



Partners in Population and Development (PPD)
An Inter-Governmental Organization
Promoting South-South Cooperation

TERMS OF REFERENCE

SECURITY SERVICES AT PPD PREMISES

Background

1. In the interest of safeguarding the well-being of their respective personnel, assets, facilities, and operations, Partners in Population and Development (PPD) and the International Labour Organization (ILO) Bangladesh have recognized the need for security services. To fulfill this requirement, both organizations intend to engage the services of a qualified unarmed private security service (UPSS) company.
2. The selected company will be responsible for providing security services covering the entire PPD premises, which includes the locations housing both the PPD and ILO offices. Within this collaborative framework, PPD, as the property owner, will take charge of initiating the procurement process for security services, while ILO Bangladesh will oversee the operational and technical aspects of the selected security service provider.
3. To formalize this arrangement, a Long-Term Agreement (LTA) will be established with the chosen company for a maximum duration of three (3) years. The initial contract period will span one (1) year, with the potential for two (2) additional one-year extensions contingent upon the satisfactory performance of the selected security service provider.

Objective of Assignment

4. The objectives of UPSS company deployed at PPD premises are:
 - a. To provide a visible deterrent to potential attackers and an appropriate response to repel any attack, by means of nonlethal equipment¹.
 - b. To account for persons on PPD premises, including PPD and ILO personnel and others visiting the premises acting as first responders in the case of an incident including, but not limited to, fire, unruly behaviour among visitors, and medical emergencies.

General Requirements of the Potential UPSS Company

5. The following are **mandatory requirements** that a potential UPSS company must meet to be considered for selection:

¹ Non-lethal equipment typically refers to any standard issue equipment (e.g., torches, uniforms, boots, handcuffs, radios, etc.) normally carried by a security official that could reasonably be used to repel an attack.

- a. The potential UPSS company must have valid and current licenses to provide security services.
- b. The potential UPSS company must be a well-reputed, experienced, and professional security services company having work experience with large multinationals, international organizations, and foreign diplomatic missions.
- c. The potential UPSS company must have efficient and effective logistic and communication support facilities.
- d. The potential UPSS company shall not have a record of human rights violations or other discriminatory or unethical practices.
- e. The potential UPSS company must adhere to the “respect for fundamental human rights, social justice and human dignity, and respect for the equal rights of men and women”.
- f. The potential UPSS company must undertake all reasonable steps, to the satisfaction of the PPD, to verify with relevant government authorities that any personnel who will be engaged by them for the contract in question have not been convicted of any serious criminal offences, including by a military tribunal, or found by a national or international authority to have breached international criminal or humanitarian law in any jurisdiction. In addition, in principle, they must not be subject to any ongoing judicial proceedings, including military, in respect of such offences or violations.
- g. The potential UPSS company **must** provide the following documents for all personnel who will be engaged by them:
 - (1) A criminal background check record from Bangladesh Police.
 - (2) A verification of the person’s place of employment for the past five years.
 - (3) An assessment of appropriate psychological and physical qualifications.
- h. The potential UPSS company must provide a complete and accurate list and bio data of the personnel to be employed to the PPD and shall promptly inform of any material change in information.
- i. The potential UPSS company will have a pool of additional guards to cover for the absence of regular guards due to leave, sickness, or other reasons.
- j. The potential UPSS company must employ adequately trained ‘Security Personnel’. They must have training on:
 - (1) Security duty.
 - (2) Security equipment handling.
 - (3) Incident management.
 - (4) Firefighting.
 - (5) Basic first aid.
 - (6) Crowd control.

- (7) Checking suspicious pouches.
 - (8) Bomb and telephone threat handling.
 - (9) Communication equipment handling.
- k. The prospective UPSS company shall ensure that all deployed Security Personnel meet the following requirements:
- (1) Properly trained and duly licensed, in accordance with applicable local laws and regulations, to perform security duties.
 - (2) Appropriately uniformed at all times and clearly identifiable through the display of valid identification badges.
 - (3) Direct employees of the security company, and not temporary or third party contracted personnel.
 - (4) Possess a working knowledge of English to enable effective communication when required.
- l. The potential UPSS company will also have arrangements for refresher training (yearly basis), on-the-job training, and specialized training (as needed).
- m. The potential UPSS company must be capable of deploying an Emergency Security Force at the PPD premises with short notice of within 24 hours. This is to meet emergency security situations and the requirement of such force will not exceed 10 security personnel.
- n. The potential UPSS company must be capable of promptly replacing any security personnel deployed at the PPD premises in the event of leave, resignation, or absence. To facilitate timely replacement, the UPSS company shall maintain a standby panel of 10 to 15 trained security personnel and submit the list to PPD management for prior review and approval.

Description of Assignment

6. Security personnel employed by a UPSS company, that is contracted by PPD for the protection of personnel, PPD premises, and property will perform the following functions:
- a. Provide access control for personnel and vehicles and prevent the damage or loss of assets and disruption of operations from criminal or malicious acts. This could include, but is not necessarily limited to, the following:
 - (1) Enforce entry/exit control procedure.
 - (2) Enforce restrictions on access to sensitive areas.
 - (3) Enforce visitor control procedures, including escorts where required.
 - (4) Use electronic body, package, or vehicle search equipment.
 - (5) Perform personal searches for visitors, workers and contractors.
 - (6) Perform vehicle searches.
 - (7) Perform premises searches for suspicious items.
 - (8) Perform mail screening by inspecting materials and packages entering the premises.
 - (9) Account for PPD and ILO-owned property leaving the premises.
 - (10) Facilitate movement within the premises in a manner that meets the

- operating needs.
- (11) Activate barrier systems when necessary.
 - (12) Provide counter-hostile surveillance services.
- b. Patrol PPD premises:
 - (1) Identify and report suspicious persons or objects that may cause a security concern; and
 - (2) Subsequently contain or remove suspicious persons or objects which may cause a security concern.
 - c. Monitor and respond to intrusions and safety alarms.
 - d. Maintain accurate guard post records and logs in the designated register, and ensure proper documentation and reporting of all accidents, incidents, hazards, and after-action observations.
 - e. Provide safety, fire, traffic and medical assistance to PPD and ILO personnel and visitors in the event of incidents.
 - f. Conduct installation, maintenance, and operation of security technology, such as walk-through magnetic detectors, CCTV systems, etc.
 - g. Perform security training.
 - h. Perform other services related to security.

General Modus Operandi for the Potential UPSS Company

- 7. The following are general modus operandi that a UPSS company must adhere:
 - a. For the performance of the security services, 'Security Personnel' will receive floor/office keys or access card for PPD and ILO Offices from the authorized Security Focal Point (SFP).
 - b. The potential UPSS company will inspect the premises a minimum of once in a duty shift.
 - c. The potential UPSS company will have to ensure proper rotation of the duties as needed. As such, the 'Security Personnel Duty Roster' must be submitted daily to the SFP for verification and further instructions (if any).
 - d. The potential UPSS company must have a systematic reporting procedure on current risk/threat analysis including any other factors/situations having an effect on the safety and security of the personnel and offices within PPD Premises.
 - e. 'Security Personnel' will ensure that any person removing equipment from the office premises presents a valid 'Gate Pass' with an authorized signature which permits removal of that equipment.

- f. 'Security Personnel' at the reception will ensure that all visitors coming inside office premises to visit/meet any staff are respectfully searched as per access control SOP irrespective of their identity. Visitors must be issued with a visitor identification card and will be wearing the visitor identification card visibly.
- g. In all cases the 'Security Personnel' on duty will behave politely, listen carefully to the visitor's requests, and inform them that their requests are going to be forwarded to the appropriate official.
- h. By all means, they will try to keep the visitors in the reception area and won't allow them to enter inside PPD premises if clearance is not received from the concerned PPD or ILO staff member or SFP.
- i. Daily newspapers brought to the office premises shall be received at the reception and shall be handed over to the person responsible for this.
- j. The 'Security Supervisor' of the potential UPSS company will closely monitor the serviceability of the existing communication systems at posts and reception area, train guards on communication systems, and encourage them to use communication facilities for security purposes. For any difficulties, the 'Security Supervisor' must contact the SFP immediately to resolve the issue and keep the communication channel functional.
- k. The potential UPSS company will have to investigate any theft, burglary, break-in, or unusual act that involves personnel of his company and will submit a report to the SFP within 24 hours of the incident.
- l. In case of fire, the 'Security Personnel' of the potential UPSS company will:
(1) Identify the place of fire.
(2) Notify SFP and press fire alarm.
(3) Use the nearest fire extinguisher on the floor to extinguish fire if possible.
(4) Verbally request all people near the fire to leave for a safe area.
(5) Close the area.
(6) Assist in building evacuation if announced.
(7) Assist Fire Service and Civil Defence once asked.
- m. In case of office invasion, forced entry or any such situation, the 'Security Personnel' of the potential UPSS company will:
(1) Try to contain them.
(2) Notify SFP and try to give accurate and precise information as far as possible.
- n. The potential UPSS company shall have meetings on a quarterly basis and as and when required with the SFP.
- o. The potential UPSS company will be responsible for the safe custody and maintenance of equipment that is assigned to them for managing the security of the office.
- p. The potential UPSS company will have to perform any other duties assigned by the SFP.

Qualification and Other Requirements of Security Personnel

8. The requirement of security personnel are as follows:

Cat	Age (Yrs)	Qualification	Experience (Yrs)	Misc
Security Supervisor	25-50	HSC (minimum)	05 years of experience, including at least 02 year of service with any UN agency	<ul style="list-style-type: none"> ▪ Should be physically fit. ▪ Able to understand and speak Bangla fluently and moderate English. ▪ Must demonstrate strong interpersonal and communication skills. ▪ Should be polite, well-groomed and well-mannered. ▪ Basic security training and job-related training including access controls. ▪ Must be trained on strong sense of security and responsibility. ▪ Must have good knowledge about security equipment and items. ▪ Must possess good supervisory/managerial skill. ▪ Should be capable of crowd control, mob dispersal, hostile surveillance, and reconnaissance detection. ▪ Should be capable of conducting induction training including emergency response, use of fire alarms, use of fire extinguishers, building evacuation drill etc for the newly joined security guards.
Male Guard	18-30	HSC (minimum)	2 years (minimum)	<ul style="list-style-type: none"> ▪ Should be physically fit. ▪ Able to understand and speak Bangla fluently and moderate English.
Female Guard	18-30	HSC (minimum)	03 years of experience, including at least 01 year	<ul style="list-style-type: none"> ▪ Should be polite, well-groomed, and well-mannered.

Cat	Age (Yrs)	Qualification	Experience (Yrs)	Misc
			of service with any UN agency	<ul style="list-style-type: none"> Basic security training and job-related training including access controls (i.e. issuance of visitors' passes, understanding SOPs, guidelines and can implement those). Able to receive and dispatch letters and parcels.

Responsibilities of Security Personnel

9. The responsibilities of security personnel are as follows:

Cat	Responsibilities	
Security Supervisor	<ul style="list-style-type: none"> Perform duty as per post order. Must have a clear understanding of SOPs and Post Orders and be able to ensure those are followed by the guards. Must ensure that the guards perform their duties at designated places. Must ensure that in case of persons removing equipment from the office will show the Gate Pass with a signature for this. Ensure that any and all visitors coming to the building /office or wishing to pay a visit shall, irrespective of their identity, be searched properly. Ensure that the visitors do not enter PPD premises if clearance is not received from the concerned PPD or ILO staff member or SFP. Ensure smooth entry of the visitors following due screening process upon receiving the list from SFP. Ensure the daily newspapers brought to the building shall be received at the reception and handed over to the responsible person by approved means. Manage of all main and rear entrance gate keys of the office. In no case allow entry into the office premises such persons as salesmen, beggars, peddlers, etc. Provide a daily written report to the SFP. Shall not act in an informal way with staff, contractors and visitors for any reason whatsoever. 	
Male Guard	Perimeter Security Guard <ul style="list-style-type: none"> Perform duty according to the post order. Keep spaces in front of the entry and exit gate clear of traffic for the premises. Watch/observe the inner and outer areas of the office and 	Access Control Security Guard <ul style="list-style-type: none"> Perform duty according to the post order. Ensure access control requirements are met in terms of security. Conduct screening of incomers with the help of a Handheld

Cat	Responsibilities	
	<p>report to the supervisor immediately if any irregularity is noticed.</p> <ul style="list-style-type: none"> ▪ Watch/observe and do surveillance in order to safeguard the office against any intruders. ▪ Shall not act in an informal way with staff, contractors and visitors for any reason whatsoever. ▪ Any other task as deemed necessary within the service norms. 	<p>Metal Detector, Archway Metal Detector, and Baggage Scanner Machine.</p> <ul style="list-style-type: none"> ▪ Watch/observe duty area and report to supervisor immediately if any irregularity is noticed. ▪ Shall not act in an informal way with staff, contractors and visitors for any reason whatsoever. ▪ Any other task as deemed necessary within the service norms.
Female Guard	<ul style="list-style-type: none"> ▪ Visitors' identity check. ▪ Issue and receive visitor card. ▪ Preserve the photo ID document of the visitors. ▪ Maintain visitor and vendor data in the visitor's register. ▪ Perform Physical Security Checks of female staff, vendors, and visitors as needed. ▪ Shall not act in an informal way with staff, contractors and visitors for any reason whatsoever. ▪ Any other task as deemed necessary within the service norms. 	

Services to Be Provided

11. The Potential UPSS company will be required to provide Security Guards (male and female) for the protection of the perimeter, access controls, personnel, and assets at PPD Premises. Details are as follows:

a. **Reception Area / Front Desk Management:** A reception desk will be established at the pedestrian access point of the reception area. Two female security guards will be deployed to perform duties at this location. In addition, one male security guard will be stationed at the luggage scanner to conduct screening and support access control procedures.

b. **Access Control and Perimeter Security Management:** Two static guard posts will be maintained at the main entrance gate and the exit gate. In addition, one foot patrol will be assigned to cover the parking area and the rear side of the PPD building to ensure effective access control and internal perimeter security of the PPD premises.

Shift-wise Deployment of Security Personnel

12. The shift-wise deployment of security personnel is attached as annexure A.

Payment Schedule

13. Monthly payment will be made on completion of the required services.

Technical Evaluation Criteria

14. The evaluation criteria for technical proposal will be made as follows:

Sub-Criteria	Description	Max Points
Overall Response and Understanding of Assignment – 10 Points		
Understanding of Scope and Objectives	Demonstrated understanding of the scope of work, objectives of the assignment, and responsibilities of providing security services at the PPD premises.	6
Alignment with Requirements	Degree of consistency between PPD requirements and the proposed operational approach of the security company.	4
Subtotal		10
Methodology, Processes, Systems, and Operational Readiness – 50 Points		
Security Control Room (24/7)	Availability of a 24/7 operational Security Control Room capable of responding to emergencies. Information on operators, equipment, communication system, photos, and emergency response procedures should be provided.	15
Security Information Sharing System	Systems and procedures for sharing security information, warnings, and incident notifications with clients and within the organization. Examples of information shared with clients in the past year should be provided.	7
Personnel Insurance Coverage	Confirmation that all personnel involved in providing guard services are covered by official insurance schemes. Supporting documentation should be provided.	7
Dedicated Training Facility	Availability of a dedicated training facility for security personnel including information on capacity, types of training conducted, and supporting photographs.	7
Refresher Training Program	Evidence of regular refresher training provided to guards including syllabus, training modules, and training schedule.	7
Personnel Accommodation/Barracks	Availability of dedicated accommodation or barracks for security personnel ensuring discipline, readiness, and operational support.	7
Subtotal		50
Organizational Capacity and Experience – 40 Points		
Relevant Experience	At least five years of experience providing security services to UN agencies, international organizations, embassies, multinational companies, or similar institutions. Evidence of services provided to at least five such clients should be submitted.	15
Organizational Structure and	Company profile including staffing structure,	5

Sub-Criteria	Description	Max Points
Operational Capacity	personnel management systems, logistical support, and resumes of key personnel.	
Legal Compliance	Valid and updated legal documents including trade license, VAT registration, tax clearance certificate, and other statutory documentation.	5
Monitoring and Supervision System	Existing systems for monitoring guards, supervision arrangements, reporting mechanisms, and accountability procedures.	5
Human Resource Management System	Documented policies on recruitment, posting and rotation of guards, promotion system, pay and allowances, and leave management procedures	10
Subtotal		40

Note: Minimum qualifying score is 75 marks

15. PPD may conduct physical verification visits of technically compliant bidders to confirm submitted information before finalizing the Technical Evaluation Committee recommendation. Only technically qualified bidders will proceed to the financial evaluation stage.

Annexure

A. Shift-wise deployment of security personnel

SHIFT-WISE DEPLOYMENT OF SECURITY PERSONNEL

Location	Shift A 0600-1400 hrs				Shift B 1400-2200 hrs				Shift C 2200-0600 hrs			
	Supervisor	Female Guard	Male Guard	Total	Supervisor	Female Guard	Male Guard	Total	Supervisor	Female Guard	Male Guard	Total
Reception	1	1 (0700-1500)		2	1	1 (0900-1700)		2	1			1
Scanner			1	1			1 (1400-1800)	1				
In Gate			2	2			2	2			1	1
Out Gate			2	2			2	2			1	1
Backside							1	1			1	1
Parking Area			1	1			1 (1800-2200)	1			1	1
Roof Top											1	1
			Total	8			Total	8			Total	6

Note: In Shift B, the security guard at SCANNER will be shifted to Parking Area.

Total: 3 x Security Supervisor, 2 x Female Security Guards, 18 x Male Security Guards. Total: 22