

## **Provision of security guarding services for the premises of the EU regional task force (EURTF) - Catania, Italy**

# **Terms of Reference**

**Annex II to invitation to tender no**

**Frontex/OP/169/2020/ag**

## 1. Background information

The Frontex EURTF (European Regional Task Force) Office is responsible for strengthening Frontex role as a coordinator in the joint operations, enhance situational awareness in the region and reinforce its contribution to increase and harmonise border management standards across the external borders of the EU.

Established in 2015, the EURTF office is seated in the “ex convento di Santa Chiara” in Catania (Italy).

For information purposes, each shift of guarding services is currently covered by one guard during and outside working hours. The presence is however guaranteed 24/7.

## 2. Objective and scope of the contract

The scope of the present procurement is concluding a direct service contract which shall last one year. Contract shall be renewed automatically up to 3 (three) times and shall last overall 4 (four) years maximum.

The objectives of the contract as result of this tender procedure are the following:

- 1) Security service and guarding 24/7 - the contractor shall provide a security and guarding service, 24 hours a day, 7 days a week, at the place of delivery of the services (as described in section number 3). The services aim at preventing, deterring, and, if necessary, ensuring immediate reaction to unauthorised physical access to premises in order to safeguard the security of the building, the information and the people deployed in the mentioned offices under Frontex responsibility.
- 2) Support in case of emergency - the contractor shall provide an immediate response, commensurate and compliant with Frontex procedures for any emergency situation with regards to either a health and safety matter at work or physical security.

## 3. Place of delivery

The premises are seated in Catania, Via Transito 74 (Italy) and the overall size of the office is about 600 m<sup>2</sup>. EURTF administrative offices are located on the first floor of a two-floor building. There's a single entrance to the offices on the ground floor. The security guard seats at the reception desk situated in the entrance hall of the building, opposite the entrance doors. At the reception desk it is possible to monitor the video surveillance system and the video intercom.

## 4. Services covered by the contractor

The contractor shall propose a team of at least 5 (five) guards and indicate the applicable shift schedules in order to have one guard on duty at a time and service coverage 24 hours per 7 days a week over the entire period covered by the contract.

As regards the composition of the team, the contractor shall indicate the names of the guards regularly on duty at EURTF offices and the relevant backup guard(s) in case of sickness, leave or any other absences of one or more guards regularly on duty.

All guards must be physically capable and fit for the tasks they perform. They must also all be in possession of a regular permit for possession of a firearm and a prefectural authorization to act as a security guard.

All guards must have proficient knowledge of Italian (level C2<sup>1</sup>) in order to communicate clearly with the local authorities, when necessary, and a knowledge of English appropriate to the performance of the tasks especially when dealing with Frontex personnel and visitors (level B1<sup>1</sup>).

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<sup>1</sup> According to the Common European Framework of Reference for Languages (CEFR).

Duties shall be carried in the uniform provided by the contractor in order to guarantee easy recognition by anyone. Guards shall also wear an identification badge provided by the contractor.

All guards must be equipped with

- A firearm (the possession, use and maintenance of the firearm must comply with current Italian legislation);
- An independent means of communication with the contractor's control room (radio, mobile phone, etc.).

Finally, all the guards must have a valid certificate for the following training courses:

- Basic fire course;
- First Aid Course;
- Course for the use of the Automated External Defibrillator (AED).

#### **4.1. Security service and guard 24/7**

The security and guarded services shall be provided 24 hours a day for every day of the year.

The following services and activities shall be performed 24/7:

- Monitoring of the entrance to the premises, i.e. allowing access via video intercom
  - a) to authorized personnel, as per the list approved and provided by the Frontex office manager, and
  - b) to visitors/external staff accompanied by authorized personnel and based on the list approved and provided by the Frontex office manager.
- Access control to the EURTF offices in Catania
  - a) Maintaining entry-exit register of visitors or external personnel, including verification of identity documents, as well as distribution and collection of badges;
  - b) Checking personal badges.
- Key management for all EURTF offices in Catania. This task involves distributing the keys to authorized personnel, as well as keeping a key-log until they are returned. In the event of failure to return the keys, the guard shall notify Frontex office manager.
- Collection of parcels and letters and identification of dangerous or suspicious items.
- Monitoring of the video surveillance system, intrusion detection, fire detection, as well as supervision of the building or any other security system that can be implemented in the future.
- Operating the office intrusion detection alarm system (e.g. switch it on/off, store relevant passwords etc.).
- In case of temporary unavailability of one of the aforementioned systems, the guard on duty shall promptly inform the Frontex office manager in order to initiate the necessary procedure to restore standard functionalities.
- Surveillance of the premises during working hours and patrolling the premises (at least every 2 hours outside work hours) in order to prevent and detect any attempts and actual intrusion, damage, attack on persons or property.
- Immediate response to security and safety incidents (e.g. receipt of suspicions items, malfunction of the video-surveillance system, intrusion, vandalism, fire alarm etc.) by liaising with the competent Italian authorities (e.g. police, fire brigade etc.) and/or the relevant contact person (e.g. Frontex office manager, contractor's control room etc.).
- Report all obstructions of emergency exits, fire escapes and stairs, caused by cabinets, boxes, paper, tables, flammable products, etc., as well as prohibit the improper use of parking areas in the external perimeter of the premises (e.g. respect of no-parking zone and/or dedicated spots for disables).
- Reported regularly to the Frontex office manager as regards the above-mentioned tasks and all incidents (e.g. forward the incident log).
- Any other security related duties in order to implement the specific Security Operation Procedures for EURTF Catania or as assigned by the Frontex office manager.

## 4.2. Support in case of emergency

The contractor must be able to provide the necessary support during any emergency (non-exhaustive list: fire, earthquake, first aid, threat to physical security etc.).

Frontex requests the contractor to establish a strategy and implement the procedures for emergency management in line with the applicable national regulation. These procedures shall foresee the guards as one of the main actors involved in emergency management. Therefore, the security guards shall be able to:

- collect all emergency alerts, dispatch them and activate the necessary procedures to deal with the reported emergency;
- intervene in the case of a first aid emergency and use an automatic defibrillator (AED) **which shall be provided and maintained by the contractor**;
- actively participate in the coordination of the evacuation phase of the site;
- manage any threats to the physical security of people and property;
- respond to any theft attempts.

## 4.3. Subsidiary activities to the services described above

The contractor must also carry out the following subsidiary activities for the services indicated above:

- Monthly reporting including:
  - a) Number of patrols on the site;
  - b) Number of problems reported to the premises and to the security systems of the EURTF offices;
  - c) Hours of unavailability of the security systems;
  - d) Number of visitors registered;
  - e) Number of accidents.

This is a list of minimum elements to be indicated, however Frontex reserves the right to request additional elements to be included in the report.
- Time sheets: the contractor shall present monthly a table indicating for each day of the month the shifts and the guard on duty for each shift. The time-sheet shall be approved by Frontex representative and it is considered a necessary element for the payment of the services.
- Evaluation of work-related stress  

The provision of guarding services (armed or unarmed) is a stressing activity, especially due to the possibility of experiencing or fear of experiencing traumatizing events, as well as to possible unusual working hours and/or night shifts, solitary labour risk and other related factors. Therefore, the contractor shall provide the correlated stress assessment document which must be drawn up in accordance with current legislation.
- Compliance with Italian legislation concerning safety and accident prevention at work - in particular, the contractor shall organise fire alarm exercises in accordance with the national law requirements and upon agreement with the contracting authority.
- Compliance with the GDPR<sup>2</sup> as concerns all the personal data collected by the guard on duty - e.g. entry-exit logs.

## 5. Specific requirements by the contractor

The contractor shall provide high level professionalism and client-oriented approach to all services rendered for Frontex. In order to carry out the tasks listed in section Objective and scope of the contract

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<sup>2</sup> Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC.

The objectives of the contract as result of this tender procedure are the following:

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## 6. Place of delivery

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- The contractor will ensure that a sufficient number of substitutes are available to replace absent staff.
- The contractor will only use full-time personnel and will never use personnel contracted on a temporary or occasional basis.
- The contractor will replace one or more personnel who have proved incapable or inadequate to perform the specified tasks according to the required standards and / or in the event that they do not comply with ethical and behavioural standards, if Frontex so requests without incurring any liability. The replacement must be done within five working days following the request. Whenever a replacement occurs, the contractor must ensure a high degree of stability of the services and a smooth transfer of the contractual obligations.
- In case the replacement guard is not part of the team as per submitted proposal, the curriculum vitae of the replacement and relevant accreditation should be submitted and accepted by the EURTF office manager and Frontex head of security sector.
- The contractor will guarantee that existing posts are manned without interruption during scheduled hours; none of the personnel must work more than the number of hours per day as established by applicable national regulations.
- The contractor will take all necessary measures to prevent any accident that could endanger the physical well-being of its personnel and the personnel of the EURTF Office. The contractor also undertakes to comply with the applicable laws and regulations in force. At the end of the contract (either due to normal termination or early termination), the contractor shall guarantee compliance with the national law as regards the human resources management and shall guarantee a period of at least 1 (one) week to instruct the new contractor with respect to existing procedures and practices.