



Relief International Yemen  
Aden, Yemen  
Behind A2Z English Institute



February 10, 2021

Dear Sir / Madam,

Relief International (RI) invites your submission of financial and technical bid in order to provide goods/services in accordance with the conditions detailed in the attached documents. RI seeks a service provider for a one year fixed price agreement for *services provision of security guards (UN armed guards) to RI offices, guesthouses and warehouses- South.*

The Invitation to Tender (ITT) details are as follows:

<b>Subject of Tender:</b>	<b>Un-Armed security guards – South Hub</b>
<b>ITT Period:</b>	<b>February-May</b>
<b>ITT Closure Date and Time:</b>	<b>March 3, 2021 at 3:00 PM</b>
<b>Minimum validity period:</b>	<b>Two years</b>

This ITT document contains the following:

- ☒ This Cover Letter
- ☒ Annex A RI Bid Form – Invitation to Bid No. RI/YEM/SAN/2021/42-South hub
- ☒ Annex B Tender and Contract Award Acknowledge Certificate
- ☒ Annex C Conditions of Tendering
- ☒ Annex D General Conditions of Contract (which will be signed by the successful Bidder)
- ☒ Annex E Bill of Quantities / Scope of Work

The following documents must be submitted in a hard copy signed and stamped by the company in a sealed envelope for your Bid to be accepted by the Tender Opening Committee:

1. The attached RI Bid Form (Annex A) must be completed and submitted in accordance with Annex C. The Delivery Period must be shown on the Bid Form.
2. Completed Bill of Quantities in Annex E.
3. The attached Tender and Contract Award Acknowledgement Certificate (Annex B) must be completed and be duly signed and stamped by an authorized company representative and submitted in accordance with Annex C.
4. Copies of official company/organization registration documents and essential certificates.

Full package of bid documents must be submitted in a sealed envelope; the only information on the envelope should be the following:

**Relief International Yemen Office**  
**ITT Reference: RI /YEM/SAN/21/42 -South**  
**ADDRESS : Scoatra St , behind WFP office –Aden**

**OPTIONAL:** All suppliers are welcomed to send their clarifications and questions should be addressed to RI Yemen office email [procurement.ri.yemen@ri.org](mailto:procurement.ri.yemen@ri.org) , no later than **17 Feb, 2021**, RI will collect all responses and share with all bidders via email.

**Full bid submissions must be received at the address above no later than March 3, 2021 at 15:00 PM Yemen Time.** Failure to meet the closing date/time may result in the tender being void. Returned bids must remain valid for consideration for a period of not less than 90 days from the closing date.

All clarifications and questions should be addressed to: [procurement.ri.yemen@ri.org](mailto:procurement.ri.yemen@ri.org)

Yours faithfully,

*Tender Committee  
Relief International*

#### PROVISIONAL TIMETABLE

Activity	Date
Issue Tender Notice and Invitation to Tender	10 February – 3 March on Yemen HR website
Meeting all bidders for explanations/clarifications	Feb 17, 2021
Return of tenders (Closing Date)	March 3, 2021
Public tender opening (delete if not relevant)	March 7, 2021
Tender Review Committee	7 – 15 March, 2021
Bid clarifications as required	11 Feb -17 Feb ,2021 – Via email
Award Contract	March 21, 2021
"Go-Live" with Supplier	March 21, 2021

#### AWARD CRITERIA

RI is committed to running a fair and transparent tender process to ensure all bidders are treated and assessed equally. Bidder responses will be evaluated against the below categories of criteria:

**a) Mandatory Criteria : ESSENTIAL CRITERIA**

These are criteria which bidders **MUST** meet in order to be successful and progress to the next round of evaluation. If a bidder does not meet any of the Essential Criteria, they will be excluded from the tender process.

- Bidder accepts RI's 'Terms and Conditions of Purchase' included within Appendixes C and D of the ITT, and that any work awarded from this tender process will be completed under the attached 'Terms and Conditions of Purchase'.
- The Bidder confirms full qualification, licenses and registrations to trade with RI (including compliance with all relevant local Country legislation): (To confirm by Yes in the Annex A 3 and stamp all related documents) and submit the related legal and stamped documents accordingly
  - Valid Legitimate business address in Yemen
  - Legal registration to work in Yemen (proven and valid registration and Tax cards)
  - Legal authorization to work in Security services (Work permit)
- The bidder must agree to the detailed requirements are listed in Annex E. (To confirm by Yes in the Annex A 3 and stamp all related documents)
- Bidder must confirm that all guards (whether the awarded company agreed to maintain the employees of current contractors or hire new employees) shall have a minimum net salary of \$250 or \$280 per month and RI budget limitation. (To confirm by Yes in the Annex A 3 and stamp all related documents)



- Bidder must confirm that all guards will be provided with Health & Life Insurance. (To confirm by Yes in the Annex A 3 and stamp all related documents)
- b) ESSENTIAL** Award of the contract will be evaluated and scored based on the following criteria:

Technical Criteria	Weighting
Security operating procedures, manual and policies.	20%
Years of experience in the same field, (preferably above 5 years).	5%
Provide valid medical insurance policy for the security guards.	4%
Provide valid life Insurance policy for the security guards.	4%
Provide security Insurance policy for the security guards.	2%
Available operation room 24 /7 in South /South hub.	5%
Due diligence : <ul style="list-style-type: none"> <li>- Office existence.</li> <li>- Departments inside offices.</li> <li>- Training hole.</li> <li>- Operation room checks.</li> <li>- Escorting crew, vehicles.</li> </ul> Stock of equipment.	10 %
<b>Financial Criteria</b>	
Prices demonstrate an economically advantageous position for Relief International.	45 %
<i>The financial sustainability throughout audited financial statements.</i>	2.5 %
Functional finance system to perused the payments, Invoices and outstand payment (during the due diligence).	2.5%

### C) Additional criteria

The following criteria are considered quite important in the evaluation of this tender:

- The financial sustainability of Bidder
- Bidder's responsiveness in emergency situations
- Bidder demonstrates unique selling points and additional benefits or services that are of value to Relief International


**Part One: RI BID FORM – Invitation to Bid No: RI/YEM/SAN/21/42-South**

<i>RI to complete</i>				<i>Bidder to complete</i>			
#	Description of Good / Service for bid	Summary of the requested good /service	Quantity required	Offered specification (if different from required)	Quantity offered	Unit price	Total Price
Lot1 Option 1	Service of unarmed security guards for the South offices and guesthouses locations ( Aden, Shabwa , Amran , Abyan )	Each guard to work 1 shift @ 8 hours , the service is required 24 hours /day @ 280 USD /guard /Month	24 guards				
Lot1 Option 1]2	Service of unarmed security guards for the South offices and guesthouses locations ( Aden, Shabwa , Amran , Abyan )	Each guard to work 1 shift @ 8 hours , the service is required 24 hours /day @ 250 USD /guard /Month	24 guards				
	Instruction: Please fill in or provide response to the attached Bill of Quantities or Scope of Work Request for Proposal. You may complete in the format provided or on your own company letter head.			Please confirm you have submitted a full and detailed complete response to the [bill of quantities or RFP Scope of Work] as provided in this announcement for bid. Yes <input type="checkbox"/> No <input type="checkbox"/>			

Required Delivery Date: within 2 days of PO \_\_\_\_\_

Offered Delivery Date: \_\_\_\_\_

Required Delivery Destination: Aden, Shabwa , Abyan , Lahj, or any other related office reporting to south Hub.

Offered Delivery Destination: \_\_\_\_\_

 This Bid is valid for: 90 days

Currency of Bid: US Dollar

Offered Currency: \_\_\_\_\_



Our company has safety and security procedures and manuals?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Our company have written protocol or operating procedures?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Our company provides capacity building trainings for the guards?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Our company has a customer services department?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Our company provides cover life insurance for the guards?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Our company provides cover Medical insurance for the guards?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Our company provides cover Social insurance for the guards?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Our company has English speaker guards?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Our company provide bond performance guarantee?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Prices can be fixed for a period of 24 months or more?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
All guards shall have a minimum net salary of between 250\$-\$280 per month.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Our company holds the necessary licenses and accreditations required by local and national law to provide security services.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Our company shall adhere to the detailed requirements in in Annex E.	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Please provide the location(s) of all you company offices:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



**List all professional licenses and certificates your company holds:**

*Please attach copies of these with your submission.*

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**ANNEX A (PAGE 2)**

**Part Two: RI BID FORM – Invitation to Tender No: \_\_\_\_\_**

**BUSINESS INFORMATION**

Company Name: \_\_\_\_\_

Contact person: \_\_\_\_\_

Registration Number: \_\_\_\_\_

TAX ID: \_\_\_\_\_

Address: \_\_\_\_\_

Phone No: \_\_\_\_\_

\_\_\_\_\_

Facsimile No: \_\_\_\_\_

\_\_\_\_\_

Email Address: \_\_\_\_\_

A duly authorized company representative.

WWW Address: \_\_\_\_\_

Signed: \_\_\_\_\_

Title/Position: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Describe Payment Terms & Conditions: \_\_\_\_\_

**BUSINESS REFERENCES (3 minimum)**

Name of Organization	Contact Person	Email / Telephone	Comment

**ANNEX B****Tender and Contract Award Acknowledge Certificate****\*This attachment must be signed and submitted with the Bid**

1. In compliance with the Instructions and Conditions for Invitation to Bid (Annex C), General Terms of Contract (Annex D), we the undersigned, offer to provide some or all of the items or services quoted for, at the prices entered in the attached RI Bid Form, delivered to the destination specified therein.
2. We accept the terms and conditions set forth in the Terms and Conditions for Bid (Annex C) and the following requirements have been noted and will be complied with where applicable:
  - a. That the freight cost if separate from the Unit price shall be shown separately, which shall be the basis for delivery for any contract resulting from this ITT.
  - b. We confirm that for any offer made where the delivery destination is not as requested in the ITT, that RI reserves the right to disregard the offer.
  - c. That conditional Bids cannot be accepted.
  - d. That the currency of the Bid should be preferably in US Dollars.
  - e. Show any discount being offered to RI (Annex C).
  - f. RI reserves the right, at its own discretion:
    - To award a contract for a lesser or greater quantity than the total quantity Bid for.
    - To reject any or all Bids and/or enter a contract with a Bidder other than the lowest Bidder (see Annex C).
  - g. Successful Bidders who are awarded contracts will be notified by the receipt of the original Purchase Order/Contract.
  - h. Any samples requested, either with the Bid, or at a later date, will be in accordance with the specifications of the required item(s). Failure to comply with this may result in the Bid not being considered.
  - i. We confirm that the validity of this offer is for the calendar days reflected in Annex A and are from the date of the ITT closure.
  - j. We agree to the terms and conditions set forth in the RI General Terms of Contract (Annex D)
  - k. We certify that the below mentioned company has not engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, any Contracts.
- l. We agree to abide by the RI Child Protection Policy and Reporting of Misconduct.
3. We further certify that the below signed company:
  - a. Is not bankrupt or being wound up, having its affairs administered by the courts, has not entered into an arrangement with creditors, has not suspended business activities, is not the subject of proceedings concerning those matters, or is not in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
  - b. Has not been convicted of an offence concerning its professional conduct by a judgment which has the force of res judicata;
  - c. Has not been guilty of grave professional misconduct proven by any means;
  - d. Has fulfilled its obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which it is established or those of the country where the contract is to be performed;
  - e. Has not been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity;
  - f. Has not, following another procurement procedure or grant award procedure, been declared to be in serious breach of contract for failure to comply with our contractual obligations.
4. We are submitting this ITT Bid in our own right. We confirm that we are not bidding for the same contract in any other form. We confirm, as a partner in the consortium, that all partners are jointly and severally liable by law for the performance of the contract, that the lead partner is authorized to bind, and receive instructions for and on behalf of, each member, that the performance of the contract, including payments, is the responsibility of the lead partner, and that all partners in the joint venture/consortium are bound to remain in the joint venture/consortium for the entire period of the contract's performance.



5. We are not in any of the situations excluding us from participating in contracts that are listed in the Terms and Conditions for Bid (Annex C). In the event that our Bid is successful, we undertake to provide the proof usual under the law of the country in which we are established that we do not fall into the exclusion situations listed. The date on the evidence or documents provided will be no earlier than 180 days before the deadline for submission of Bids and, in addition, we will provide a sworn statement that our situation has not altered in the period which has elapsed since the evidence in question was drawn up.

We also understand that if we fail to provide this proof within 15 calendar days after receiving the notification of award, or if the information provided is proved false, the award will be considered null and void.

6. We will inform RI immediately if there is any change in the above circumstances at any stage during the implementation of the contract. We also fully recognize and accept that any inaccurate or incomplete information deliberately provided in this application may result in our exclusion from this and other contracts funded by the Donor.

7. We note that RI is not bound to proceed with this ITT and that it reserves the right to award only part of the contract. It will incur no liability towards RI should it do so.

We agree to the above terms and conditions.

**Submitted by:**

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***Company Name***

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***Place***

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***Date***

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***Title/Position***

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***Print Name***

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***Signature***

A duly authorized company representative

Company Stamp

## **ANNEX C**

### **Terms and Conditions of Tendering**

**\*This attachment must be submitted with the bid**

#### **1. Submission of Bids**

##### Bid Form

Bids must be submitted in a hard copy of the attached Bid Form (Annex A), in a sealed envelope, addressed and delivered to the address in the cover page. Bids must be received before the indicated time and date as set forth in the cover page.

Bids submitted by email, fax, mail or courier are at the Bidders risk and RI takes no responsibility for the receipt of such Bids.

Bidders are solely responsible for ensuring that the full Bid is received by RI in accordance with the ITT requirements, prior to the specified date and time above. RI will consider only those portions of the Bids received prior to the closing date and time specified and that any Bids received after that time will not be considered.

#### **2. Submission of Samples**

If you are requested to submit samples of the items offered, then failure to do so may render your Bid invalid. Samples submitted should each be clearly marked with the same item number which is used on the RI Bid Form (Annex A). Sample packaging must be clearly marked 'Samples' with the ITT number and the Bidder's name etc.

#### **3. Completion of Bid Form**

##### Prices Quoted

Offers of discount **other than** for prompt payment will be a consideration in award of contracts.

Where freight is quoted it must be via a mode consistent with the temperature requirements of the goods.

##### Currency

The currency of the Bid should preferably be in USD. However, if other currencies are used they should be clearly indicated e.g. Euro, USD, JOD, etc

##### Language

The Bid Form, all correspondence and documents related to the ITT exchanged by the Bidder and RI must be in English.

##### Packaging

Packaging shall be of International shipping standard, strong quality, and suitable for shipment.

##### Origin, Quantities, Bids

The **country of origin** of the items bided for must be clearly stated. As far as possible Bids should be for the full RI quantity required.

The Bid Form must be completed in all other respects when Bids for particular items are not submitted. This should be clearly indicated on the Bid Form i.e. a line drawn through those items not being Bid for. Explanations, which may be deemed necessary should be clearly set out and will be considered as an integral part of the Bid.

##### Presentation

Bids should be typewritten; if hand written they should be clearly legible. Prices entered in lead pencil will not be considered. All erasures, amendments, or alterations must be initialed by the signatory to the Bid. Do not submit blank pages of the Bid Form and/or schedules which are unnecessary for your offer. A completed duplicate of the Bid Form should be retained by the Bidder for record purposes. All documentation must be written in English. All Bids must be signed by a duly authorized representative of the Bidder.

##### Lots

If the ITT is divided into Lots then the Bidder may bid for one or all Lots. Each lot will form a separate contract and the quantities indicated for different Lots will be indivisible. The Bidder must offer the whole of the quantity or quantities indicated for each Lot. Bids for part of a Lot will not be considered.

If the Bidder is awarded more than one Lot, a single contract may be entered into covering all those Lots.

If the items have not been divided into Lots then Bids must be for the entirety of the quantities indicated.

##### Split Awards

RI reserves the right to split awards.

#### **4. Correspondence**

All communications from Bidders to RI relating to the tender must be in writing and addressed to the email identified in the Cover Letter. Any request for information should be received at least 5 days before the Closing Date, as defined in the Invitation to Tender. Responses to questions submitted by any Bidder will be circulated by RI to all Bidders to ensure fairness in the process.

#### **5. Prices**

Tendered prices must be shown as both inclusive of and exclusive of any Value Added Tax chargeable or any similar tax (if applicable).

#### **6. Validity Period**

Bids shall be valid for at least the minimum number of days specified in the ITT from the date of Bid closure. In the event that a Bidder is in a position to extend the validity of his offer for a limited period beyond the required minimum, this should be stated on the Bid Form. RI reserves the right to determine, at its sole discretion, the validity period in respect of Bids which do not specify any such maximum or minimum limitation.

#### **7. Acceptance**

RI reserves the right, at its sole discretion, to consider as invalid or unacceptable any Bid which is a) not clear; b) incomplete in any material detail such as specification, terms delivery, quantity etc.; or c) not presented on the Bid Form – and to accept or reject any amendments, withdraws and/or supplementary information submitted after the time and date of the ITT Closure.

#### **8. Award of Contracts**

This ITT does not commit RI to award a contract or pay any costs incurred in the preparation or submission of Bids, or costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods. Any bid submitted will be regarded as an offer made by the Bidder and not as an acceptance by the Bidder of an offer made by RI. No contractual relationship will exist except pursuant to a written contract document signed by a duly authorized official of RI and the successful Bidder.

RI may award contracts for part quantities or individual items. RI will notify successful Bidders of its decision with respect to their Bids as soon as possible after the Bids are opened. RI reserves the right to cancel any ITT, to reject any or all Bids in whole or in part, and to award any contract.

Suppliers who do not comply with the contractual terms and conditions including delivering different products and of different origin than stipulated in their Bid and covering contract may be excluded from future ITTs.

#### **9. Confidentiality**

This ITT or any part hereof, and all copies hereof must be returned to RI upon request. It is understood that this ITT is confidential and proprietary to RI, contains privileged information, part of which may be copyrighted, and is communicated to and received by Bidders on the condition that no part thereof, or any information concerning it may be copied, exhibited, or furnished to other without the prior written consent of RI, except that Bidders may exhibit the specifications to prospective subcontractors for the sole purpose of obtaining offers from them. Notwithstanding the other provisions of the ITT, Bidders will be bound by the contents of this paragraph whether or not their company submits a Bid or responds in any other way to this ITT.

#### **10. Collusive Bidding and Anti-competitive Conduct**

Bidders and their employees, officers, advisers, agent or sub-contractors must not engage in any collusive bidding or other anti-competitive conduct or any other similar conduct, in relations to:

- » The preparation of submission of Bids,
  - » The clarification of Bids,
  - » The conduct and content of negotiations,
  - » Including final contract negotiations,
- in respect of this ITT or procurement process, or any other procurement process being conducted by RI in respect of any of its requirements.

For the purpose of this clause, collusive bidding, other anti-competitive conduct, or any other similar conduct may include, among other things, the disclosure to, exchange or clarification with, any other Bidder, person or entity, of information (in any form), whether or not such information is commercial information confidential to RI, any other Bidder, person or entity in order to alter the results of a solicitation exercise in such a way that would lead to an outcome other than that which would have been obtained through a competitive process.

#### **11. Improper Assistance**

Bids that, in the sole opinion of RI, have been compiled:

- » With the assistance of current or former employees of RI, or current or former contractors of RI in violation of confidentiality obligations or by using information not otherwise available to the general public or which would provide a non-competitive benefit,
  - » With the utilization of confidential and/or internal RI information not made available to the public or to the other Bidders,
  - » In breach of an obligation of confidentiality to RI, or
  - » Contrary to these terms and conditions for submission of a Bid,
- shall be excluded from further consideration.

Without limiting the operation of the above clause, a Bidder must not, in the absence of prior written approval from RI, permit a person to contribute to, or participate in, any process relating to the preparation of a Bid or the procurement process, if the person has at any time during the 6 months immediately preceding the date of issue of this ITT was an official, agent, servant, or employee of, or otherwise engaged by, RI and was engaged directly, or indirectly, in the planning or performance of the requirement, project, or activity to which this ITT relates.

#### **12. Corrupt Practices**

All RI Bidders and Suppliers shall adhere to the highest ethical standards, both during the procurement process and throughout the performance of a contract.

#### **13. Conflict of Interest**

A Bidder must not, and must ensure that its employees, officers, advisers, agents or subcontractors do not place themselves in a position that may, or does, give rise to an actual, potential or perceived conflict of interest between the interests of RI and the Bidder's interests during the procurement process.

If during any stage of the procurement process or performance of any RI contract a conflict of interest arises, or appears likely to arise, the Bidder must notify RI immediately in writing, setting out all relevant details of the situation, including those cases in which the interests of the Bidder conflict with the interests of RI, or cases in which any RI official, employee or person under contract with RI may have, or appear to have, an interest of any kind in the Bidder's business or any kind of economic ties with the Bidder. The Bidder must take steps as RI

may reasonably require to resolve or otherwise deal with the conflict to the satisfaction of RI.

#### **14. Withdrawal/Modification of Bids**

Requests to withdraw a Bid shall not be honored. If the selected Bidder withdraws its Bid, RI shall duly register the said Bid and shall evaluate it alongside all other received Bids. If the selected Bidder has furnished a Bid security, RI shall withhold such Bid security until the issue has been resolved.

Withdrawal of a Bid may result in your suspension or removal from the RI suppliers List.

A Bidder may modify its Bid prior to the ITT closure. Any such modification shall be submitted in writing and in a sealed envelope, marked with the original Bid number. No modification shall be allowed after the ITT closure.

#### **15. Late Bids**

All Bids received after the ITT closure will be rejected except if the delay is determined by RI to have been due to a valid reason. However, any bid received after the start of the Bid opening shall be rejected without exception.

#### **16. Opening of the ITT**

The ITT will be opened by the RI Tender Opening Committee. This may or may not be deemed an open session with invitations to bidders.

At the tender opening, the Bidders' names, the Bid prices, written notifications of modification and withdrawal, the presence of the requisite Bid guarantee and such other information as RI may consider appropriate will be announced.

After the opening of the ITT, no information relating to the examination, clarification, evaluation and comparison of Bids, or recommendations concerning the award of the contract can be disclosed.

Any attempt by a Bidder to influence the Evaluation Committee in the process of examination, clarification, evaluation and comparison of tenders, to obtain information on how the procedure is progressing or to influence RI in its decision concerning the award of the contract will result in the immediate rejection of the tender

#### **17. Evaluation of Bids**

##### **Administrative Conformity**

Bids will be checked to determine if they comply with the essential requirements of the ITT. A Bid is deemed to comply if it satisfies all the conditions, procedures and specifications in the ITT without substantially departing from or attaching restrictions with them. If a Bid does not comply with the ITT, it will be rejected immediately and may not subsequently be made to comply by correcting it or withdrawing the departure or restriction.

#### Technical Evaluation

The Evaluation Committee will rule on the technical admissibility of each Bid, classifying it as technically compliant or non-compliant. The technical evaluation will be based on the information and documents annexed in the Bid concerning both the task to be carried out under the ITT, and the professional ability of the Bidder.

#### Financial Evaluation

The Evaluation Committee will not necessarily choose on the basis of lowest price alone but will award a contract on the basis of criteria such as best value for money, price, quality, and compliance with international norms, delay for delivery and other criteria, as defined in the ITT. The experience of the Bidder in the performance of similar contracts may also be criterion for selection.

#### **18. General Conditions of Contract**

All Bidders must acknowledge that the RI General Conditions of Contract for the Procurement of

Goods, or Services, or Works, as applicable, are acceptable.

#### **19. Cancellation of the ITT**

In the event of ITT cancellation, Bidders will be notified by RI. If the ITT is cancelled before the outer envelope of any Bid has been opened, the sealed envelopes will be returned, unopened, to the Bidders

The ITT may be cancelled in the following situations:

- » where no qualitatively or financially worthwhile Bid has been received or there has been no response at all;
- » the economic or technical parameters of the project have been fundamentally altered;
- » exceptional circumstances or force majeure render normal performance of the project impossible;
- » all technically compliant Bids exceed the financial resources available;
- » there have been irregularities in the procedure, in particular where these have prevented fair competition.

In no circumstances will RI be liable for damages, whatever their nature (in particular damages for loss of profits) or relationship to the cancellation of an ITT, even if RI has been advised of the possibility of damages. The publication of a procurement notice does not commit RI to implement the programme or project announced.

**ANNEX D****GENERAL TERMS OF CONTRACT**

1. **Insurance Coverage.** RI assumes no liability for accidents or injury to CONTRACTOR or their staff during the performance of work under this Contract. It is CONTRACTOR's obligation to make sure that it has the necessary comprehensive general liability, medical and evacuation insurances in place.
2. **Audit.** Contractor agrees to establish and maintain reasonable accounting measures that would enable RI to readily identify Contractor's assets, expenses, costs of goods, and use of funds. RI shall have the right, at its own expense, to audit and review any financial or operational information of Contractor, or any data collected from the field relating to the work performed. Additionally, Contractor may be subject to audit requirements by authorized representatives of the prime contractor or award agency relating to this agreement, under the control of RI
3. **Relationship of the Partners:** The signatory parties of the present Contract are independent organizations and are not agents of each other, joint ventures, or partners. Neither party is authorized or empowered to act on behalf of the other with regard to any contract, warranty, or representation as to any matter. Each party will maintain sole and exclusive control of its own personnel and operations.
4. **Ownership of Work Product:** Ownership of all RI concepts, ideas, procedures and technologies that RI has either partially or fully developed prior to the effective date of this Contract shall be and remain the exclusive property of RI. Any documents, recordings, speeches, photographs, manuals, plans, program designs, proposals, research materials, charts, maps, audiovisuals and other material or devices, articles or manuscripts or public relations material or any other products requested or required by RI as part of Contractor's job will remain completely as the exclusive property of RI.
5. **Supplies, Equipment, Materials and Procurement.** All non-expendable equipment furnished or financed by RI shall remain the property of RI and shall be returned by Contractor to RI within thirty (30) days of the expiration or termination of the present Contract unless otherwise agreed upon between the Parties. Non-expendable equipment is defined as an item which has a purchase price of US \$1,000 or more, or the equivalent in local currency at the official rate of exchange on the date of purchase.
6. **Delivery:** Contractor shall deliver the goods in accordance with the conditions of the Agreement. The goods shall be at the risk of the Contractor until their provisional acceptance. Delivery shall be deemed to have been made when there is written evidence available to both Parties that delivery of the supplies has taken place in accordance with the terms of the Agreement, the invoice(s) and all such documentation.
7. **Confidentiality and Non-disclosure:** Contractor agrees to keep confidential and not to disclose, without the prior written approval of RI's Country director, any information or data confidential to RI.
8. **Debarment, Suspension, Ineligibility, and Voluntary Exclusion.** Contractor certifies that they are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this Contract by any U.S. Government department or agency.
9. **Special Indemnification.** Contractor, at Contractor's own expense, shall defend, indemnify, and hold harmless RI, its licensees, consultants, and agents from any claim, demand, cause of action, and liability, including attorney's fees, to the extent Contractor acted intentionally or with gross negligence to infringe or violate the patent, copyright, license, or other proprietary right of a third party.
10. **General Indemnification:** Each party shall indemnify and save harmless the other party from and against any loss, expense, including attorney's fees, or claim asserted by third parties for damage to third party tangible property, or for bodily injury, or both, arising out of the activities being implemented under this Contract.
11. **Force Majeure:** Neither party shall be liable for a failure to carry out the activities under this Contract because of any unforeseeable event beyond its reasonable control and not caused by

the fault or negligence of such party, which causes such party to be unable to perform its obligations under the Contract (and which it has been unable to overcome by the exercise of due diligence).

12. **Governing Law:** The construction, validity, performance and effect of this Contract for Services shall be governed by the laws applicable to Yemen with regard to all purposes related to this Contract.
13. **Severability:** Each provision of this Contract is severable. If one provision is declared void, illegal or unenforceable, the remaining paragraphs shall retain their full force and effect.
14. **Termination:** Either of the signatory parties may terminate this Contract for cause at any time, in whole or in part, upon one week advance written notice to the other, whenever it is determined that the party has failed to comply with the terms and conditions of this Contract. The terminating party shall provide written explanation of the basis for its determination and subsequent actions to be taken by either party within 5 calendar days of its notification to terminate or suspend the Contract. The parties may also agree mutually to terminate this Contract at any time, in whole or in part, if both parties agree that the continuation of the Contract would not produce beneficial results. The terms of this Contract will remain in effect until the date of termination.
15. **Notwithstanding** any other provision in this Agreement, Contractor understands and agrees that RI has no obligation to provide Contractor with work or any minimum hours. This Contract for Services shall not be deemed terminated as a result of any lack of work. Termination or expiration of this Contract shall not affect Contractor's continuing obligation under Sections 8, 9, and 11 of this Contract relating respectively to ownership of work, confidentiality, non-disclosure and indemnification.
16. **Compliance with Laws:** In the course of performance hereunder, the parties shall comply with all applicable local, state and federal laws and regulations. Contractor is reminded that U.S. executive order and U.S. law (including, without limitation, the USA Patriot Act) prohibit transactions associated with

terrorism. It is the legal responsibility of Contractor to ensure compliance with such executive order and law.

17. **Arbitration:** If any dispute in connection with this Contract for Services arises between the parties, and such dispute cannot be amicably resolved by the parties despite diligent efforts thereto, such claim or dispute shall be submitted to the Yemen specialized courts which are the only authority to refer to in case of any disagreement arises on the terms of Contract.
18. **Amendments:** The present Contract for Services may be amended or revised by mutual agreement as recorded by an exchange of letters between the parties. The amended or revised clauses shall become effective from the date of their adoption.
19. **Assignment/Sub-contracting:** Contractor shall not assign this Contract, in whole or in part, without the prior written consent of RI. With RI's written consent. Contractor may subcontract some or all of the services required under this Contract for Services.
20. **Terrorist Financing:** It is the responsibility of Contractor to ensure that no resources and support under this contract for services are provided to individuals, organizations or private companies associated with terrorism and terrorist activities.
21. **Authority & Binding Effect:** By his or her signature below, each signatory hereto represents and warrants that he or she is duly authorized to enter into this Contract on behalf of the party he or she purports to represent such that, upon execution and delivery, this Contract shall be a binding obligation of each party. This Contract shall be binding upon and inure to the benefit of each party's legal representatives, successors and permitted assigns.
22. **Requests for Full or Partial Award Reimbursement.** In the event either a full or partial reimbursement of award is required for non-performance or any other reason, please note that there are only three RI Officers authorized to request the reimbursement of funds on the organization's behalf. These are RI's President and CEO, RI's Chief Financial



Officer, and RI's Chief Operating Officer. Should the sub-recipient receive a request to reimburse funds from any other person or source, please send a copy of the request and any relevant information to [iaia@ri.org](mailto:iaia@ri.org), and do not proceed with reimbursement if you have not received a request from one of the authorized representatives listed herein.

23. **Mandatory Principles** a). For the duration of the contract the Contractor and its staff shall respect human rights and undertake not to offend the political, cultural and religious mores of the beneficiary state. In particular and in accordance with the legal basic act concerned, tenderers who have been awarded contracts shall respect core labor standards as defined in the relevant International Labor Organization (ILO) conventions (such as the Conventions on freedom of association and collective bargaining; Abolition of forced and compulsory labor; Elimination of forced and compulsory labor; Abolition of child labor). b.) The Contractor must at all times act impartially and as a faithful adviser in accordance with the code of conduct of its profession. c.) RI reserves the right to suspend or cancel project financing if corrupt practices of any kind are discovered at any stage of the award process and if the contractor fails to take all appropriate measures

to remedy the situation. For the purposes of this provision, "corrupt practices" are the offer of a bribe, gift, gratuity or commission to any person as an inducement or reward for performing or refraining from any act relating to the award of a contract or implementation of a contract already concluded with Relief International. d.) Relief International reserves the right to suspend or cancel the contract, where the award procedure proves to have been subject to substantial errors, irregularities or fraud. Where such substantial errors, irregularities or fraud are discovered after the award of the Contract, Relief International may refrain from concluding the Contract.

24. **Complete Contract:** This document constitutes the complete and exclusive Contract between the parties, superseding all representations, proposals or promises whether oral or written, and all other communications between the parties, relating to the subject of this Contract.
25. **Inconsistency between the English Version and Translations:** In the event of inconsistency between any terms of this Contract for Services and any translation into another language, the English language meaning shall control.



## ANNEX E

### Lot 1: BILL OF QUANTITIES

RI request offer for two options below and according to the budget limitation RI will issue the FWA /PO, the objective of this to measure the market price against what pays for the security guards, below is the both request for quotation for South, the company should provide full break down for his offer for each option in an annex,

#### Option 1: 280 \$ net salary pay for SG

Option 1 includes a net salary to be paid for the security guards of \$ 280 per guard per month including the full time Joker to be considered, as per ToR drafted

No	Specification	Location	Quantity	Monthly offer /price charged to RI	Indicative Quantity of required guards
1	Un Armed Guard, to work 8 hours per day.@ 3 guards /24 hours , including all service package in the TOR	Aden, Abyan , Shabwa ,lahj Any other location in South	1		24

#### Option 2 : 250 \$ net salary pay for SG

Option include a net salary to be paid for the security guards of \$ 250 per guard per month including the full time Joker to be considered as per ToR drafted

No	Specification	Location	Quantity	Monthly offer /price charged to RI	Indicative Quantity of required guards
1	Un Armed Guard, to work 8 hours per day.@ 3 guards /24 hours including all service package in the TOR	Aden, Abyan , Shabwa ,lahj Any other location in South	1		24

**Annex D : SCOPE OF WORK**

Relief International considers the security guards as the first face to receive and welcome the visitor, RI seek for accompany to provide a professional security guards who can serve RI with professional manner , politeness and integrity , the security guard/s must protect Relief International premises , assets and staff , if violation might happen s/he will be the first alert to Relief International , the guards should be well trained to deal with people and have ability to demonstrate the required tasks , the company should provide the guards with all tools and equipment to ease the work .

**Guarding Service**

1. Ensure a 24 hour guarding service at all RI premises listed in Annex 2 below.
2. Ensure the security guards on site are always equipped with necessary equipment to complete their duties.
3. Comply with the Standard Operating Procedures (SOPs) of RI Country Office in Yemen.
4. Carry out core security services, including but not limited to:
  - 4.1. Manage access control for the movement of personnel, vehicles and equipment entering and leaving any RI premises including remedial actions against any suspects.
  - 4.2. Monitor, control and report on movement within RI premises, including restricted areas.
  - 4.3. Monitor and control the safety and security of all premises.
  - 4.4. Fire detection services.
  - 4.5. Control of onsite car parking facilities / parking areas on the boundaries of any RI premises, and control of access to facilities.
  - 4.6. Ad hoc patrols and inspections.
5. Supporting with RI emergency procedures and actions to be taken in an emergency.
6. Regular training of security guards (minimum of quarterly, to be completed on site).
7. Management and supervision of guards
8. Any additional services RI may need as part of the services provided by the service provider.
9. At all times comply with any national or local legislation relating to the provision of security services.

**DETAILED SERVICE REQUIREMENTS & SPECIFICATIONS****1. KEY MANAGEMENT RESPONSIBILITY OF THE SERVICE PROVIDER**

- 1.1. Maintain personal files, which include the Police background check on all of its personnel assigned to perform under the services. These files are subject to inspection by the RI SSFP or his / her designated representatives at any time.
- 1.2. Ensure the timely payment of salaries of the security guards used to deliver the services. RI reserves the right to impose a penalty to the supplier if the supplier delays the payment of salaries to the security guards which results in poor service.
- 1.3. Be fully responsible for managing guards leave as per Yemeni law.
- 1.4. The service provider and the guards must not disclose or cause the dissemination of any information concerning the operations, staff or assets of RI.
- 1.5. All enquiries, comments or complaints arising from any matter observed, experienced or learned as a result of, or in connection with the performance of the services that may require dissemination of official information will be directed to the RI SSFP.
- 1.6. Deviations from or violations of any provisions relating to the dissemination of information may result in the termination of any contractual agreement for either the service provider or the involved employees.

**2. KEY COMPLIANCE / LEGAL RESPONSIBILITIES OF THE SERVICE PROVIDER**

- 2.1. Adhere to all national and local legislation regarding the legalization of the company, taxes, labor practices and any other regulation relevant to the security or local law.
- 2.2. Be fully licensed and be in possession of all required legal permits for the provision of unarmed security services. Certified copies of these documents should be provided to Save the Children.
- 2.3. The security company must be registered under Department of Labor. Certified copies of registered document should be provided to Save the Children.

2.4. All personnel deployed by the security company for performance of work under this Statement of Work shall be fully qualified as Security Guards, in accordance with all relevant statutes.

2.5. Paying the tax, and any public dues due to the government on this contract, in addition to deducting the income tax on the guards and supplying them to the tax authority in accordance with the law.

2.6. Comprehensive insurance for the services provided by the service provider, including those working with him, against any danger, and for the benefit of any party, including registering guards in the Social Insurance Institution and paying their contributions, providing health insurance, and occupational injury and occupational disease insurance for all guards that the service provider will provide. The organization shall not bear legal financial and administrative responsibility towards them, and provide all their labor rights, considering that the service provider is the business owner, and the guards are not associated with the organization in any direct or indirect business relationship.

2.7. . Providing occupational health and safety requirements and taking responsibility towards any guard or other party for an accident that may happen.

### **3. KEY SERVICE RESPONSIBILITIES OF THE SERVICE PROVIDER**

#### **3.1. GENERAL**

3.1.1. Ensure all posts are continuously managed throughout the duration of each shift.

3.1.2. Immediately provide replacement security guards due to leave or absences ensuring no disruption to service.

3.1.3. Be aware of RI relevant operational plans which are to be implemented in the case of an emergency.

3.1.4. Advise RI on possible security measures to improve security service delivery across RI premises.

3.1.5. Conduct ad hoc inspections to ensure that all services are being delivered effectively and the safety of RI is being maintained.

3.1.6. Provide additional guards on an as-and-when required basis, following the receipt of an authorized written request from RI. Additional guards shall be provided at the rates set out in the Contract.

3.1.7. Maintain and manage a 24/7 operations room for RI.

#### **3.2. ROLES OF THE GUARDS**

3.2.1. Investigate and report all incidents in RI premises and its ground that involve a break of safety / security procedures, injury or a theft.

3.2.2. Intervene personally to resolve problems or refer them to a supervisor.

3.2.3. Respond to RI staff and telephone enquiries and provide appropriate responses.

3.2.4. Provide emergency assistance and assist RI staff and visitors during contingencies.

3.2.5. Assist RI staff, visitors and guests in the premises as a courtesy.

3.2.6. Perform other related security duties outline in the contract as required.

3.2.7. Be responsible for opening / closing of all buildings in the premises.

3.2.8. Ensure the main gate remains closed at all times.

3.2.9. Check that all machines (including air conditioning, lights etc.) are turned off after working hours.

3.2.10. The security company shall ensure that all its personnel are informed of and understand the guard assignments and special instructions.

#### **3.3. ACCESS CONTROL**

3.3.1. To be at all times in compliance with the Access Control Procedures detailed herein.

3.3.2. The security guards will be unarmed and deployed to prevent unauthorized personnel or vehicular entry into the RI premises.

3.3.3. There are numerous employee / visitor entrances or points of entry. Guards will control all such points and maintain a "Visitors' Book" for non-RI personnel visiting RI office for official or social purposes.

3.3.4. Ensure all staff and visitors are properly screened (e.g. checking ID cards etc.), registered and when required, escorted and issued with building passes.

3.3.5. Check and verify that all doors and windows are properly locked and those left open inadvertently are properly locked and reported thereafter.

3.3.6. The security company will be required to maintain pedestrian and / or vehicular traffic records at selected posts. Any suspicious activities are to be immediately reported to RI Safety and Security Focal Person (SSFP).

3.3.7. Personnel movement in areas identified by RI as "restricted" shall be closely controlled and monitored.

3.3.8. Carry out patrol of the premises, i.e. provide physical security of the entrances, etc., monitor compound fence lines and protect RI owned equipment, using continuous roving patrol guards in minimal intervals of 30-45 minutes.

3.3.9. At each point of entry / exit prevent the unauthorized removal of RI supplies / equipment from RI premises by way of visual, non-destructive and non-invasive searches of vehicles and personnel entering and exiting the RI compounds.

3.3.10. A log of all movement of equipment in / out of the premises will be maintained.

3.3.11. Properly screen all items carried into the premises to prevent and deter the entrance of dangerous, illegal and suspicious looking materials or items.

#### **3.4. VEHICLE MANAGEMENT**

3.4.1. Oversight of RI owned/rented and staff vehicles parked in the parking lot at RI premises and parking area within sight of the horizon of the boundaries of any premises (including across the street).

3.4.2. Control of vehicle access into and out RI premises / parking facilities and maintenance of parking access.

3.4.3. Ensure vehicles entering the parking area are parked in the appropriate space assigned to that vehicle.

3.4.4. Only RI and staff vehicles to be admitted to the compounds. In some cases, cargos-truck can get into RI Compound to unload/load goods to our warehouse.

3.4.5. Any vehicles to be checked before entering RI compounds.

#### **3.5. FIRE INSPECTIONS**

3.5.1. Identify potentially unsafe conditions, such as fire or explosions and react to their occurrence.

3.5.2. Upon detection of fire in any RI premises or vehicle, the security company shall ensure that the compound residents are immediately alerted, the incident reported to RI SSFP, and immediate action is taken to extinguish the fire.

3.5.3. All guards are to be fully trained in the use of "in house" fire-fighting equipment and are aware of the actions necessary to minimize damage and expedite fire-fighting assistance, as required. The in-house firefighting equipment currently consists of ABC fire extinguishers.

3.5.4. Report all unsafe conditions noted on their patrol routes to RI SSFP. These will be recorded in the Daily Occurrence Book at the end of each shift or be dealt with immediately, if required.

#### **3.6. CRIME SCENE PROTECTION**

3.6.1. Immediately report to RI SSFP any evidence of theft, breaking, fire, vehicle accidents / incidents and any other occurrences affecting RI personnel and / or property within and including the compound perimeter.

3.6.2. Immediately mark and secure the scene of such occurrences in order to prevent unauthorized access prior to the arrival of the investigating officer.

#### **3.7. EXPERIENCE & CAPABILITY OF GUARDS**

3.7.1. Security guards will exercise the maximum awareness and be fully alert during their shift.

3.7.2. The security company shall ensure that all its security guards employed and assigned to perform the services meet or exceed the following minimum criteria:

3.7.2.1. Must not have a criminal background or record.

3.7.2.2. Have a minimum of secondary school qualification

3.7.2.3. Be able to read and write in Arabic sufficiently to be able to maintain logs and reports.

3.7.2.4. Have basic English language and literacy skills.

3.7.2.5. Must be at least 20 years of age;

3.7.2.6. Have a minimum of 1 years' experience as a qualified security guard.

3.7.2.7. Be physically able to perform all general patrol duties, functions and activities;

3.7.2.8. Be free from all communicable diseases;

- 3.7.2.9. Be able to physically perform his / her duties expected under this service provisions description;
- 3.7.2.10. Be in good general health, with no issues which would interfere with the performance of duties;
- 3.7.2.11. Have adequate color acuity and be capable of hearing normal conversation at three (3) meters with both ears, without the benefit of a hearing aid.
- 3.7.2.12. Must not be dependent on alcohol or other drugs (if using prescription medication, such medication must not hinder the performance of the guard).
- 3.7.3. All guards must undergo an annual medical examination by a licensed physician to ascertain their health and ability to fulfil their expected obligations.
- 3.7.4. All guards must maintain satisfactory standards of competency, conduct, appearance and integrity.
- 3.7.5. The security company shall ensure that its personnel are physically capable of guarding by stand, patrol i.e. not having consumed alcoholic beverages, or other types of intoxicants within the previous twelve (12) hours, and are sufficiently rested for minimum of eight (8) hours before each shift. The security company shall ensure that its personnel working shift is 8 hours and it will not exceed 12 hours' duty a day. The security company will make every effort that security guards are replaced on time.
- 3.7.6. The use of alcohol or intoxicating substances whilst on duty is strictly prohibited, and nor is Qat or smoking whilst on duty.
- 3.7.7. The CV's of all guards shall be made available to RI SSFP or his / her designated representatives.

### **3.8. PERSONAL APPEARANCE**

- 3.8.1. The security company shall provide all uniform apparel and equipment to its personnel.
- 3.8.2. Guards are expected to keep a clean, neat appearance and present a professional bearing. On a duty shift, they shall be cleanly shaven and with their uniform items in good order, clean and properly pressed, with black shoes or boots properly polished. Sport or training shoes are not to be worn.
- 3.8.3. Uniforms and equipment shall consist of the following items. Minor variations may be approved by the SSFP, insofar as the intent of each item is met:
  - 3.8.3.1. Shirt, or blouse for female, long and short sleeves;
  - 3.8.3.2. Trousers, and/or skirts for female;
  - 3.8.3.3. Jacket, "Bomber" style;
  - 3.8.3.4. Shoulder patches;
  - 3.8.3.5. Name/rank plate;
  - 3.8.3.6. Insignia or rank, as appropriate;
  - 3.8.3.7. Shoes/boots;
  - 3.8.3.8. Duty belt;
  - 3.8.3.9. Whistle;
  - 3.8.3.10. Company ID badge
- 3.8.4. The security company's female personnel may wear pants or knee length skirts of the same material and color as the trousers of male personnel, if such clothing does not substantially interfere with their performance of duties.
- 3.8.5. The security company's security personnel shall wear the same color and style of uniform while on duty.
- 3.8.6. No decorations, awards or other ornaments that are not specified in the Contract or approved by RI SSFP shall be worn or displayed on the uniform.
- 3.8.7. All the security company's uniformed security personnel shall wear a name/rank plate on the outermost garment. The nameplate shall be centered along the top right pocket seam of the shirt/blouse or jacket. Nameplates shall be uniform in size, material, size of letters and color. No RI reference shall be included on the nameplates, IDs or the uniforms supplied by the security company.
- 3.8.8. Only conservative prescription eyeglasses may be worn with the uniform. Sunglasses may be worn, provided however that eyeglasses that are faddish in style or in color (bright, iridescent or fluorescent orange, yellow, red, etc.) shall not be worn. Mirrored or opaque sunglasses may not be worn. Sunglasses or darkly tinted glasses shall not be worn inside the buildings, unless deemed medically necessary by a licensed physician.

- 3.8.9. No lettering, design or colored undergarment shall be visible through the uniform shirt.
- 3.8.10. No visible body piercing or tattoos are permitted.
- 3.8.11. Use of personal mobile phones while on duty is not permitted.
- 3.8.12. For male guards, the below additional criteria apply:
  - 3.8.12.1. Hair must be clean, neat, and combed at all times. The length and/or bulk of the hair shall not be excessive or present a ragged, unkempt or extreme appearance.
  - 3.8.12.2. Sideburns are permitted, provided that they are neatly trimmed.
  - 3.8.12.3. A moustache, if worn by the security company's personnel, shall be short and neatly trimmed. Beards, if worn, must be neatly trimmed.

### **3.9. TRAINING**

- 3.9.1. Refresher training of guards prior to deployment must be provided by the supplier.
- 3.9.2. All guards shall receive no less than 8 hours' refresher training quarterly on security matters directly related to the performance of the services.
- 3.9.3. RI SSFP or his / her designated representatives shall have access to monitor all training sessions conducted by the security company, irrespective of locations, and shall have the right to make the final determination on the adequacy of the training.
- 3.9.4. If using agency guards, it should be requested from the agency that the same guards are used for RI duties.
- 3.9.5. Full induction for new guards covering Relief International's programs, security procedures and its expectations of guards
- 3.9.6. Guards should have regular de-briefings with their line manager and attend any internal security briefings that take place.

### **3.10. EQUIPMENT**

- 3.10.1. Ensure security guards have all the necessary equipment to complete their duties (e.g. baton, torch etc.).
- 3.10.2. All guards shall have a viable communications system, supplied by the service provider, which will allow the guards to instantly report suspicious occurrences and / or summon assistance as required.
- 3.10.3. Ensure the guards are properly dressed in uniforms to portray a good image to visitors.

## **4. REQUIREMENTS & OBLIGATIONS OF Relief International**

- 4.1. RI SSFP has the authority to require the immediate replacement of any guard from the premises should it be determined that the individual is not suitable to perform the services.
- 4.2. The guards will have a specific area in which to operate.
- 4.3. The guard's station will have a landline phone as well as a cellular phone for work purposes.
- 4.4. RI will provide access to drinking water, electricity, toilets and changing facilities for all guards.
- 4.5. The guards will be issued with the following by RI to be returned at the end of their contract:
  - o Log book
  - o Emergency contact list
  - o Other resources such as print copy of SOP.
- 4.6. Guards should be neither too young nor too old, mature guards should be deployed at the premises.
- 4.7. RI may recommend the currently working guard to the contracted company.

## **5. ADDITIONAL Responsibilities and Procedures:**

### **Admitting Visitors:**

- Guards to take visitor's ID to the person they are there to meet. ID to be kept with the guards while visitor is in the RI office.
- Guards must make sure that the visitor is to wear a RI visitor ID when entering RI compounds.



- Visitors to sign in /out using the sign in book.
- Unannounced visitors to be called through to office before being permitted entry
- Visitor's bags to be checked and patted down (men only)
- If a visitor is known to the guards and does not have ID they may be admitted
- Weapons and drugs must not be admitted to the Relief International compounds
- If guards are suspicious of a person attempting to gain entry they are mandated to refuse entry and inform the security focal person accordingly.
- Guards must check the camera record before allowing the visitor to come in.

#### **What are your responsibilities as a Relief International guard?**

- **To ensure that Relief International staff can live and work safely.** Your job is to reduce the chance that a security incident will happen, and reduce the impact of any incident by reacting quickly and efficiently.
- **To protect Relief International property and prevent theft.** However, you must never risk your life for property. Raise the alarm, but do not put yourself at risk when facing an armed intruder.
- **To control the access of people and goods into the compound.** Never let any non-Relief International person into a compound without following the proper visitor procedures. Be aware of people you have never seen before. Ensure all Relief International staff sign in and out using the staff register.
- **Be alert at all times.** You may never come to work under the influence of drugs or alcohol. You must **NEVER** sleep or lie down – your job is to be awake so that the residents can work and sleep safely. Having two guards whilst on night shift is not an opportunity for one to relax or sleep. Anyone found sleeping will face instant dismissal.
- **To represent Relief International in a positive way.** The guard is the public face of the organization. He must be smartly dressed, polite, disciplined, alert, and clean.
- **To stay at your post at all times.** There must be at least one guard at every base at all times. You may never leave your post for any reason, nor may you leave before the guard on the next shift has arrived. Always be on time. If a member of staff asks you to fetch something outside, you must refuse and inform the Security Manager / Focal Point.
- **To be aware of your surroundings.** You are responsible for observing the compound and noticing any changes or potential security risks. Report any damage to the compound, any incident, or anything strange.
- **To make residents comfortable in the compound.** Be quiet and polite, and respect the private living space of the residence. Try to be helpful in whatever way you can.
- **To provide immediate incident management**
- Report to duty wearing the Company uniform.
- Chewing Qat or drinking Alcohol is totally forbidden in RI premises if found, the company will be hold accountable and giving final warning ,this might led to terminating the contract .
- All guards mustn't sleep during their duty-shift.
- 

#### **At irregular intervals every hour, you must walk around the compound and ensure that:**

- All corners, hidden places and weak points show no signs of an intruder, or anything that could compromise security.
- All doors and windows are locked and report if anything has been left open.
- The entrance and escape routes are clear of any obstacles.
- There are no potential fire hazards.
- There are no assets missing and nothing has been moved.

- No non-Relief International vehicles are parked outside of the compound.
- Monitoring the camera record all the time.

**In the case of any incident:**

- Close and lock the gate immediately (unless the threat is inside).
- Blow the whistle/horn, unless it is dangerous to do so, and alert the staff of the situation.
- Press the Panic Button and Call “emergency, emergency” on the radio/mobile telephone and state your location.
- Remain at your post as long as it is safe, monitor the situation and follow instructions.
- If an incident is directly targeted against Relief International or in the immediate vicinity, assist with staff evacuation by ensure that the route to the Emergency Assembly Point is free from danger, such as unexploded objects.

**General Procedures:**

- Sign in and out at the beginning and end of every shift
- Guards are not permitted to sleep on the night shift
- Compound never to be left unguarded
- Ensure the gate is locked at all times and padlocked at night
- Stay aware and alert, making regular patrols on the street and being aware to anything suspicious (e., someone watching the compound, a suspicious vehicle, etc)
- Immediately report any security incidents or information on the security situation to your line manager
- Periodically patrol around the perimeter of the compound, especially at night
- Do not risk life to protect replaceable property
- Guards not to carry weapons
- Guards must not be under the influence of drugs or alcohol while on duty

**Response to Security Breach:**

- Alert those around you by whatever means possible
- If the persons breaching security do not have weapons, and you feel confident, use physical but non-lethal force to limit their advance
- If the persons breaching security are carrying weapons do not make any attempt to stop them. Comply with their demands and do not antagonize them
- Support any international staff present to negotiate through the local language
- Report all incidents to your Line Manager.
- Any lose /theft from RI premises which resulted of negligence of guarding the premises, the company will reimburse RI all loses.

**Rules / requirements:** (bidders should adhere to the below, any failure to meet below will be void)

- **All guards must receive a net salary of either \$250 or \$ 280 on monthly basis as per mentioned above , the payment to guards should be in USD, including full time Jokers /covers and all guards are to have their back accounts to which the company deposit their monthly salaries.**
- Full benefit should be included the total offer, including and not limited to social insurance, medical insurance and life insurance.
- Each security guard is entitled in all Yemen official holidays, as per Yemen labour law, the bidder should cover those holidays in his offer.
- All security guards /Jokers shouldn't work more than 48 hours per week.
- The company must provide a breakdown for their quotation per guards.



- Training schedule must be attached.
- The company must enhance the patrolling mechanism including night shifts.
- The company must be authorized by Yemen authorities to work as Security Company.
- The company can compete in one or both lots (South) and RI has the right to accept or reject the offer including splitting awards.
- All essential criteria set in the tender package shall be met, if not RI has the right to void the offer.
- All requirement must be meet and provided in tender dossier.

#### **Annex F: Indicative Schedule –**

*Not a commitment to the below and subject to change based on office needs and mutual communication between Contractor and RI.*

#### **Lot 1: South Guards**

#### ***Total of 24 guards***

Locations	Morning shift 7am- 3pm	After noon shift 3pm – 11pm	Night shift 11pm – 7am	Total Guards per 24 hours, 7 days
Aden Office	3	2	2	7
Aden Guest house	1	2	2	5
Shabwa Office/GH	2	1	2	5
Abyan Office & Warehouse	2	2	3	7
Other location in South as required in the future				