

Appendix 3 - Terms of reference security services 2025

**1. Introduction and general objectives**

**1.1 General**

The Embassy of Sweden in Nairobi needs a secure environment to conduct its affairs. The objectives under the performance-based contract are to control the access to the Embassy premises and residences, to patrol the premises to avoid any intrusion, to provide and monitor a central alarm system, to operate a central control room, to send a rapid response team when the alarm is activated, to prevent fires and detect bomb and firearm threats. To send an ambulance and/or fire brigade when necessary. Other objectives are; supplying information regarding general security alerts in the country and conducting security audits when required.

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| **Type of property**  | **Address** |
| Embassy of Sweden | United Crescent Avenue, Gigiri Nairobi |
| Ambassador’s residence (Kenya) | To be provided  |
| Ambassador’s residence(Somalia) | To be provided |
| Residences of diplomatic staff |  (list of properties to be provided to the winning bidder) |

**1.2 Orders and general orders**

Orders are included in this document. The contractor will observe these orders in performing the contract. It will ensure that guards comply with these orders. The Embassy may make changes to the orders within the scope of the contract.

**2. Scope of work**

**2.1 Premises and guard shifts**

The guard shifts and alarm monitoring hours will apply for the buildings and premises, at the addresses and times, indicated in annex 1 to be supplied to bidders.

**2.2 Entry control at the Chancery and at the residences**

During the Embassy’s opening hours between 07:30 – 18:00 guards must monitor the entrance of the Embassy. They must verify visitor identification and maintain two types of visitors’ logs. Guards will detain visitors whose arrival is not expected at the entrance until cleared by authorised personnel. Guards will ensure that visitors stay outside the gate until properly identified. If anyone refuses to identify himself, and attempts to enter the building, the guard will notify the employees, the police and the manager and trigger the alarm, if necessary. A Guard posted at a diplomatic residence must monitor the entrance gate and verify the identity of all visitors. A list of visitors will be provided by the Embassy.

The guards will prevent – and report – unauthorised persons or vehicles from entering any area designated by the Embassy. The Contractor will report all serious or unexpected incidents to the Embassy. At the Embassy’s request, guards will physically search visitors – with their permission – (see paragraph 4.2) and their effects and possessions for firearms or other weapons or threats.

The guards will physically examine all packages, luggage and mail carried by any person who seeks access to guarded areas or who seeks to leave or deliver such packages or mail.

**2.3** **Maintenance of post logs**

Each guard post is provided with a post log. It is the responsibility of all guards assigned to maintain the post log as follows:

1. On assuming duty, the guard must enter the time, date and his name.
2. On assuming duty, the relief guard will ensure that all guard equipment and supplies are present, and that all guard/security equipment is in good working order. Such equipment may include telephones, radios, flashlights and CCTV monitors. Any malfunctioning or broken security equipment will be noted in the post log and will be reported to the manager immediately, and an incident report prepared.
3. During the duty period, the guard is required to note the time and make an entry on any event considered to be of a security nature. Examples are: an attempt by an outsider to enter the facility or destroy government property; and direct attacks by force on the guard post or guards.
4. Where any security event occurs, the guard must:

1) notify his manager, who will coordinate other guards etc.

2) make the appropriate entry in the post log.

3) prepare an incident report.

4) report orally to the manager at the time of the next post inspection and provide him with

 the incident report.

1. During the duty period, any specific instructions given to the guard by the manager must be entered in the log, stating the time they were received.
2. If, at any time, a guard is relieved at a post for any reason, the guard who relieves him must enter the time, his name and the reason.
3. At the end of the duty period the guard must initial the log, to show that all entries have been made properly during that period.
4. Guards will not falsify or unlawfully conceal, remove, mutilate or destroy any official document such as post logs or incident reports.

**2.4 Patrol perimeter**

At the Embassy, foot-patrol duties are required. Guards assigned to this post(s) will make rounds of their assigned areas during their shift. Guards will change their course and pace when patrolling grounds to avoid establishing a set time and pattern of perimeter rounds. Patrolling times and courses should be recorded in a logbook.

**2.5 Fire**

**2.5.1 Responsibilities of the guard**

If a guard discovers a fire, he will:

1. Activate the fire alarm immediately, request assistance from the fire brigade and inform the Embassy before attempting to extinguish the fire.
2. Shout ‘fire’, if no alarm system is available.
3. Prevent the fire from taking hold and extinguish it.
4. Warn any employees in the direct vicinity of the fire and order them to evacuate the area immediately.
5. Prevent the loss of life and property.
6. Confine the fire to its place of origin.

**2.5.2 Fire - preventive measures**

1. Most fires can be prevented by taking proper fire prevention measures and using common sense. It is imperative that guards are on the alert for potential fire hazards, e.g. rubbish bins and electrical equipment. Overloaded electrical outlets are one of the leading causes of fire. Any fire hazards discovered must be reported immediately to the Embassy through the supervisor. Appropriate entries must then be made in the post log, and an incident report prepared.
2. Guards must know where fire extinguishers are located, in particular those closest to their assigned post. Guards must also know which type of extinguisher is appropriate for the type of fire in question.
3. Guards must know whom to contact. The fire brigade’s telephone number is directly available to all guards at all times.
4. All guards must read and be fully familiar with the Embassy’s fire plan.

**2.6 Bombs, incendiary devices and firearms**

If a bomb or incendiary device is discovered, or what appears to be a bomb or incendiary device, or a container that could carry chemical and/or biological agents in powder, liquid or aerosol form (i.e. aerosol cans, perfume bottles, thermos flasks, glass/plastic bottles, etc.), the guard(s) should immediately clear the area and notify the Embassy.

Under no circumstances should the guard touch or in any way disturb the suspicious article or package. Nor should he touch or move any item that may be a bomb or incendiary device, or allow any other persons to do so. Employees working in the immediate vicinity of the suspicious article or package should be evacuated until the cause of the alert is removed. The general rule is: clear the immediate area and contact the appropriate authorities.

Should a bomb explode at or near to the guard post, the area should be kept clear of people. Guards are expected to continue to provide security for Embassy employees and other people in the vicinity even in the aftermath of a bomb blast.

Guards must not allow anyone to enter the Embassy’s compound or facility carrying an open or concealed firearm, knife, explosive or any other type of weapon. Guards must be especially on the alert for attempts to smuggle in firearms or explosives.

**2.7 Central alarm monitoring system (CAMS) and Rapid Response**

The Embassy has a Central Alarm Monitoring System (CAMS). When activated, the system will sound an alarm at the CAMS monitoring station. The contractor will monitor the alarm 24 hours a day, 7 days a week, so that a rapid response team can be dispatched immediately if required. The employee responsible for monitoring all alarms in the control room **must speak good English**.

Manning the alarm centre/emergency control centre and responding to alarms are included in the contract. The alarm centre/emergency control centre must be manned:

24 hours a day, 7 days a week throughout the year (including weekends and public holidays).

The alarm centre/emergency control centre must be permanently manned by at least four staff.

The alarm centre must have everything required to maintain contact at all times with the premises in question, and that no technical problems can arise.

For the duration of the contract, the contractor will respond 24 hours a day, 7 days a week throughout the year (including weekends and public holidays) to any activations of the emergency CAMS alarm button system (panic buttons). Each guard will be assigned a mobile panic button. The Embassy will provide and maintain radio transmitters compatible with the systems installed in all residences owned or rented by the Embassy. The transmitters will interface with the CAMS via the GSM phone lines. The contractor will use the radio transmitters for professional purposes only.

The contractor must have a rapid response team permanently available (in addition to the guards on duty). This team will consist of four suitably equipped and trained guards, who will arrive within five to ten minutes of the alarm being triggered.

The rapid response team will be equipped with hand-held radios, Rubber Mat, Rubber Baton Stick, Axe Handle, Hand Cuffs, Map Book, Pair of Leather Gloves, Small Side-Cutter, Ladder, Stun Gun, Defence or O.C. Spray, Occurrence Book, Hand Held Radio, Reaction Instruction Manual, Torch, Chest Bullet-Proof Vest, Whistle, Reaction Drop-Off Slips, Camera, Bolt Cutter, Pepper Gun and Response Vehicle.

The contractor will survey and activate existing panic buttons in designated residences or buildings. After activation, the contractor will test the system. If any troubleshooting is required, the contractor will determine the fault and perform any repairs necessary to make the system operable, in consultation with the Embassy.

When the alarm is activated the contractor guarantees a rapid response by the manager and guards present at the time of the incident. If required, the assistance of a rapid response team and/or the police and/or fire brigade and/or ambulance service will immediately be requested.

The guards on duty and/or the rapid response team will assess the cause of the alarm, and search the outer perimeter for signs of unauthorised entry.

Should the alarm be activated, the Embassy duty officer will be automatically notified by SMS.

The Embassy will periodically test the rapid response of guards and the rapid response team.

The Embassy reserves the right to alter the alarm procedure. The contractor will be informed of this in writing.

**2.8 Additional or emergency services**

Additional or emergency services are services that fall within the scope of this contract but are not specified.

The Embassy may orally request additional or emergency services to cover an increased workload or temporary need for services associated with visitors to the mission or special events. The contractor will obtain the Embassy’s approval for reimbursement of any non‑expendable equipment or expendable supplies to be provided by the contractor for the purposes of the additional or emergency services. The Embassy will confirm in writing any oral request for additional or emergency services. The contractor will specify details of the additional or emergency services and any materials provided in the next periodic invoice, including a copy of the Embassy’s written confirmation.

**2.9 Provision of close protection details and/or security escort services**

Guards do not normally perform security escort duties. However, the Embassy may require the contractor to provide such services under special circumstances. The contractor agrees to supply these services. The Embassy will state the exact duties involved should such services be desired.

**2.10 Security alerts**

The tenderer is required to share information regarding security situations in the country with the Embassy in a timely manner via SMS service to all sent out staff.

**3. Staffing requirements**

**3.1 Personnel/staff**

The security services provided under the present contract will take the organisational form of a team of guards led by a manager. The manager will manage and supervise the contractor’s guards and liaise with the Embassy on the contractor’s behalf.

The Contractor shall provide a continuous and stable delivery of 40 security guards, daytime between 06.00 – 18.00 hrs and between 18.00 – 06.00 hrs for the various parts of the Embassy operations. The number of trained guard personnel (Supervisor, Guards for Chancellery’s and residences and an Armed Response Team) for posts designated and for the hours indicated are in annex 1. In addition the service provider will be able to provide an additional 20 guards on short notice for the purpose of providing security for receptions and events. The service provider shall also have a system for temporary replacement of guards with equivalent competence in case of leave, vacation and unexpected occurrences.

**3.1.1 Guards**

Guards are responsible for:

* performing security duties at fixed posts.
* protecting employees, residents and guests visiting the Embassy, residence or premises.
* performing access control duties to limit entry to authorised personnel or visitors.
* looking out for suspicious persons, vehicles and activities in a specific area.
* recording and reporting observations.
* when security incidents occur, alerting management, guards and/or the police and/or fire brigade, and/or ambulance service, as well as the Embassy and/or residents.
* responding to calls for assistance, responding to all alarm activations (with a rapid response team).
* demonstrating competent driving skills in normal and high-stress circumstances (applicable to rapid response team).
* if an incident occurs, evacuating employees, guests and/or residents.
* following the ‘general orders’ (i.e. any instructions, directives or guidelines applying to the guards described in this document).

Qualifications required of the Guards are:

* at least 2 year experience as a guard.
* must have sufficient knowledge of local language(s), as well as English in order to be able to read and understand printed instructions, maps or orders and to communicate with the Embassy staff.
* must not, and must not have been, subject to any criminal actions on their part.
* must be well proportioned in terms of height and weight; need to be in good general health, without physical disabilities that would interfere with acceptable performance of their duties, including standing for prolonged periods when performing guard duty; must have binocular vision, correctable to 20/30 (Snellen) and must not be colour-blind; must also be able to hear ordinary conversation.

**3.1.2 Manager**

The manager is responsible for:

* supervising the guards.
* ensuring that a post is properly manned.
* ensuring that guards are fully familiar with any orders or general orders and that they act accordingly.
* preparing guard instructions, deploying guards and managing weekly schedules.
* conducting inspections of guards and guard posts.
* investigating irregularities.
* drawing up reports and making recommendations regarding the security services.
* overseeing the training programme to ensure effectiveness.
* ensuring that uniforms, communication equipment and all other equipment are available.
* overseeing guard programme logistics.
* acting as the Embassy’s contact point on operational matters relating to the security guards.
* training subordinates on the job.
* ensuring that post logs are properly maintained and that all entries are made according to the instructions.
* in the event of an emergency, taking charge and issuing appropriate orders to subordinates to resolve the situation.
* responding to all alarm activations, organising the rapid response team.

It must be possible to contact the manager by mobile phone at any time of the day or night to receive and implement orders or special instructions from the Embassy.

Qualifications required of the manager are:

* must be fluent in English
* must have completed secondary education

**3.2. Training**

All guards must have the necessary basic training in order to be able to provide full professional security services. All guards must also be trained in checking incoming and outgoing persons, goods, vehicles and mail (to prevent, for example, explosives and/or weapons being stolen from or taken into the protected area) and in responding to any emergency action plan (fire, bomb, intruder etc.)

The training requirements apply to any guards assigned to any position under this contract.

This contract requires annual refresher training. The contractor will keep records of the training each guard receives.

**3.3 General conditions**

The contractor must:

* have sufficient standby staff on hand, which are familiar with the work and have qualifications equivalent to those of regular members of staff.
* be able to deploy within 2 hours any extra security guards, up to a maximum of 4*,* that may be required by the Embassy in response to any foreseeable disasters, disturbances, threats of occupation, conferences etc.
* not deploy any trainees in performing this contract.
* thoroughly screen all employees performing the contract.
* submit a valid certificate of good conduct for each employee performing the contract.
* guaranteethat in performing the contract the staffing level will be as specified above.
* guarantee that security duties are carried out by the same staff wherever possible.
* always introduce new staff to the Embassy and (where applicable) to the resident(s) of the object before they are deployed.
* The staff in the control room must be able to contact ambulance and fire brigade on request.

**4. Tasks and responsibilities under the contract and rules of engagement**

**4.1. General orders**

‘Post’ means a site or location to which a guard is assigned for a specific period to perform prescribed functions. The Embassy may have more than one guard post and, accordingly, have several guards assigned at the same time.

The Embassy has one main gate for motor vehicles and pedestrian gate, as well as one entrance to the consular reception and one service entrance. The security posts will be set up within the Embassy’s grounds.

The contractor will draw up clear working instructions for its guards in consultation with the Embassy, one for each premise, and will ensure that employees are familiar with the content of the relevant working instruction.

The contractor should be flexible regarding changing circumstances in terms of the number of premises to be guarded and the number of guards involved, including making superfluous employees redundant.

**4.2 Use of force**

The use of force should always be avoided (the preference being for persuasion or a verbal warning). Guards must act appropriately in the event of irregularities, unsafe situations and disasters. What is deemed appropriate may be determined by their position as security guards, or by specific instructions from the Embassy.

**4.3 Body searches and arrests**

Security guards are strictly forbidden to body search visitors. Visitors’ clothing may be searched by the guards if the visitors have given permission. Security guards may be asked by the Embassy to help search the clothing of members of staff.

If someone is discovered *in flagrante delicto*, the guard is authorised to arrest them. Should the guard arrest a suspect, he or she is obliged to hand them over to the police immediately.

If a guard has arrested a suspect *in flagrante delicto*, he may seize any goods that the suspect has that do not belong to him/her. These goods should be handed over to the police at the same time as the suspect, as they may be used as evidence.

Whenever a suspect is arrested and if handed over to the police, this should be reported to the diplomatic police agency.

**4.4 Relief of guards**

The contractor will provide relief guards forguards at the posts to allow for breaks, or other requested absences. Relief guards must have the same qualifications as regular guards.

**4.5 Incident reporting and meetings**

Guards must draw up an incident report immediately after a security incident occurs. The manager should be informed of the incident report without delay, e.g. by walkie-talkie, and a written report presented at the next post inspection.

The contractor will provide the Embassy with a monthly report on all incidents involving the Embassy’s buildings and residences, including but not limited to, attempted burglaries, burglaries, thefts, assaults, information received etc. The report should be submitted no later than two days after the end of the calendar month.

It is important that all available information is recorded in the log books and incident reports, as they are often the sole source of information on which to base a more detailed investigation. Accuracy is therefore of prime importance.

Regular meetings between the Embassy and the contractor shall be held at the Embassy’s initiative, to discuss performance, the current security situation, any changes etc.

**4.6 Personal belongings**

Guards should store all personal effects, other than those required for the performance of the contract, in the designated area.

**4.7 Standards of conduct**

**4.7.1 Behaviour and appearance**

The contractor will maintain satisfactory standards of guard competence, conduct, cleanliness, neat appearance, courtesy, job knowledge, personal hygiene, uniform, equipment and integrity. The contractor will take any necessary disciplinary action to that end. Guards must at all times act politely and courteously when dealing with visitors to the Embassy and residences.

The guards will not remove any item from an office, room, residence or compound, except on the instructions of their supervisor or the Embassy.

Guards will remain alert and vigilant at all times. They will not nap or sleep at their post, watch TV or attend to any other personal business during duty hours. Engaging in any of these activities may be cause for immediate dismissal.

The Embassy reserves the right to direct the Contractor to remove any guard from the work site should the guard fail to comply with the standards of conduct. The Contractor will immediately replace the guard so as to maintain continuity of service at no additional cost to the Embassy.

**4.7.2 Disorderly conduct**

Abusive or offensive language or action is considered unacceptable. The Contractor will not allow its guards to possess, sell, consume or be under the influence of intoxicants, drugs, alcohol or substances producing similar effects while on duty, or in the eight hours preceding duty.

The contractor agrees to the Embassy reserving the right to instruct the contractor to remove any guard from the work site for disorderly conduct (either as described above, or in the Embassy’s view). The contractor will immediately replace them so as to maintain continuity of service at no additional cost to the Embassy.

**4.7.3 Confidentiality**

Security guards are obliged, both while performing the contract and once it has ended, not to disclose any information or other matters relating to the Embassy that may come to their attention. Guards are also forbidden to pass on private information or information on the duties of staff at the mission (or their families) to third parties.

**4.8 Outside activities**

The Contractor must obtain the Embassy’s prior written approval if any of the Contractor’s employees involved in the contract intend to work for another firm or organisation in addition to their work for the Contractor. The Contractor must also obtain the Embassy’s prior written approval before assigning any guard involved in the contract to work for another client.

Guards will perform only those security duties identified by the Embassy. They will not perform any other non-security related or unauthorised tasks during duty hours, such as gardening, housekeeping chores, maintenance duties, or any other duty or act which distracts the guard from his contracted duties.

**5. Responsibilities of the contractor**

**5.1 Uniforms and equipment**

Guards should always carry out their duties in appropriate uniforms. When on duty guards will wear clearly recognisable, correct, clean and neat uniforms that have been approved by the Embassy. The contractor should ensure that uniforms do not resemble army or police uniforms. The contractor should ensure that guards do not use, wear or display any items of their uniform or equipment while off duty. Uniforms should be issued according to customers specifications, with emblems of the mission, including caps, rainwear, umbrellas and cold weather jackets, boots and shoes of the appropriate type and quality.

The contractor will issue a summer and wet-weather uniforms to each guard. The contractor will also issue a mobile radio, whistle and flashlight to each guard post and batons of professional and approved type.

Security guards are forbidden to possess or transport any weapons or ammunition when off duty.

The contractor will issue new uniforms whenever the uniforms or parts thereof appear to be damaged, excessively worn, or otherwise inappropriate for their required purpose.

**5.2 Communication equipment**

The contractor will provide all guards with communication equipment for security purposes. This equipment must be serviced on a regular basis, and the contractor must guarantee that it is in proper working order. All guards may only use the Embassy-approved equipment with which they have been issued, and only while on duty.

**5.3 Key control**

The contractor will secure and account for any keys issued for access to buildings, offices, equipment or gates. The contractor’s employees are not permitted to duplicate keys without the Embassy’s approval. If any of them do so, the contractor agrees to stop deploying the employee on this contract. If the contractor loses any keys while performing this contract, it will immediately notify the Embassy. The Embassy will deduct any costs incurred in rekeying any compromised system from the contractor’s next invoice.

**5.4 Maintenance of post logs**

The contractor will provide a log for each post, consisting of a bound ledger, with lined paper and numbered pages. Instructions for each log are specified in paragraph 2.3 of this document. The contractor will provide incident report forms for recording information regarding any incident at a post, having first submitted the draft form to the Embassy for approval.

**5.5 Operational telephone numbers**

All employees working under the contract will have access to the following telephone numbers: the security company’s alarm number(s) and contact numbers for the security manager, the Embassy, the police, the fire brigade and the ambulance service.

**5.6 Records**

The contractor will maintain at least the following administrative files: personnel records, investigation records, security screening records, duty schedules, holiday schedules, training records, monthly salary specifications with proof of payment. The Contractor must allow the Embassy to examine the Contractor’s administrative files, when requested by the Embassy. The Contractor will maintain daily time and attendance records, which may be reviewed by the Embassy.

**5.6.1 Personnel records**

The Contractor is required to keep the following information on file for each employee performing the contract, and be able to provide the information to the Embassy upon request:

* copy of ID card.
* copy of valid Police Clearance Certificate and fingerprint.
* passport photograph.
* current residential address.

All records should be retained for a minimum of five years after termination of the contract.