



## United Nations Office at Nairobi

**REQUEST FOR EXPRESSION OF INTEREST (EOI)**

This notice is placed by UNON. The accuracy, reliability and completeness of the contents of furnished information is the responsibility of United Nations Office at Nairobi. You are therefore requested to direct all queries regarding this EOI to United Nations Office at Nairobi using the fax number or e-mail address provided below.

**Title of the EOI:**

Provision of Unarmed Residential Security Services to UN Eligible Staff Members.

**Date of this EOI:** 10 June 2024**Closing Date for Receipt of EOI:** 12 July 2024**EOI Number:** EOIUNON22728**Beneficiary Country/Territory:** Kenya**Commodity/Service category:** Security Services**Address EOI response by fax or e-mail to the Attention of:** Ms. Rose Wangeci**Fax Number:** N/A**E-mail Address:** [rose.wangeci@un.org](mailto:rose.wangeci@un.org); [unon-procurement-rfx@un.org](mailto:unon-procurement-rfx@un.org)**UNSPSC Code:**

92120000 - Security and personal safety

92121500 - Guard services

92121504 - Security guard services



## DESCRIPTION OF REQUIREMENTS

The United Nations Office at Nairobi (UNON), on behalf of the UN Department of Safety and Security (UNDSS), invites suitably qualified reputable firms with proven professional security expertise to submit their Expression of Interest (EOI) to participate in this pre-qualification exercise to provide unarmed security services at the private residences (in Nairobi) of qualified personnel at UNON.

The overall objective is to provide a visible deterrent to potential attackers and unarmed response, (armed in conjunction with police), to repel any attack by means of nonlethal equipment in accordance with the 'Use of Force Policy' developed by the Vendor.

The basic functions of the security firm shall entail provision of security guard services to designated residential properties of qualified UN personnel as described in the attached Terms of Reference ([Annex B](#)).

Vendors that meet the pre-qualification assessment criteria will be shortlisted to enter into a direct contract with eligible UN staff members on a non-exclusive basis.

## SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

Pre-qualification of Vendors:

This pre-qualification exercise is intended to assess suitability of vendors against pre-determined criteria attached as [Annex A](#). Vendors are required to submit the required documents indicated in [Annex A](#) via email to [rose.wangeci@un.org](mailto:rose.wangeci@un.org) with a copy to [unon-procurement-rfx@un.org](mailto:unon-procurement-rfx@un.org).

Only those vendors which in the opinion of the United Nations Department of Safety and Security (UNDSS) demonstrably meet the criteria will be considered for pre-qualification for the provision of security services to eligible UN staff in Kenya as detailed in the TOR attached as [Annex B](#).

UNDSS will judiciously apply these criteria to prequalify a suitable number of vendors with a goal to establish a sizeable pool of eligible vendors.

IMPORTANT:

Please note that the purpose of this REOI is to identify companies that would be interested and eligible to participate in the Prequalification exercise for identification of Security firms that may be eligible to provide unarmed security services at the private residences (in Nairobi) of qualified UN personnel.

## NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.ungm.org/Public/Notice>

Only the United Nations Global Marketplace (UNGM) has been authorised to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Requests for Expression Of Interest. Vendors interested in this Tender Alert Service are invited to subscribe on <http://www.ungm.org>

***Vendors interested in participating in the planned solicitation process should submit the Vendor Response Form of this EOI electronically (through the link available on the next page) before the closing date set forth above.***



# VENDOR RESPONSE

## NOTICE

- Companies can only participate in solicitations of the UN Secretariat after completing their registration (free of charge) at the United Nations Global Marketplace ([www.ungm.org](http://www.ungm.org)).
- As you express interest in the planned solicitation by submitting this response form, please verify that your company is registered under its **full legal** name on the United Nations Global Marketplace ([www.ungm.org](http://www.ungm.org)) and that your application has been submitted to the **UN Secretariat**.
- While companies can participate in solicitations after completion of registration at Basic Level, we strongly recommend all companies to register at least at **Level 1** under the United Nations Secretariat prior to participating in any solicitations.
- Companies are reminded of the restrictions of employment of former UN personnel that were involved in the procurement process during their last three years of service as per [ST/SGB/2006/15](#), including (a) employing those personnel for one year after separation of service and (b) allowing those personnel to communicate with, or appear before, active UN personnel for matters related to the procurement process for two years after separation of service. Violation of the provisions of ST/SGB/2006/15 may lead to suspension of the registration of the company as a UN vendor.

**PLEASE NOTE: You should express your interest to this EOI electronically at:**

<https://www.ungm.org/Public/Notice/237118>

**In case you have difficulties submitting your interest electronically, please contact [rose.wangeci@un.org](mailto:rose.wangeci@un.org); [non-procurement-rfx@un.org](mailto:non-procurement-rfx@un.org) directly for instructions.**



## EOI INSTRUCTIONS

### 1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace ([www.ungm.org](http://www.ungm.org)) with the UN Secretariat in order to be eligible to participate in any solicitation. Information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

#### **Prerequisites for Eligibility**

In order to be eligible for UN registration, you must declare that:

- A. Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in:
  - I. the Compendium of United Nations Security Council Sanctions Lists (<https://www.un.org/securitycouncil/content/un-sc-consolidated-list>), or
  - II. the IIC Oil for Food List website or, if listed on either, this has been disclosed to the United Nations Procurement Division in writing.
- B. Your company (as well as any parent, subsidiary or affiliate companies) is not currently removed or suspended by the United Nations or any other UN organisation (including the World Bank);
- C. Your company (as well as any parent, subsidiary or affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years, by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice;
- D. Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company that could impair your company's operations in the foreseeable future;
- E. Your company does not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with the Vendor in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15).
- F. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN.

**For Registered Vendors:** Vendors already registered at the UN Global Marketplace with the UN Secretariat must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with their registration are up to date in UNGM. Please verify and ensure that your company is registered under its full legal name.

**For Vendors Interested in Registration:** Vendors not yet registered should apply for registration on the United Nations Global Marketplace (<http://www.ungm.org>); information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>. Vendors must complete the registration process prior to the closing date of the REOI. Vendors who have not completed the UNGM registration process with the UN Secretariat before the closing date of the REOI are not considered eligible to participate in solicitations of the UN Secretariat. We strongly recommend all companies to register at least at Level 1 under the UN Secretariat prior to participating in any solicitations.

**IMPORTANT NOTICE:** Any false, incomplete or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

### 2) EOI Process

Vendors interested in participating in the planned solicitation process should forward their expression of interest (EOI) to United Nations Office at Nairobi (UNON) by the closing date set forth in this EOI. *Due to the high volume of communications UNON is not in a position to issue confirmation of receipt of EOIs.*

Please note that no further details of the planned solicitation can be made available to the vendors prior to issuance of the solicitation documents.

This EOI is issued subject to the conditions contained in the EOI introductory page available at <https://www.un.org/Depts/ptd/eoi>.



## ANNEX A-Pre-Qualification Criteria

No.	Pre-Qualification Criteria	Questions to be addressed by the Vendor	Vendor to Check YES/No	Documentary Proof to be provided by the Vendor	Additional Pre-Qualification Remarks	Scoring (To be Populated by UNDSS Evaluation Team)
1	Company Registration	Is the Company legally registered and has been in existence for a minimum of 5 (Five) years?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES', please submit a copy of the certificate of Registration/ Incorporation	N/A	
2	Company Profile & Past Performance	Does the Company have experience in the provision of unarmed security guard services over the last 5 years.?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES' Please provide a company profile demonstrating experience in the provision of unarmed security guard services over the last 5 years. Please include a concise history of your company's security operations over the past 5 years.	N/A	
3	PSRA Registration	Is the company registered with PSRA for providing security guard services in Kenya?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES', please provide a copy of the PSRA registration confirming provision of security guard services in Kenya.	N/A	
4.	Office Locations	Does the company have offices/staging bases in Nairobi?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES', please provide the physical office addresses/locations and specify if they are within proximity of the UN Blue Zone of not more than 5 km as provided in attachment C.	This Criteria may be subject to further verification of the vendor's premises	

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5.	Company Structure	Does the company have a detailed structure including management, administrative staff, and guards?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES', please provide the full and detailed Company structure that includes management staff, administrative staff, team leaders, guards, and any other staff within the structure demonstrating that the Company is suitably established to provide supervisory capacity at the ratio of 1:20 or less.	N/A	
6.	Gender Policy	Does the company have a gender policy ensuring equal employment opportunity?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES', please specify the number of female staff within the company and demonstrate the provision of equal employment opportunity for men and women.	N/A	
7.	Security Analyst	Does the company have a security analyst with relevant background and experience?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES', please provide a detailed profile of the Security Analyst demonstrating the required background in police, military or corporate security and a minimum of five years' experience in Security Information Management.	N/A	
8.	Reporting	Does the company have a system to record, analyze, and report incident affecting clients to relevant authorities or Client Organizations?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES', please describe the reporting workflow to demonstrate the effectiveness of the reporting system.	N/A	

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9.	Recruitment Policy	<p>Does the company's recruitment practices align with Kenyan law and international best practices by giving due consideration to factors such as diversity (geographical, gender, ethnicity) in recruitment?</p> <p>Does the Company have a documented recruitment policy?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>If your answer is 'YES/NO', please ensure that you have checked the appropriate box.</p>	<p>This Criteria may be subject to further verification at the vendor's premises or through a further request to submit the relevant policy documents at the discretion of the UNDSS.</p>	
10.	Background Checks	<p>Does the company conduct background checks during recruitment for all categories of personnel?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>If your answer is 'YES/NO', please provide details of the process for criminal and other reference checks during recruitment.</p>	N/A	
11.	Language Proficiency	<p>Are the recruited company guards required to be proficient in English?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>If your answer is 'YES/NO', please ensure that you have checked the appropriate box.</p>	N/A	
12.	Emergency Response	<p>Does the company emergency response guards?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>If your answer is 'YES', please provide information on the number of guards that are on standby for emergency responses demonstrating ability to respond to at least 4 emergencies simultaneously.</p>		

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13.	Vehicles for Emergency Response	Does the company have sufficient vehicles for emergency response?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>If your answer is 'YES', please provide the number of emergency response vehicles demonstrating ability to respond to at least 4 emergencies simultaneously.</p>	This Criteria may be subject to further verification at the vendor's premises	
14.	Police Augmentation	Does the company have a formal arrangement for police augmentation (armed) to facilitate critical responses?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>If your answer is 'YES', please provide documentation confirming such arrangements for police augmentation and identify the police stations or operating areas involved in this arrangement.</p> <p>If your answer is 'NO', please provide written confirmation that such arrangements will be pursued if successfully pre-qualified to provide services to the UN</p>	N/A	
15.	Duty Officer/ Operations Manager	Does the company have a duty officer or operations manager available 24/7 to manage deployments/responses and to determine when to activate requests for augmentation or other support including from the police?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>If your answer is 'YES/NO', please ensure that you have checked the appropriate box.</p>	N/A	
16.	Control Centre	Does the company operate a 24/7 control center?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>If your answer is 'YES', please provide documentation demonstrating operation of a 24/7 control center including</p>	This Criteria may be subject to further verification	



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				details on staffing, training/procedures, and the communications centre system supporting the control Centre operations.	at the vendor's premises	
17.	Incident Reporting	Does the company guards have a system for reporting incidents and calling for backup when under duress?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES', please provide details of the incident reporting system and documentation demonstrating its implementation including details of the communication equipment issued to guards demonstrating built in redundancy. Equipment may include radios, mobile phones, and panic buttons linked to the control Centre.	N/A	
18.	Supervision/ Checks	Does the company have a system for supervising and conducting spot checks on guards including a clearly documented supervision SOP/checklist?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES', please provide documentation demonstrating the supervision and spot checks system.	N/A	
19.	Training	Does the company provide a refresher training for guards, supervisors, and technicians?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES', please provide information demonstrating the provision of refresher training and provide information on how lessons learned are documented and communicated. The training information should include the following:	The adequacy of the training centre and training material may be further assessed during a site visit to the company's premises.	

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				<ol style="list-style-type: none"> <li>1. Frequency of the training (at least once a year).</li> <li>2. Categories of staff that undergo the training demonstrating that critical staff such as guards and supervisors are recipients of the training.</li> <li>3. Brief Description of the training to demonstrate relevance to guard security services.</li> </ol>		
20.	Basic medical training	Do the company guards receive first aid or life support training?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES', please provide information on how guards are prepared to respond to medical crises and their ability to assist clients at residences in case of medical emergencies, incorporating life-saving techniques.	N/A	
21.	Safety Training	Does the company guards receive fire safety or other safety training by a certified official during their basic training?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES/NO', please ensure that you have checked the appropriate box.	N/A	

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22.	Response Time to Incidents	Does the company ensure a response within 10 minutes from receipt of distress call to arrival of the response team?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES', please provide documentation demonstrating the measures in place to ensure a response within 10 minutes.	N/A	
23.	Other Training Requirements	Does the company provide training that is specific to the agency to which guards are assigned or include other sensitivity training such as diversity, sexual exploitation, and abuse and does the company have a documented code of conduct?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES', please provide documentation demonstrating the training provided.	Evidence of existence of the code of conduct may be further verified during a site visit to the company's premises.	
24.	Use of Force Policy	Does the company have a 'Use of Force' policy?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES', please provide evidence of the existence of a documented policy on the use of force.	N/A	
25.	Non-lethal Equipment	Does the company provide guards with non-lethal equipment that may include batons, paper spray, hand cuffs and other relevant equipment.?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES/NO', please ensure that you have checked the appropriate box.	Competent use of such equipment may be further verified during a site visit to the Company's premises.	

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26.	Canine Services	Does the company provide Canine Services as part of its portfolio?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>If your answer is ‘YES’, please provide evidence that the dogs are trained by a certified trainer and confirm that:</p> <ol style="list-style-type: none"> <li>1. Dogs are trained to pursue and subdue intruders and within the company’s use of force policy and with the preservation of life and prevention of serious bodily injury as a priority.</li> <li>2. Dogs are in good health as certified by veterinarian.</li> <li>3. Animals are treated humanely, are not mistreated, or overworked and logbook of hours worked is maintained.</li> </ol>	Evidence of the listed criteria/factors may be further verified during a site visit to the company’s premises.	
27.	Home Alarm System	Does the company provide a home alarm system	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is ‘YES’, please provide written confirmation of the existence of a control center and additionally provide evidence that the company employs/contracts certified technicians to install, maintain	This Criteria may be subject to further verification at the vendor’s premises	

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				and repair electronic alarm systems.		
28.	Insurance Policy	Does the company have an insurance policy (Public and employer’s liability) for losses incurred by clients due to negligence or dereliction of duty by their guards.	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is ‘YES’, please provide details and evidence of the insurance policy document, including coverage and provider information demonstrating a minimum sum assured of KES 500,000, and coverage with a reputable provider that has a license from the insurance regulator.	N/A	
29.	Financial Reports	Does the company have audited accounts for 2021 and 2022?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is ‘YES’, please provide audited accounts for the 2021 and 2022 demonstrating that the company has sufficient financial resources of not less than 5M ksh, to provide Unarmed Residential Security services.	N/A	
30.	Tax Compliance	Does the company pay taxes to the Kenyan Government and remit other statutory payments such as NSSF, NHIF, PAYE to the Kenyan Government?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is ‘YES’, please provide a copy of the current tax compliance certificate and proof of compliance with other mandatory remittances.	N/A	

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31.	Remuneration	Does the Company comply with Kenya Government minimum wage standards in the remuneration for guards?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>If your answer is ‘YES’, please provide details of remuneration and proof of compliance with minimum wage laws by specifying the amount offered to guards and providing details of any additional benefits. Please attach a current pay slip for each guard category as evidence that the net monthly salary is within the minimum wage of KES 15,201.65 for a day guard and KES 16,958 for a night guard, as stipulated in the Kenyan labor laws for 2023. Reference: <a href="https://cotu-kenya.org/wp-content/uploads/2022/07/Minimum-Wage-Gazette-Notice-2022.pdf">https://cotu-kenya.org/wp-content/uploads/2022/07/Minimum-Wage-Gazette-Notice-2022.pdf</a>.</p>	N/A	
32.	Administration & Finance	Does the company have administrative and financial procedures in place?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>If your answer is ‘YES’, please provide written confirmation that you have the following in place:</p> <ol style="list-style-type: none"> <li>1. System for invoicing and receipting to clients on a monthly invoice.</li> <li>2. Procedures for amicable resolution of contractual disputes including well documented escalation</li> </ol>	N/A	

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				measures for such disputes. 3. Finance and Administration Office/Department.		
33.	Service Rates	Is the company willing to provide services to UN eligible staff within the established cap set by the UN for guards, alarms, and dog/handler. Reference: SMT Approved monthly Rates Sept. 2022- Alarm Package: KES 9,500, Security Guards: KES 43,500, Dog and Handler: KES 71,500.	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES/No', please ensure that you have checked the appropriate box.	N/A	
34.	Past Clients	Is the company currently providing similar guard services as those required by UNDSS to other organizations.	<input type="checkbox"/> Yes <input type="checkbox"/> No	<p>If your answer is 'YES', please provide the following information of organizations served over the last five years:</p> <ol style="list-style-type: none"> <li>1. Name and contact details of client including physical address, point of contact, telephone contact and E-Mail Address.</li> <li>2. The value of the contract awarded if applicable.</li> </ol>	N/A	

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				<p>3. The start and completion dates of the contract.</p> <p>4. Reference Letter confirming satisfactory performance from at least two of the clients cited or any other written and relevant evidence of satisfactory performance.</p>		
35.	Human Rights Policy	Does the company have any sustained record of human rights violations or other discriminatory or unethical practices?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If your answer is 'YES/No', please ensure that you have checked the appropriate box.	N/A	

**Below is the Scoring Methodology for Each Criteria. Each Criteria carries Equal Weight.**

**Fail: 0%** of points. Indicates a failure to meet a minimum requirement, necessitating major revisions in the company's approach or policies to render it acceptable.

**Poor: 25%** of points. Represents a partial fulfillment of requirements/standards with very low probability of success due to major deficiencies in the company's approach or policies.

**Marginal: 50%** of points. Signifies a company that barely meets requirements/standards, with low probability of success due to significant deficiencies that are correctable.

**Acceptable: 85%** of points. Indicates that the company meets the requirement/standard with good probability of success, although there may be weaknesses that can be readily corrected.

**Exceptional: 100%** of points. Reserved for instances where the company exceeds specified performance or capability in a manner beneficial to the UN, demonstrating a high probability of success with no significant weaknesses noted."



## STATEMENT OF WORKS FOR THE USE OF UNARMED PRIVATE SECURITY COMPANIES FOR RESIDENTIAL SECURITY IN KENYA

### General

1. The United Nations requires the services of reputable firms with proven professional security expertise to provide unarmed security services at the private residences (in Nairobi) of qualified personnel as outlined in this Statement of Works.
2. In consideration of gender equity, the United Nations may require the selected companies to train/deploy more female guards, to a level approximating 25% of the total personnel assigned to UN.

Following a review of prospective vendors by the United Nations Department of Safety and Security, a list of recommended security companies will be established. Thereafter, staff members of the UN may enter contracts with recommended contractors on a non-exclusive basis, meaning that UN organizations/staff will have the option to choose amongst several providers with no minimum number of clients specified.

### Definitions

3. Unarmed security services refer to manned security services (guards), electronic alarms, canine (dog and handler) and response services.

### Objective

4. Provide a visible deterrent to potential attackers and unarmed response, (armed in conjunction with police), to repel any attack by means of nonlethal equipment in accordance with the 'Use of Force Policy' developed by the Contractor, in compliance with the requirements of this Statement of Works and in accordance with Chapter IV, Section K, "Unarmed Private Security Services," UNSMS Security Policy Manual.

### Basic Functions

5. Provide security guard services to designated residential properties of qualified UN personnel. This could include but is not necessarily limited to the following:
  - a. Enforce entry/exit procedures at a given site.
  - b. Enforce restrictions on access to sensitive areas.
  - c. Enforce visitor control procedures, including escorts where required.
  - d. Perform personal searches for visitors and workers.
  - e. Perform vehicle searches.
  - f. Perform searches for suspicious items or acts.
  - g. Account for items leaving the residential property.
  - h. Activate alarm systems when necessary.
  - i. Provide counter-hostile surveillance.
  - j. Monitor and respond to intrusions and safety alarms.
  - k. Maintain guard post records and logs and provide accident/incident, after-action and hazard reporting.
  - l. Provide safety, fire and medical assistance to United Nations personnel and visitors in the event of

incidents.

- m. Perform security advisory and assessment services.
- n. Conduct installation, maintenance, and operation of security systems such as alarms.
- o. Patrol the designated residential property including internal perimeter.

### **Minimum Company Standards**

6. Qualifying companies must be able to satisfy the following standards:

- a. Supervisors should have successful command/leadership experience in Police or Private security service of at least 5 years.
- b. Security Guards should be citizens of Kenya or possess appropriate work permit.
- c. Security Guards should be positively vetted before selection for assignment to UN premises.
- d. Security Guards should be able to speak and understand minimum working English. Guards must successfully complete basic training and orientation (see below).
- f. The company should maintain a continuous system of training for guards with all guards undergoing a period of refresher training every year.
- g. The company must be prepared to provide essential equipment such as panic buttons, torches, batons, and protective clothes such as rain gear and/or umbrella etc.
- h. The guard force should have a supervisor to initiate and coordinate emergency action, maintain liaison, and provide reports to UN clients.
- i. Security guards should be provided with communications equipment such as radio, phone or button linked to emergency response.
- j. The company must maintain a fully staffed investigation unit and must have appropriate liability to cover losses due to negligence/derelection of duty.
- k. The company must maintain a quick reaction force to respond to emergencies and support guards or UN staff members in distress. The response force must be able to maintain liaison with the local police. The standby guards can also be used to provide replacements in the event that rostered guards become ill or fail to show up for work.
- l. The company should maintain a mobile patrol base and conduct regular mounted (vehicle) patrols in the vicinity of UN residential clusters in the Blue Zone in Nairobi. The mobile patrols must be equipped with radio communications to summon or respond to calls for assistance.
- m. Provide UNDSS, other UN Agencies and staff with risk analysis and recommendations when appropriate.
- n. Provide technical support and expertise to maintain and update existing security arrangements when required.
- o. Provide a monthly report and immediate report after any significant incident to UNDSS and the UN agency of the client.

### **Minimum Security Guard Duties**

7. Qualifying companies must be able to satisfy the following minimum standards with respect to guards:

- a. Access control at UN staff residences.
- b. Control pedestrians, visitors, vehicles entering/leaving the compound including screening/searches.
- c. Patrol assigned areas; maintain continual surveillance against fire, water leakage, and any other situation which could lead to damage or injury; check building structures, doors, and fences.

- d. Provide internal patrols.
- e. Undertake other duties as required relating to security.

## **Specific Requirements**

### *Uniform/Equipment*

- 8. The Contractor will provide uniform and all necessary equipment for their personnel to complete the duties as described in this statement of works. This includes but is not limited to batons, panic button, whistles, torches etc.

### *Subcontracting*

- 9. The Contractor is not permitted to subcontract substantive security duties, i.e. for any of the services outlined under ‘definitions’. Subcontracting may only be used for auxiliary services such as life support to the Contractor’s personnel. In such cases where there is sub-contracting, the UN contractor remains bound by these provisions.

### *Contact Person*

- 10. The Contractor will provide the United Nations with a designated point of contact at the management level who will attend periodic meetings with the United Nations security in order to review performance and discuss significant security incidents and trends. The Contractor may maintain a liaison officer in the liaison office established at UNON.

### *Communications*

- 11. The Contractor will ensure that each post has VHF radio communication or other means (panic button) linked to a 24-hour operations centre that is appropriately staffed, equipped, and trained to coordinate a response in the event of a security incident at the United Nations staff member’s premises or during mobile escort duties.
- 12. The Contractor will conduct radio checks/testing of communications equipment at the beginning of each shift and periodically during each shift to ensure that equipment is functioning properly, and guards are alert and monitoring their equipment.

### *Log keeping and Reporting.*

- 13. The Contractor will maintain a register of security officers on duty, to be signed by each officer, and to be provided to United Nations security on request.
- 14. The Contractor will ensure that any officer absent for whatever reason is immediately replaced in order to maintain 24-hour coverage of all posts.
- 15. The Contractor will immediately replace any guard whose performance is considered unsatisfactory by United Nations security or the staff member contracting the service. Such decision is within the United Nations sole discretion and replacement shall be at no additional cost to the United Nations.
- 16. The Contractor will provide immediate verbal notification and prompt written reports of security related incidents.

### *Shift Handover*

- 17. Conduct a thorough shift handover at each shift change ensuring that information and instructions are

passed on to the next guard and a detailed inventory is conducted of all equipment, keys etc.

*Use of Force*

18. The Contractor is required to develop and implement its own Use of Force Policy consistent with the International Code of Conduct for Private Security Service Providers and applicable laws of Kenya. In addition, to the extent consistent with the applicable national law, the private security company's Use of Force Policy shall also be consistent with the United Nations "Use of Force Policy" as found in Security Policy Manual, Chapter IV, Section H (which shall be made available to the private security company for reference). However, the Use of Force Policy of the private security company must be as or more restrictive than the United Nations Use of Force Policy. The private security company's Use of Force Policy shall not be less restrictive than the United Nations Use of Force Policy.

*Training and Rehearsals*

19. All supervisors and security guards provided by the Contractor must have successfully completed basic training and orientation to include the following subjects: UN assets, Local law and powers of arrest, criminality, fire and explosions, emergency plans, physical security measures, guard force communications and basic guard duties like general post orders, maintaining post logs, preparing incident report, use of access control and security equipment. Additionally, guards must be routinely trained in counter-surveillance and provided information on infiltration and other techniques used by potential terrorists/intruders. The Contractor will provide refresher training such that each security

guard and supervisor receives this no later than every 12 months. All personnel of the contractor must have received training, prior to deployment, on the United Nations Standards of Conduct for the International Civil Service and zero tolerance policy on sexual exploitation and abuse. The contractor shall be required to provide a certification to this effect prior to deployment for each individual employee.

20. The Contractor will maintain training records for each security officer and supervisor including failures and subsequent remedial training and requalification. These records will be made available to the United Nations designated representative (UN Security) upon request.
21. The United Nations Department of Safety and Security designated representative or delegate has the authority to monitor, evaluate and audit all training delivered by the Contractor.
22. The supervisors will arrange for weekly rehearsals of actions to be taken by the personnel of the Contractor in the event of incident, designed around scenario-based situations.

#### *Uniform and IDs*

23. All personnel provided by the Contractor are to be provided with Company identification and must dress in a clearly recognizable uniform provided by the contractor and clearly displaying the company's logo.
24. Whilst the uniform will be functional and permit the delivery of the designated services in the threat environment faced, the uniform should also be appropriate to the climatic conditions.

#### *Canine Services*

25. Companies providing K 9 services should ensure the following minimum standards:
  - a. **Training and Certification:** Ensure the dog and their handler undergo specialized training for K-9 security operations. The dogs should be trained in obedience, scent detection, and protection work, while the handlers should be trained in handling and controlling the dogs effectively.
  - b. **Health and Veterinary Requirements:** Ensure that all guard dogs undergo regular health check-ups and vaccinations to maintain their health and effectiveness. You may also need to request documentation that shows the dogs are in good health and fit for duty.
  - c. **Insurance:** they should have insurance coverage tailored explicitly for K-9 guard dog services. This may include liability insurance to cover any incidents involving the dogs while on duty.
  - d. **Compliance with PSRA Regulations:** Ensure that your K-9 guard dog service complies with all regulations set forth by the PSRA, including standards for training, equipment, and operations. This may include maintaining proper records of training and certifications for both dogs and handlers.
  - e. **Equipment:** Provide appropriate equipment for the dog and handler, including leashes, harnesses, muzzles, and protective gear.

#### *Contractors Performance Evaluation*

26. Immediately after selection to deliver security services, the United Nations and the Contractor will hold a project start up meeting to review the implementation plan of the Contractor. Implementation will be within one month of selection. Thereafter, monthly Contractor's performance reviews will be held by the United Nations and the Contractor to appraise the Contractor's Performance, discuss performance issues as well as other operational concerns. Performance evaluation shall include a certification that the contractor and its employees have conducted themselves in accordance with the expected standards of conduct.
27. The Contractor will be subject to periodic performance assessment and review by the United Nations.

28. The Contractor's performance will be reviewed based on, but not limited to, the following performance indicators:

**a. Quality of service:**

- (1) Compliance with the statement of works and individual contracts signed with staff members.
- (2) Accuracy of records
- (3) Effectiveness of contract personnel and personnel management
- (4) Technical excellence
- (5) Standards of integrity, competence, and performance in line with internationally accepted human rights standards and principles.

**b. Cost Performance:**

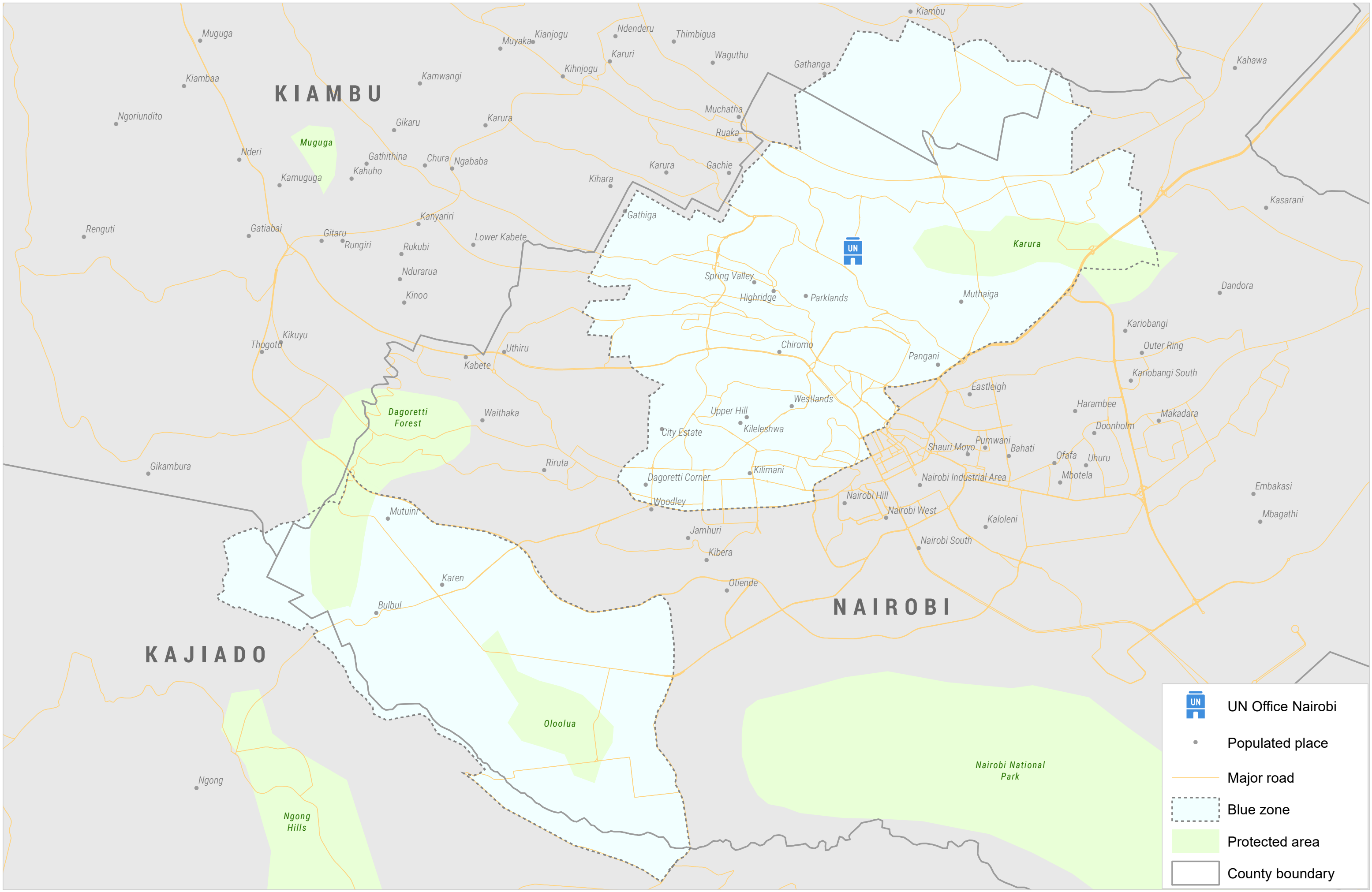
- (1) Timely accurate and complete invoicing
- (2) Cost control system
- (3) Other cost related factors







**c. Timeliness:**

- (1) Reliability of Contactor's Services
- (2) Adherence to agreed schedule.

**d. Business Relations**

- (1) Effective management of operations
- (2) Liaison and Client relations
- (3) Effective resolution of problems, issues, or concerns
- (4) Effective management of employee's performance and conduct
- (5) Contractor's flexibility
- (6) Contractor's initiative



-  UN Office Nairobi
-  Populated place
-  Major road
-  Blue zone
-  Protected area
-  County boundary

The designations employed and the presentation of material on this map do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations concerning the legal status of any country, territory, city or area of its authorities, or concerning the delimitation of its frontiers or boundaries.