, LX-17-0, PBX-9502, PBX-9503
Pethrite group	Nitropenta (PETN)
Tolite	TNT, Trotyl
Nitrocellulose	Propellant powder
Sulphur	Black powder/gunpowder
Other products	Semtex, TATP, Blasting gelatin



# Annex E: Sample RFP Technical Evaluation Criteria

The following table provides sample evaluation criteria to be used during the request for proposal (RFP) - Technical Evaluation Stage, assuming that the RFPs are only extended to EDD Organizations who have been granted Global Pre-qualification. If the RFP is open to non-prequalified companies, the evaluation criteria below shall be revisited and revised as deemed fit to ensure that all requirements are duly fulfilled. Revision may include, but is not limited to, introducing relevant eligibility, formal and qualification requirements prior to the technical evaluation. Only EDD Organizations passing the technical evaluation shall advance to the financial evaluation stage.

The bidder's proposal shall be organized to follow the format of this Technical Proposal Form. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder shall not only state its acceptance, but also describe, where appropriate, how it intends to comply. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

**TABLE 12** RFP Sample Technical Evaluation Criteria - Section 1: Presentation of proposal and relevant experience

1.1 PRESENTATION OF PROPOSAL	POINTS
<p>The bidder's proposal shall be presented in a clear and cohesive manner facilitating easy evaluation.</p> <ul style="list-style-type: none"> <li>→ The recommended structure as per this technical proposal form shall be followed.</li> <li>→ All the Returnable Bid Forms shall be duly completed and submitted.</li> <li>→ Complete information and supporting documentation shall be included. All relevant certifications/documents/forms are to be duly dated, signed and labelled.</li> <li>→ No discrepancies are noted throughout the proposal. No or minimal clarifications are needed by the Evaluation Committee.</li> <li>→ Only information and documents relevant to the RFP shall be included in the submission. No unnecessary documents/information are included.</li> <li>→ Files and documents shall be organized in an easily searchable manner (i.e., certifications shall follow the respective CV (curriculum vitae) of the proposed personnel instead of grouping all CVs in one section and all certifications in another section).</li> </ul>	5
1.2 RELEVANT EXPERIENCE	POINTS
<p>Non-Prequalified bidders shall provide a description of the organization's relevant experience. The information provided should be in a tabular format, including client, country, value of contracts, achievements and client contact information.</p> <p>Pre-qualified bidders are not required to submit this as part of this RFP but are required to ensure that their respective information in the 'PQ Vendor Experience Database' shared in google sheets is kept updated.</p> <p>In scoring this criterion, the Evaluation Panel will consider the following:</p> <ul style="list-style-type: none"> <li>→ Experience in similar types of services.</li> <li>→ Experience in the same geographical region or areas with similar mine action threats.</li> </ul>	2
1.3 APPLICATION OF LESSONS LEARNED IN PREVIOUS CONTRACTS	POINTS
<p>The bidder shall provide a narrative explaining how lessons and experiences in previous contracts may help them deliver the outputs required in the statement of work (SOW). Focus shall be given on the most relevant and practical lessons learned from previous contracts that may be applied/integrated to the implementation of the present contract. Bidders shall capture their efforts in addressing challenges, delays in mobilization, operational deployment, and how shortcomings in implementing similar contracts were rectified, if applicable.</p>	3
1.4 PAST PERFORMANCE	POINTS
<p>For bidders with <b>no experience with UNOPS/UNMAS</b> (even if Pre-qualified), it is <b>strongly recommended that at least three client reference letters</b> for similar contracts outside of UNOPS/UNMAS are submitted as part of the proposal.</p> <p>For bidders with ongoing or completed contracts with UNOPS/UNMAS, reference letters are not required to be submitted as the Evaluation Panel will consider the bidder's overall performance in ongoing and/or completed UNOPS/UNMAS contracts in awarding points under this criterion.</p>	4

**TABLE 13** RFP Sample Technical Evaluation Criteria - Section 2: Assumptions, technical approach and logistical plan

2.1 UNDERSTANDING REQUIREMENTS AND KEY ASSUMPTIONS	POINTS
<p>The bidder shall demonstrate a full understanding of the requirements stipulated in the SOW and provide a list of assumptions based on the due diligence conducted and findings that the proposal is built upon. This should include but is not limited to key assumptions in the following areas:</p> <ul style="list-style-type: none"> <li>→ Scope of the SOW and Concept of Operations.</li> <li>→ Division of responsibilities between UNOPS/UNMAS and the contractor in the performance of the contract.</li> <li>→ Administration/logistics (e.g., visas, equipment availability, registrations as applicable, taxation as applicable, custom clearance procedures, known shipping and freight time frames, etc.).</li> <li>→ Timelines.</li> <li>→ Any relevant information obtained during the bidder's site visit/market research should be included here with detailed description of findings.</li> </ul>	5
2.2 SUITABILITY OF THE PROPOSED APPROACH/METHODOLOGY	POINTS
<p>The bidder shall provide comprehensive information on their Concept of Operations. A detailed narrative on the bidder's proposed technical approach, methodology, strategy and techniques shall be covered under this section. The technical approach shall fully address all the requirements of the SOW.</p> <p>Evidence that will demonstrate the effectiveness of the bidder's proposed technical approach and an explanation of its suitability to the country of operations shall be included under this section. Include innovative solutions/approaches as applicable.</p> <p>Should the bidder propose to subcontract specific components of the services, comprehensive information on the bidder's approach to subcontracting shall be submitted as part of the Technical Proposal. This section shall include the following information:</p> <ul style="list-style-type: none"> <li>→ Description of the services to be subcontracted.</li> <li>→ Internal selection process for identifying qualified subcontractor/s.</li> <li>→ Internal procedures in place to ensure that subcontractor/s will abide by the UN Supplier Code of Conduct.</li> <li>→ Internal procedures/risk mitigating measures put in place to address subcontractors' failure to deliver.</li> <li>→ Ability of subcontractor/s to operate in the country of operations ( i.e., legal requirements, registration, and accreditation, if applicable).</li> <li>→ Description of relevant experience and technical capability of the proposed subcontractor/s.</li> <li>→ Ability of the subcontractor/s to deploy in line with the required timelines of the SOW.</li> </ul>	9
2.3 COMPREHENSIVE EDD RECORDS	POINTS
<p>Comprehensive Records of EDDs to be deployed include, but are not limited to, the proposed EDD's training records, health/medical records, passports and previous deployments of proposed EDDs. Comprehensive Records of 25% of the EDDs required shall be submitted along with the technical proposal.</p>	5
2.4 ANIMAL HEALTH CARE PLAN AND KENNELING APPROACH	POINTS
<p>The contractor shall provide suitable health care to the dogs as per the requirements outlined in <i>IMAS 09:44 - Guide to occupational health and general dog care</i>. The contractor is responsible for providing sufficient and adequate veterinary support in order to ensure the operational capacity of deployed EDD Teams is maintained at all times. Bidders shall explain within their proposals how they will ensure that required medical services are provided. Kenneling maintenance, proper dog food storage and transportation is of paramount importance for EDD's health. Therefore, it is the responsibility of the contractor to maintain kenneling and to ensure appropriate healthy EDDs feeding arrangements. The bidder should detail how this will be provided in their proposal.</p> <p>Kennelling Approach in the country of operations. This includes the proposed approach to meeting the kennelling requirements stipulated in <i>IMAS 09:44</i> in the country of operations. The bidder is required to include kennel blueprints/sketches/drawings with detailed specifications. The bidder shall consider the weather conditions, environmental considerations, security situation and other limitations in the country of operation.</p>	10



2.5 PROPOSED EQUIPMENT					POINTS
<p>The bidder shall list all relevant equipment needed to perform the contract under this section. The list of equipment shall follow the format below which includes a detailed description of all items, year of manufacture, quantity and whether it was purchased by the contractor. Do not include any low-value items (under \$500 USD) in the technical proposal for brevity. However, please note that all relevant equipment (including low value items) shall be costed for in the financial proposal. Refer to the RFP, Section IV, Contract Forms, Annex 1 for more details on the definition of asset categories 1, 2, 3, and 4.</p> <p>Do not provide any price information in the list of equipment to be submitted as part of the technical proposal:</p>					5
SR #	Description of item	QTY	Year of manufacture	Currently owned? Y/N	
2.6 SUITABILITY OF PROPOSED TIMELINES AND LOGISTICAL PLAN					POINTS
<p>The bidder shall demonstrate their ability to fulfil the proposed timelines set in the SOW by including a detailed timetable or a Gantt chart. Any activity shall have a clear start and end date and these should be clearly identified in the technical proposal.</p> <p>The bidder shall provide a complete logistical plan based on their understanding of the requirements and key assumptions, including potential delays based on site visits/market research to demonstrate capacity to successfully deliver the required services in all of the following contract phases:</p> <ul style="list-style-type: none"> <li>→ <b>Mobilization Phase and Organizational and Operational Accreditation:</b> This period of the contract involves the following: <ul style="list-style-type: none"> <li>▶ Personnel recruitment, obtaining visas (including the location where visas are to be collected), deployment, training and Organization and Operational Accreditation. The technical proposal shall include a detailed description of any training that will be carried out if applicable (curriculums and training plan plus a Gantt chart outlining all training activities). For contracts that require rapid deployment, bidders shall be ready to provide all relevant personnel travel documents at any point between the deadline of bid submission and the award of the contract to allow immediate processing of visas and other related documents.</li> <li>▶ Procurement, shipping, customs clearance and forward supply activities to identify potential bottlenecks and propose alternative solutions shall be clearly reflected in the procurement/logistics plan.</li> </ul> </li> <li>→ <b>Operational Phase:</b> The period of the contract when operational EDD services are provided.</li> <li>→ <b>Demobilization Phase:</b> The closure period of the contract, including the withdrawal of EDD services and logistics.</li> <li>→ In addition to the above-mentioned Gantt chart and logistical plans, this section shall include:</li> <li>→ A narrative detailing the mechanisms put in place to ensure timely deployment and operational start in-country.</li> <li>→ Comprehensive information on the specific activities to be done by the subcontractor/s to ensure deployment on time and adherence to the operational requirements of the SOW should the bidder propose to subcontract specific components of the services.</li> </ul>					9
2.7 OPERATIONAL CAPABILITY AND SELF SUFFICIENCY					POINTS
<p>The bidder shall include proposed arrangements to ensure that the services required in the SOW will be delivered without operational interruption. This includes but not limited to:</p> <ul style="list-style-type: none"> <li>→ Relief capacity arrangements, as applicable. Work/leave and rotation plans shall be included in this section.</li> <li>→ Information that demonstrates the bidder's ability to sustain a self-sufficient operation.</li> <li>→ Evidence of operational capability to implement multiple contracts (UNOPS and non-UNOPS contracts) simultaneously. Moreover, if the bidder is submitting proposals to other on-going PSC tenders or plans to share resources with an on-going contract, this section shall include information that demonstrates the bidder's operational and organizational capability to successfully implement multiple contracts.</li> </ul>					9



2.8 SUSTAINABILITY AND GENDER MAINSTREAMING	POINTS
<p>The bidder shall include a Sustainability and Gender Plan within the context of the services required under this specific RFP. As PSC Pre-qualified Organizations have already submitted broad corporate policies on sustainability during the pre-qualification process, this section of the technical proposal shall focus on providing a practical plan showing the application of broad corporate policies on sustainability and gender mainstreaming as it relates to the execution of the contract to be awarded under this tender.</p> <p>Some areas for consideration are as follows:</p> <ul style="list-style-type: none"> <li>→ <b>General:</b> Inclusion of approaches to mitigating negative environmental impact during the execution of the contract which might include such themes as air, land, water, biodiversity, energy, materials, waste, global climate or disaster risk reduction. The plan should also consider elements of social sustainability that may encompass such themes as population, culture, services, health, vulnerability, resilience and gender.</li> <li>→ <b>Energy:</b> Inclusion of products or solutions that help to reduce or conserve energy.</li> <li>→ <b>Waste management:</b> The bidder will Include a formal plan to properly manage any waste or waste by-products created during the execution of the contract.</li> <li>→ <b>Gender mainstreaming in contract execution:</b> The bidder shall provide a practical plan for mainstreaming gender during the execution of the contract. Below are some examples: <ul style="list-style-type: none"> <li>▶ Gender-sensitive SOPs and a monitoring &amp; evaluation system.</li> <li>▶ Approach to preventing sexual exploitation and abuse.</li> <li>▶ Gender-sensitive/safe facilities.</li> <li>▶ Gender diversity in the recruitment process (such as outreach to diverse potential candidates and equitable, non-biased interview practices).</li> <li>▶ Opportunities for women to be empowered and promoted internally (e.g., mentorship, leadership/management skills training for both junior and senior employees).</li> <li>▶ Specific arrangements such as flexible hours or a shorter workweek, as deemed relevant.</li> </ul> </li> </ul> <p>For more information, please refer to the SOW.</p>	5

**TABLE 14** RFP Sample Technical Evaluation Criteria - Section 3: Proposed team structure and personnel

3.1 PROPOSED TEAM STRUCTURE	POINTS														
<p>The bidder shall provide full information on the composition of the proposed team. An organizational chart illustrating the reporting lines and a detailed description of each role shall be included in the technical proposal.</p> <p>Please make sure that the organizational chart includes all personnel that will be directly involved in the implementation of the suggested action. This should include both operational and support personnel. The organizational chart should be accompanied by a list of all proposed personnel in a tabular format with job titles, gender, whether international or national, and whether they are in operations or support functions. The overall number of personnel, as well as their break down by functions/positions, shall match the personnel breakdown in the financial proposal. Any position being shared with another project shall be noted in the technical proposal. The bidder shall demonstrate that such sharing of personnel will not have any adverse impact on contract implementation.</p>	10														
3.2 STAFFING PLAN	POINTS														
<p>The bidder shall provide a comprehensive plan on how to replace, retain and attract personnel to ensure minimum disruption to the contract due to personnel turnover.</p> <p><b>Note to bidders:</b> If any key personnel under this tender are also being proposed for another tender, this section shall include a plan on how you intend to fulfil personnel requirements in the event that multiple contracts are awarded to you. Submission of qualified alternate candidates shall be scored favorably. Note that the Contractor shall not replace more than 20% of the total number of approved candidates as submitted in the technical proposal without due justification and approval of UNOPS.</p>	4														
3.3 QUALIFICATIONS OF KEY PERSONNEL PROPOSED	POINTS														
<p>The CVs of all key personnel proposed for this project shall be submitted with the technical proposal (please use the CV format provided in Form E of the RFP).</p> <p>The CVs should clearly show:</p> <ul style="list-style-type: none"> <li>→ The position the person will be carrying out.</li> <li>→ Candidate's nationality.</li> <li>→ Candidate's gender.</li> <li>→ Technical qualifications and experience in response to the required qualifications in the SOW. In addition to indicating the title of previous/current positions held by the candidate, a short description of the role shall be included to help the Bid Evaluation Panel in assessing the suitability of the candidate.</li> <li>→ List of applicable certifications/courses, relevant military, civilian and managerial experience in response to the required qualifications in the SOW.</li> <li>→ Language skills in response to the required qualifications in the SOW.</li> </ul> <p>All CVs shall be supplemented by a signed letter from each candidate stating his/her interest and availability for this contract (please use the statement of availability format provided in Form F of the RFP).</p> <p>Please ensure that copies of relevant certificates for the necessary qualifications indicated in the SOW are included within the proposal.</p> <p>CVs, statement of availability and certifications of international personnel staff relief capacity shall also be submitted with this proposal.</p>	15														
<table border="1"> <thead> <tr> <th>POSITION</th><th>POINTS</th></tr> </thead> <tbody> <tr> <td>Project Manager</td><td>3.75</td></tr> <tr> <td>Operations Manager</td><td>3.75</td></tr> <tr> <td>Logistics/Admin Officer</td><td>1.25</td></tr> <tr> <td>Senior Dog Handlers (all CVs presented)</td><td>3.75</td></tr> <tr> <td>Dog Handlers (all CVs presented)</td><td>2.5</td></tr> <tr> <td><b>Total points</b></td><td><b>15</b></td></tr> </tbody> </table>	POSITION	POINTS	Project Manager	3.75	Operations Manager	3.75	Logistics/Admin Officer	1.25	Senior Dog Handlers (all CVs presented)	3.75	Dog Handlers (all CVs presented)	2.5	<b>Total points</b>	<b>15</b>	
POSITION	POINTS														
Project Manager	3.75														
Operations Manager	3.75														
Logistics/Admin Officer	1.25														
Senior Dog Handlers (all CVs presented)	3.75														
Dog Handlers (all CVs presented)	2.5														
<b>Total points</b>	<b>15</b>														





# Annex F: EDD - Table of requirements

**TABLE 15** Explosive Detection Dogs: Requirements

FEASIBILITY ASSESSMENT AND PROJECT PLANNING		
1	<b>R.1.1</b>	Conduct Feasibility Assessment
	<b>R.1.2</b>	Complete project plans
PROCUREMENT		
2	<b>R.2.1</b>	Conduct Global Pre-qualification
	<b>R.2.1.1</b>	Conduct Pre-qualification Stage 1: Document Review
	<b>R.2.1.2</b>	Conduct Pre-qualification Stage 2: Physical Review
	<b>R.2.2</b>	Identify the type of competition
	<b>R.2.3</b>	Conduct evaluation
	<b>R.2.4</b>	Recommend contract award
CONTRACT MANAGEMENT		
3	<b>R.3.1</b>	Review and verify documentation
	<b>R.3.2</b>	Approve accreditation
	<b>R.3.2.1</b>	Approve Organizational Accreditation
	<b>R.3.2.2</b>	Approve Operational Accreditation
	<b>R.3.2.3</b>	Approve Provisional Operational Accreditation
	<b>R.3.2.4</b>	Apply standard deductions
	<b>R.3.3</b>	Complete assessments
	<b>R.3.3.1</b>	Use identified sampling procedures
	<b>R.3.3.2</b>	Conduct Pre-deployment Assessment
	<b>R.3.3.3</b>	Conduct Operational Readiness Inspection
	<b>R.3.3.4</b>	Conduct Quality Control Assessments
	<b>R.3.3.5</b>	Apply EDD Assessment Requirements
	<b>R.3.4</b>	Approve changes to EDD Team composition
	<b>R.3.5</b>	Manage and control critical non-conformities
PERSONNEL		
4	<b>R.4.1</b>	Ensure key UNOPS roles for the provision of EDD services
	<b>R.4.2</b>	Ensure the qualifications of key implementing partner personnel
	<b>R.4.3</b>	Ensure personnel receive necessary vaccinations and are provided with necessary medical treatment
ANIMAL HEALTH AND VETERINARY SUPPORT		
5	<b>R.5.1</b>	Ensure the proper treatment and care of EDDs
	<b>R.5.1.1</b>	Ensure the provision of veterinary support
	<b>R.5.1.2</b>	Ensure the provision of a dedicated veterinarian
	<b>R.5.2</b>	Ensure daily health checks
	<b>R.5.2.1</b>	Review daily health checks
	<b>R.5.2.2</b>	Ensure the submission of monthly health check summaries
	<b>R.5.3</b>	Ensure the provision of medical treatment
	<b>R.5.4</b>	Ensure monthly reporting on dog food storage facilities
	<b>R.5.4.1</b>	Ensure mandatory dog food checks
	<b>R.5.4.2</b>	Ensure daily checks of food storage facilities
	<b>R.5.4.3</b>	Ensure proper food storage
	<b>R.5.5</b>	Ensure proper kennel facilities
EXCEPTIONS		
6	<b>R.6.1</b>	Submit request for exception
	<b>R.6.2</b>	Approve request for exception



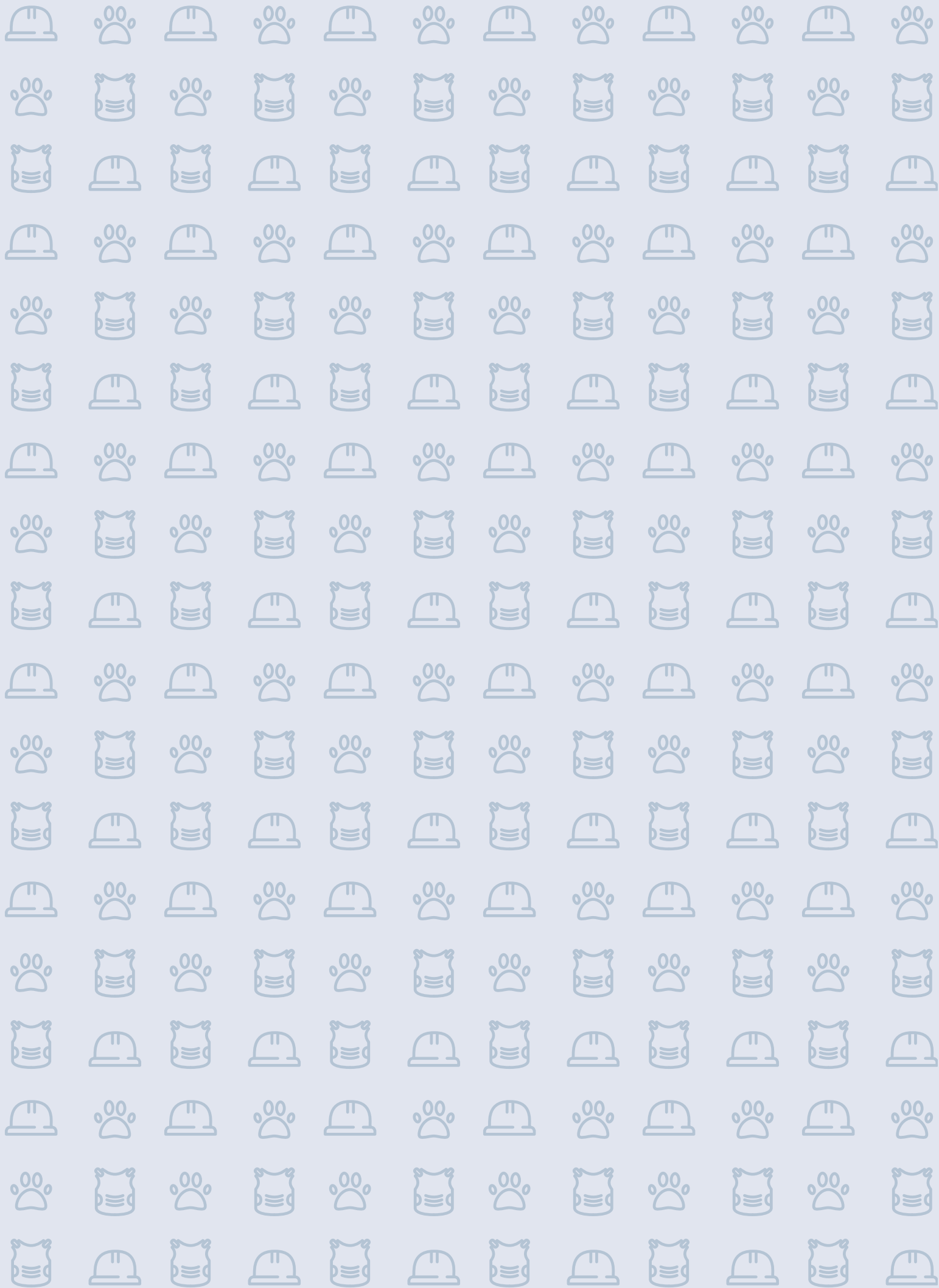
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