

Terms of reference (ToRs) for the procurement of services below the EU threshold

Security Guard Services for GMAC Erbil

**Project number/
cost centre:**

23.2165.1-160.00

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0. List of abbreviations

AVB	General Terms and Conditions of Contract (AVB) for supplying services and work 2018
BMZ	German Federal Ministry for Economic Cooperation and Development
CCTV	Closed-Circuit Television
CV	Curriculum Vitae
EU	European Union
FI	Federal Iraq
GDPR	General Data Protection Regulation
GIZ	Gesellschaft für Internationale Zusammenarbeit
GMAC	German Migration Advisory Centre
KRI	Kurdish Region on Iraq
ZME	Centres for Migration for Development
PSC.1	ASIS PSC.1-2012 (R2017), Management system for quality of private security company operations
ToRs	Terms of reference

1. Context

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) in Iraq assists the Iraqi Government on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ). GIZ offers a wide range of services to governments enabling them to perform reform measures, to private sector entities in order to lead economic growth, and to international institutions to implement their development objectives.

The BMZ has commissioned GIZ to implement the Programme “Centres for Migration and Development” (ZME) in Iraq. The programme aims to enable partner structures to support people engaging in regular migration for work and training purposes, voluntary return, and sustainable reintegration as well as regional migration in a target group-specific and sustainable manner. As part of the programme’s approach in the field of voluntary return and sustainable reintegration, persons returning to Iraq from Germany, European countries and the region are supported through employment promotion and livelihood measures.

The Advisory Centers, Iraqi-German Centre for Jobs, Migration and Reintegration (GMAC) in Baghdad/ Federal Iraq (FI) and The German Centre for Jobs, Migration and Reintegration in the Kurdistan Region of Iraq (KRI) in Erbil, cooperate with the Ministries of Labor and Social Affairs (MoLSA) in Federal Iraq and KRI. The GMAC in Erbil has been officially inaugurated in 2018, the GMAC in Baghdad in 2019.

GIZ ZME has one GMAC office in Kurdistan Region of Iraq: The GMAC Advisory Centre located in Erbil, where security guards on rotations are mostly required to ensure safety and security of staff and clients.

2. Tasks to be performed by the contractor

The contractor is responsible for providing the following services:

- Static security at GIZ offices in inner Erbil for 12 months.

Certain milestones, as laid out in the table below, are to be achieved by certain dates during the contract term, and at particular locations:

Milestone	Deadline/place
Compound guarding, unarmed guards with support of operation room 24/7.	31 December 2024

Period of assignment: From 01 Jan 2024 until 31 December 2024 with the possibility of extension.

3. Concept

In the bid, the bidder is required to show how the objectives defined are to be achieved, if applicable under consideration of further specific method-related requirements (technical-methodological concepts). In addition, the bidder must describe the project management system for service provision.

3.1 Technical-methodological concept

3.1.1 Strategy

The bidder is required to consider the tasks to be performed with reference to the objectives of the services put out to tender. Following this, the bidder presents the strategy with which it intends to provide the services for which it is responsible. (1.1) represents the requirements to reach the maximum number of points.

3.1.2 Interpretation of the objectives in the ToR Ref: (1.1.1 Technical assessment Grid Weighting 10%):

3.1.3 Description and justification of the contractor's strategy for delivering the service put out to the tender Ref: (1.1.2 Technical assessment Grid Weighting 10%):

The bidder's understanding of what the ToR required from them.

Scope of services: Static security GIZ GMAC Office Erbil, Italian Village

- Provision of an on-site static office guarding security for GIZ GMAC office in Erbil, Italian Village; 1 unarmed guard will be on duty 12 hours a day from 07.00 to 19.00 hours 5 working days a week. There will be no office security guarding on national holidays unless requested by GIZ. The GIZ is requesting two guards who will rotate their 12-hour shifts during the work week. Working two shifts one after another with the same guard is not allowed. Option to upscale and arm the guards (must be trained on arms before, no change in personnel) on short notice if security situation changes, option to increase the number of guards as demanded by visitor volume or increase in security posture
 - Guard entrance doors and support access control and visitor processing
 - Monitor the CCTV of surroundings at the entrance
 - Support emergency procedures in case on an incident or critical hazard
 - Support and participate in drills and exercises
- Provision radio communication, phone on site and satellite phone in operation room.
- Provision of guard house/booth to be positioned at the compound gate
- Off-site support standby; to support within 15 minutes and mobile team on call
- Supported by a 24/7 operational base within 15 minutes, managed by expatriate security specialist
- Capacity to reinforce guarding within 72hrs and to replace a guard within 2 weeks

Other specific requirements

Tasks implied include any systems and administration pertaining to complying with local and national regulations and laws, international standards, liaison with governmental and security stakeholders, and comprehensive appropriate training of all staff working to provide the services.

General contracting and backstopping (auditable)

The following – primarily service-delivery control and compliance with reporting and

documentation requirements – are part of the backstopping package, which (like ancillary personnel costs) must be factored into the fee schedules in the bid in accordance with section 5.4 of the AVB.

- None of the here contracted services are outsourced to third parties without GIZ consent except where explicitly mentioned; any such requirements must be made known with the bid
- GIZ holds the right to request the immediate replacement of individual staff as well as the re-training of contractor staff, should the conduct or behaviour of individuals suggest the necessity
- GIZ holds the right to request any documentation of services and requirements, especially security-related, that is described herein plus vehicle maintenance logs and staff training logs
- Personal tracking/visitor list is treated and stored according to EU GDPR requirements and is dutifully destroyed once no longer required for accountability/billing purposes; if no such purposes govern the data storage, GIZ data should be destroyed after five days; all passengers are being notified of the vehicle tracking (necessary information under EU GDPR)
- Provision of a social media policy, covering the strict absence of online social media posting and/or mentions of the client, while GIZ holds the right to request the deletion of images or mentions

4. Personnel concept and qualifications

The bidder is required to provide personnel who are suited to delivering the services described, on the basis of their CVs, the range of tasks involved and the required qualifications. The below-specified qualifications represent the requirements to reach the maximum number of points.

The below-specified qualifications (4.1) represent the requirements to reach the maximum number of points.

4.1 Assessment of Proposed Staff

The bidder is required to provide personnel who are suited to filling the positions described, based on their CVs (see Chapter 6), the range of tasks involved, and the required qualifications.

Qualification of Expert 1 and Expert 2:

The below-specified qualifications represent the requirements of (2.1) to reach the maximum number of points.

4.1.1 Qualifications (weighting 10%):

High school degree, middle school degree or any relevant areas or related field.

4.1.2 Language skills (weighting 10%):

Proficient command of Kurdish is required; Basic knowledge of Arabic would be an asset.

4.1.3 General Professional Experience (weighting 10%):

3 years of professional experience in providing security and guarding service.

4.1.4 Specific professional experience (weighting 5%):

Proven successful experience in security and guarding services. Good knowledge of local context.

4.1.5 Interdisciplinary thinking/others (weighting 5%):

- All security personnel have a good working knowledge of the basic principles of fire, first aid at work, or equivalent and standard operation procedures
- All staff are aligned with do no harm principles
- Trained under international e.g. ICoCA/PSC1 regimes (auditable)
- Undergone extensive vetting by the provider in the Kurdistan Region of Iraq and Iraqi authorities (auditable)
 - All guards are to have sensitivity training with a cycle training plan that is ongoing. This is inclusive of the above requirements and must include also the minimum of:
 - Weapons training based on each weapon type used
 - Radio training
 - Use of force
 - Static guard and perimeter training
 - International recognized First Aid training
 - Client engagement
 - Gender and cultural sensitivity
 - Reporting and CCTV monitoring
 - Client engagement and etiquette
 - Emergency response evacuation, firefighting and active shooter

The bidder must provide a clear overview of Operation manager's Background Requirements on the format of the bid

The structure of the bid must correspond to the structure of the ToRs. In particular, the detailed structure of the concept (Chapter 3) is to be organized in accordance with the positively weighted criteria in the assessment grid (not with zero). It must be legible (font size 11 or larger) and clearly formulated. The bid is drawn up in English.

The complete bid shall not exceed 10 pages (excluding CVs).

The CVs of the personnel proposed in accordance with Chapter 4 of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 4 pages. The CVs must clearly show the position and job the proposed person held in the reference project and for how long. The CVs are to be submitted in English.

If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment.

Please calculate your price bid based exactly on the aforementioned costing requirements. In the contract the contractor has no claim to fully exhaust the days/travel/workshops/ budgets.

The number of days/travel/workshops and the budget amount shall be agreed in the contract as 'up to' amounts. The specifications for pricing are defined in the price schedule.

5. Security governance and oversight for (auditable)

According to GIZ regulations, security providers must prove possession of international certificates through full membership with the International Code of Conduct Association (IcOCA) or PSC 1, ISO 9000/9001, OHSAS18001 or ISO 45001 and/or 18788 certification is considered an added value but not sufficient. Should any such certification expire or change the course of the contract, the contractor has a duty to report.

The providers must possess and provide all access documentation and appropriate licences and registrations to operate armed security services in the respective area. All weapons must be registered with the appropriate and competent authorities in Kurdistan Region of Iraq. The provision and truthfulness of compliance and comprehensive registration, licencing, certification is an explicit requirement.

Security providers must furthermore meet the following requirements:

- Well-established in Kurdistan Region of Iraq with at least five years of auditable service
- Working Experience with German/International/development/humanitarian actors, an established understanding of the circumstances and conditions under which development activities take place
- Established Liaison with the Kurdish security actors
- High Level of discretion, professionalism and dependability, proven in crisis situations
- Threat and risk assessment component that informs a detailed and highly accountable journey management process including, where required, a comprehensive context and actor mapping/liaison
- Provide security personnel with regularly refreshed training on e.g. pertinent national laws, first aid, medical equipment.
- Security operations adhere to the highest standards of ethical, non-discriminatory conduct and are governed by strict compliance with all security-related legislation
- All required national licenses and registration for private security provider, for weapons-carrying if necessary, use of radio and satellite communication etc. are available and provided prior to contracting; should any licence expire or change over the course of the contract, the contractor has immediate duty to report
- Any conflicts with the law on the side of the security operations or other business branch are made known to GIZ explicitly prior to contracting, for any such future conflicts, the contractor has an immediate duty to report.
- Provision of a list of current clients of security services from the contractor and notification if new clients are being signed; clients whose actions are not or have not been in compliance with legislation or morals are made known to GIZ explicitly prior to contracting, or any such future clients, the contractor has an immediate duty to report
- Provision of information about the complaints and accountability procedures for clients and third parties

Option

After the tasks put out to tender have been completed, elements of these tasks can be continued or extended within the framework of a follow-on assignment. Individual points:

1. increase the number of static guards and/or supervisors for the said location, arm guards with no cost added.

The option is exercised in the form of an extension to the contract based on the already offered individual rates.