

REQUEST FOR SERVICE PROPOSAL



TERMS OF REFERENCE FOR PRIVATE SECURITY GUARD SERVICE

1.0 BACKGROUND

The Liberia National Red Cross Society started as a Voluntary Relief Committee (VRC) set-up during the administration of Liberia's 16th President Daniel E. Howard. The main tasks of the VRC were: a) raise fund to assist the victims of War World One; and b) serve as an auxiliary to the medical unit of the Armed Forces of Liberia and that of the social service arm to the Public Authority in the humanitarian field.

On January 19, 1919, the National Legislature of the Republic of Liberia adopted a joint resolution that granted the VRC a legal status as the "Red Cross of the Republic of Liberia. In 1959, LNRC was recognized by the ICRC, and henceforth admitted as the 82nd Member of the then League (now called the International Federation of Red Cross and Red Crescent Societies).

Over the past ninety (90) years, LNRC has transformed itself and remains the sole and largest national humanitarian service-provider to the vulnerable people of Liberia and is committed to continue this path of service through the network of its fifteen (15) local chapters and ninety (92) active branches across Liberia. Today the Society has over 3,479 registered members and 3500 volunteers catering to over 300, 000 beneficiaries. The LNRC legal foundation lies in its amended recognition Act (Schedule of House's Enrolled Bill No. 8) passed on August 21, 2008.

The LNRC's programs cover Disaster Management, Health & Care including Psychosocial Services and WASH, Women Empowerment and Youth development.

2.0 SERVICE PROPOSAL REQUEST

The Liberian Red Cross requests proposals from well recognized, credible and profiled security guard firms/organizations to provide security guard services at the following locations:

- a. Liberian Red Cross' National Headquarters on Lynch Street, Monrovia
- b. Liberian Red Cross CAR Center, Brewerville (outside Monrovia)
- c. WIN Center on Carey Street, Monrovia

3.0 PERIOD OF SERVICES

One (1) year beginning the date of Signature of the Contract. This includes the period of mobilizing personnel, equipment and other resources. This period is subject to extension based on needs assessment and upon an agreement between the two parties (the Contractor and the service provider). The purpose of the assignment is to provide security guard services at the above mentioned locations of the Liberian Red Cross central national operations.

4.0 DUTIES AND RESPONSIBILITIES

REQUEST FOR SERVICE PROPOSAL

- a. To ensure physical safety of all Liberian Red Cross' premises, properties and assets within the areas of assignment.
- b. To ensure screening and controlling of all incoming and outgoing staff, volunteers, members, visitors at the above mentioned locations
- c. To verify that the persons entering are either staff, volunteers or members with appropriate ID cards/badges or otherwise (Access Passes). Visitors entering are well screened and logged in the Visitors' Book" and given a "Visitors' Pass".
- d. To check all persons entering the premises luggage when and if required
- e. Monitor, and track/log the movement of all assets and or goods including vehicles into and out of the premises
- f. Ensure that all official visitors' vehicles are packs accordingly
- g. To inform immediately the responsible Safety and Security Focal Point (SSFP) of all incidents at the premises including interference, theft, emergency, fire, etc.
- h. To receive and report all incoming documents to the appropriate staff or concerned persons with all safety and security precautions
- i. Immediately inform the SSFP or the local Police (in an extreme case) of an unattended vehicle, suspicious or an emergency event around the vicinity of the premises
- j. Ensure that all office rooms are closed and locked, and all electrical appliances and or equipment are switched off.
- k. to be polite and cordial to all visitors, even when using telephone contacts with concerned staff or volunteers
- l. Inform the SSFP of all security alerts or messages received.
- m. Relate to all State Security personnel with high level of courtesy and respect. Contact the SSFP on all matters relating to engagement with State Security personnel.
- n. To immediately inform the Security Focal Point all incidents of detected weaknesses in security operations and violations of the polices and or agreed rules

5.0 PROHIBITIONS (DURING WORKING HOURS)

Absolutely, the followings will be considered as prohibitions to this contract:

- a. Doing work that does not relate to the security guard's duties
- b. Reading books, sleeping, playing table games or using social networks while it's work time
- c. To take drinks/alcohol during duty hours
- d. To desert of leave duty post without prior notice and approval
- e. To delegate guarding duty to someone else with appropriate discussion and permission

7.0 SUPERVISION

- a. The service provider will be responsible to supervise its security guards in close collaboration with the LNRCS Security Focal Person and Logistics and HR Departments. LNRCS' Security Focal Person will be the direct contact of the service provided for management, deployment, coordinatiOn and supervision the security guards.

8.0 REQUIRED PERSONNEL

REQUEST FOR SERVICE PROPOSAL

- a. At the LNRCS Headquarters, ten (10) guards on a three shift basis will be required. Each shift of service will run for eight (8) hours intervals. This means that first and second shifts will deploy three (3) guards at a time while the third shift will deploy four (4) guards respectively.
- b. At the CAR Center, eight (8) guards will be required. Each shift of service will run for eight (8) hours intervals. This means that first will deploy two (2) guards, second and third shifts will deploy three guards each respectively.
- c. The service provider will be responsible to provide all working tools and equipment for the guards including uniforms, handset radio and or cell phone, and batons, etc

9.0 OBSERVANCE OF THE RCRC MOVEMENT'S FUNDAMENTAL PRINCIPLES

The Red Cross Movement works with a set of Seven Fundamental Principles. These Principles are the foundations of our core values. The Security Guard Agency is expected to observe and or respect these Principles as part of the service.

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Universality, Unity

10.0 COST OF SERVICE & PAYMENT PROCEDURES

- a. The service provider will include in their proposal, a cost of guard per month and all applicable taxes
- b. Payment will be done on the basis of the complete work month. It shall be verify and established that security guards have been deployed and that the required number of guards per location have worked accordingly. Payment will follow the submission of an invoice and a security situation report.
- c. The service provider will submit a request for payment, an invoice and a security situation report in the last week of the current month.
- d. Applicable taxes will be deducted from the stated amount according to regulations and Laws

11.0 REQUIREMENTS FOR THE SECURITY GUARDS SERVICE PROVIDER

- a. The Guard Service Provider should be duly registered/licensed having in its possession up to date legal documents to operate an unarmed private guard service in Liberia
- b. The firm should a Liberian owned
- c. The firm should have adequate capacity to deploy additional guards when requested and arranged properly
- d. The names of all guards to be deployed at LNRCS' premises should be presented to the Management through the Security Focal Point. Any changes should be well communicated in time with explanations why such decisions are taken by the firms' management
- e. All guards to be deployed at LNRCS' premises must be 18 years of age and above, and have had on-the-job training or completed a pre-assignment training course,
- f. All guards must have integrity and credibility and be accountable, and have not been convicted of a serious criminal offense.
- g. All guards must have considerable knowledge of written and spoken English; must be people centered and service oriented.
- a. All guards should have not less than 5 years of experience with the institution of other recognized institutions; must be included female guards.
- h. All statutory liabilities for all guards will be paid by the service provider (Guard firm). This includes their salaries, provident funds, insurance, relevant taxes etc.

REQUEST FOR SERVICE PROPOSAL

- i. The firm should be able to cover all liabilities (deaths, accident, etc.) for their personnel while serving duty at the LNRCS' premises
- j. All necessary reports and information will be shared on a mutually agreed basis. There shall be regular meetings between the parties when and if necessary.
- k. The deployed guards will take all and or necessary precautions to avoid losses, damage, and or destruction of LNRCS assets including vehicles, etc. he/she shall also be careful not to misuse the area or posts delegated to them for the service.
- l. The deployed guard shall not accept any form of gratuity of gifts for service duty at the LNRCS. Official appreciations to any guard will be properly channeled
- m. LNRCS shall reserve the right to recommend the withdrawal of any deployed guard due to misconduct or breach of professional ethics
- n. The service provider shall not be responsible for the damage, loss, or destruction of any LNRCS' assets due to violence, mobs, demonstrations, or anything beyond the control of normal guard service
- o. Any other will part based on mutual discussion and the Laws of Liberia

12.0 DEADLINE FOR SUBMISSION OF PROPOSALS & PROCEDURES

All proposals must be received by the LNRCS on or before 20th July 2018 @ 4:00 pm. The proposal should be enclosed with the following documents:

- a. A Cover Letter
- b. Recent Business Registration
- c. Recent Tax Clearance Certificate
- d. Company's Profile with references of not less than 3 clients
- e. The proposal and all enclosed documents should be placed in an envelope labelled: "**Proposal for Security Guard Contract for Liberian Red Cross**" and addressed to:

The Human Resource Officer
Liberia National Red Cross Society
107 Lynch Street
Monrovia, Liberia