

ANNEX I
TENDER SPECIFICATIONS

1. Description of the contract

The Directorate-General for European Civil Protection and Humanitarian Aid Operations “ECHO” plans to conclude a service contract for the provision of security services, in accordance with the specifications set out below and the contract in annex.

2. Timetable

Summary timetable	Date	Comments
Launch date	11/04/2023	
Last date on which clarifications are issued by ECHO	20/04/2023	
Deadline for submission of tenders	02/05/2023 on or before 23:00hrs	
Opening session	03/05/2023	
Completion date for evaluation of tenders	17/05/2023	Tentative
Signature of purchase order / contract	01/07/2023	Tentative

3. Number of lots

NA

4. Participation in the tender procedure

Tenderers must not be in any of the exclusion criteria indicated in Section 8.1 of these tender specifications and must have the legal capacity to allow them to participate in this tender procedure (see Section 8.2.1).

Please note that any attempt by a tenderer to obtain confidential information or influence ECHO during the process of examining, clarifying, evaluating, and comparing tenders will lead to the rejection of his tender.

5. Presentation of the tenders

Tenders must comply with the following conditions:

5.1. Tenders must be submitted by email

The tender should be addressed to:
Echo-Administration.Abuja@echofield.eu
Subject: **Provision of Security Services for DG ECHO Sub-Office in
Maiduguri, Nigeria**
- Do not open before 03/05/2023

The tender must contain the administrative, technical, and financial documents in separate folders clearly indicating the content for each of them:

- **Administrative documents & technical offer**

- The signed, dated and duly completed identification and capacity form in Annex V
- The duly filled in, signed, and dated declaration on honour as requested in Section 8.1 and using the standard template found in Annex VI
- The evidence listed in Section 8.2 (if requested)
- The technical proposal of Annex II, providing all information requested in Section 6

- **Financial proposal**

- One signed original of the financial proposal based on the format found in Annex III

5.2. Tenders should be drafted in English

It is extremely important that tenders be presented in the correct format and includes all documents necessary to enable the evaluation committee to assess it. Failure to respect these requirements will constitute a formal error and may result in the rejection of the tenders.

5.3. Contact between ECHO and the tenderers

Contacts between the contracting authority and tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

- Before the final date for submission of tenders:

* At the request of the tenderer, the contracting authority may provide additional information solely for the purpose of clarifying the nature of the contract. Any requests for additional information must be made in writing only by email to: Echo-Administration.Abuja@echofield.eu.

Requests for additional information received less than five working days before the closing date for submission of tender will not be processed (for practical reasons).

* The contracting authority may, on its own initiative, inform the tenderer of any error, inaccuracy, omission, or any other clerical error in the text of the call for tenders.

* Any additional information including that referred to above will be sent simultaneously to all (tenderers who have requested the specification) (candidates invited to tender).

- After the opening of tender:

* If clarification is required or if obvious clerical errors in the tender need to be corrected, the contracting authority may contact the tenderer provided the terms of the tender are not modified as a result.

6. Period and place of implementation of the tasks

Period: One calendar year from contract signature, with possible extension up to three additional years.

Place of implementation: Maiduguri - Jan Road, Central Maiduguri (residential area) GPS: 11.81462, 13.13324.

7. Technical specifications

All the requirements in the following technical specifications are considered to be minimum requirements and therefore not subject to the negotiation, if any, unless specified for any particular aspects.

7.1. General description of the contract

Tenderer must provide the human and material resources necessary to ensure the security of persons and assets under ECHO's responsibility. The main services to be provided are:

- Control visitor access to building occupied by ECHO sub-Office;
- Clearance of deliveries, packages and inspection of mail before they are taken into the premises;
- Clearance of bags of visitors when requested by staff
- Keep these buildings under general surveillance so as to prevent any intrusion or attack on persons or property;
- Provide on-site security, surveillance, intruder prevention, and protection to ECHO's personnel and their invited guests.
- To protect ECHO's property and assets, and the possessions of ECHO's personnel.
- To provide such other security-related services as ECHO may from time to time require.

- To provide a rapid response capability in the event of a security incident on the premises.

7.2. Management Structure and general scope of service

- The management structure of the Tenderer shall include a contract coordinator who will be the contact between the Tenderer and ECHO. The Tenderer coordinator will be available on a monthly basis or upon request to meet with the Office to assess the actual quality of the security services
- Tenderer will provide ECHO with a complete service record, copy of National Identity Card and proof of medical fitness for each security guard performing services under this Agreement
- Tenderer shall not employ anyone who has been convicted of a crime or against whom criminal proceedings are pending, especially, but not exclusively, serious violations of international humanitarian law. Tenderer shall take all necessary measures to ensure that it has all information on the employee in order to avoid the employment of anyone convicted of a crime or against whom criminal proceedings are pending.
- The conditions of employment of the Service provider shall comply with national labour regulations and international labour standards.
- Tenderer shall provide transport, uniform, equipment and Identity Card to each of its personnel engaged to perform the service.
- Tenderer shall be responsible for ensuring that the security guards perform their duties in accordance with company regulations and standards.
- ECHO will have the right to interview the Tenderer's security personnel prior to deployment
- ECHO will have the right to ask for replacing the hired security guards without mentioning reasons, and the Tenderer should take action within 24 hours.

7.3. Post and requirements

- Tenderer will deploy professional security guards who meet the minimum profiles required for the post to which they are allocated and who are the best candidate to fulfil the tasks assigned to the post.
- Before allocating any guard to a given post, the Tenderer will seek the prior approval of ECHO in writing at least 10 working days prior to the start of deployment, usually at the beginning of the month.
- In order to seek this prior approval, the Tenderer will submit to ECHO the list of posts with the allocated guards. For each guard, the Tenderer will submit the Curriculum Vitae as well as any other document considered to be appropriate by Tenderer and by ECHO.

Prior to seeking approval, for every guard Tenderer will take the necessary steps in order to:

- a) Ensure that (s)he meets the minimum requirements for the profile as established in these tender specifications for the given post and Tenderer is confident that he/she is the best candidate;
 - b) Ensure that (s)he has no reliably attested record of involvement in serious crime (including organised crime, violent crime, sexual offences, violations of international humanitarian law, bribery and corruption);
 - c) Conduct comprehensive inquiries within applicable law with the competent authorities, regarding the extent to which any of its staff have a reliably attested record of not having been involved in serious crime or have not been dishonourably discharged from armed or security forces;
 - d) Ensures that (s)he has not previously been rejected from any contract due to misconduct or serious fault.
- Tenderer will notify to ECHO any change in the allocation of guards as previously approved and will seek approval by the ECHO Maiduguri focal point or the Head of Office (HoO). As far as applicable, the same guards should be assigned to ECHO for the whole duration of the contract.
 - Without prejudice to the approval of the guard before deployment, ECHO can at any time during the performance of the contract request Tenderer to provide further documents proving the fulfilment of the conditions set for the post as well as any other conditions applicable to the guards. For instance, in case of doubt about medical fitness, Tenderer might be requested to provide medical examination and presentation of a medical certificate for the guard in question.
 - At any time during the contract, ECHO can request a change of a security guard without providing justification.
 - Tenderer will respect human rights and apply the local legislation including labour and social legislation covering any aspects such as work conditions, taxes, insurance, leave and benefits.

POST 1: Static Security Guards x 2: permanent and during office hours - 24h per day – 7 days per week

- The number of guards filling one post is at the discretion of the Tenderer provided it is in compliance with the local legislation and the maximum number of hours for the shift. In any case double shifts are not allowed.
- Under no circumstances can the posts be left unattended during the hours foreseen for the given post. For this reason, the Tenderer will foresee a sufficient number of guards to cover lunch breaks or any other type of absence.

- Tenderer will provide ECHO, at least five days before the start of each month, with the planning of the personnel to be assigned for all the posts in the month that follows.
- Any unexpected change of shifts will be duly registered in the incident log book held by the Senior Security Guard and will be reported to ECHO through the monthly incident report.

The table below takes into account the **possible / suggested** schedule of the service hours of the different posts. However the shift organization remains at the discretion of the Tenderer.

Post 1; permanent

Weekdays (Sun-Thu) / Weekends (Fri-Sat) & official Holidays

Duty Shift	Duty Hours	Number of personnel
A	07:00 – 15:00	2
B	15:00 – 23:00	2
C	23:00 – 07:00	2

- ECHO will provide rest area and bathroom for the guard. Meals will be provided by the Tenderer.

Security guards general tasks

- Ensure access control of all staff/visitors/Contractors;
- Control entry and exit of people.
- Reception and registration of all persons entering the premises;
- Control incoming mail or parcels;
- Report and record any unusual activity inside or in the immediate vicinity of ECHO;
- Guard all the property of the compound;
- Conduct patrols during and after working hours, as specified in guard procedures;
- Ensure that unauthorized vehicles are not parked outside the premises;
- Ensure immediate intervention on the spot in the event of an incident;
- Immediately report any incidents to ECHO and tenderer’s focal point;
- Where applicable, ensure the operation, monitoring and basic maintenance of alarm system;
- Follow instructions as in the standard operating procedures (ECHO & Internal SOP);

- Respond to specific instructions from the ECHO Head of Office, Head of suboffice, Logistician, and Regional Security Coordinator;
- Support investigation of damage, accidents and incidents to determine causes circumstances and participants, prepare reports.

Security guards Profile

Experience

- ✓ More than 25 years old
- ✓ At least two years' experience in security-related institutions
- ✓ Experience with humanitarian organizations will be an asset

Knowledge

- ✓ Elementary school finished
- ✓ Knowledge in dealing with defense situations certified by a recognized training establishment
- ✓ First aids training granted by a recognized institution (Red Cross or similar)
- ✓ Basic fire-fighting training

Abilities and skills

- ✓ Good physical, medical health and psychological conditions
- ✓ Ability to handle physical tasks commensurate with the job
- ✓ Ability to communicate in English language (basic level)

Security Clearance

- ✓ No criminal record

Rapid Response Force

In parallel, tenderer shall establish a rapid response force system, by deploying a rapid response or back-up unit to the premises in the event of an incident or incident.

7.4. Code of conduct

Tenderer will comply with the International Code of Conduct for Private Security Service Providers (ICoC) signed 9 November 2010 in Geneva, Switzerland. Certification will be an asset.

7.5. Code of conduct

Once ECHO has approved the allocation of a given guard and prior to the deployment of the guard, the latter must satisfactorily complete a programme of basic training provided by tenderer. The content of the training should be endorsed by the Regional Security Coordinator (RSC) of ECHO.

This programme will include (but not limited to) the following activities:

- *Orientation*. Introduction to the training programme, training objectives, the role of the guard force in ECHO Security Plan.
- *ECHO Assets*. Description of ECHO assets to be protected, name, location, function. The ECHO Administration Coordinator will provide this information;
- *Local Law and the Power of Arrest*. The powers and legal limitations of the guard to use force and arrest offenders for example on apprehending unauthorized persons entering ECHO facilities; the relationship of the guard force to the host government security forces;
- *Terrorism and Criminality*. Description of the nature of the threat to ECHO assets with examples;
- *Fires and Explosions*. Description of the threat to assets of fire and explosions with examples of attacks in the past;
- *ECHO Emergency Plans*. Role of the guard force in cases of fire, explosions, bomb search and building evacuation. The RSC shall provide this information;
- *Physical Security Measures*. Description of the access control and perimeter control systems installed, and of alarms used (anti-intrusion, fire and evacuation alert);
- *Basic Guard Duties*. General description of guard actions for the protection of ECHO facilities. Denial of access to unauthorised persons, maintenance of guard force records, logs and preparation of reports;
- *Guard Force Communications*. Procedures to be used in case of incident.

In addition to this, Tenderer will provide annual refresher training. For this purpose, Tenderer will provide a training plan to ensure that acquired skills and knowledge are constantly refreshed.

Tenderer will maintain training records to document the training each guard allocated to this contract has received.

7.6. Uniforms

- Tenderer will ensure the impeccable presentation of the guards at all times when performing the services. These uniforms will be free of charge to the tenderer staff.
- The uniforms are subject to prior approval by ECHO and they will be adapted to the climate requirements.

- The uniforms must be of such a quality and composition as to allow patrolling also during unfavourable weather conditions.
- The uniforms will not have any European Union logo or identification.

7.7. Badges

Tenderer will provide the guard with a badge of identification, displaying the name of the company, the name and surname of the guard, position and photograph. The badge will not have any European Union logo or identification.

7.8. Equipment

The Service Provider must have the following equipment at the ECHO sub-Office:

1. ID cards of the service provider for each staff.
 2. Maglite torch or equivalent.
 3. Mirror for vehicles check
 4. VHF radio or another means of communications with the Service Provider.
 5. Baton or equivalent for the Guard self-defense.
 6. Mobile phone.
 7. List of contact numbers of local authorities emergency services including nearest hospitals.
 8. Whistle.
 9. Log book.
- Tenderer will provide the guards with all the equipment needed to ensure the proper performance of their tasks. The equipment will be in good order and immediately replaced when obsolete or broken.
 - Tenderer should provide the guard(s) with one or more communication systems (mobile phone, radio, etc.) to communicate with the HQ/Central Dispatch office of the security company, Rapid response Forces, local police, medical facilities, etc.
 - Tenderer is responsible for providing all the equipment in good order at the beginning of the contract, and for replacing any item when obsolete or broken at no extra cost to ECHO.
 - Tenderer will be responsible for obtaining licenses and permits, if required, for using such equipment.

Unless otherwise specified within the contract and previously agreed with ECHO, tenderer will **forbid the security guard force from carrying weapons** (firearms and/or knives) and will ensure that the security guard force do not have such equipment while performing the services.

7.9. Reporting

Incident Reporting

Tenderer will report in English to ECHO on the operations and events likely to have an impact on the security of the persons and premises covered under this contract. When doing so, Tenderer will detail the measures to be applied in order to reduce the impact as much as possible.

It will also immediately report on any security related incident which has occurred at ECHO premises or in its vicinity (e.g. demonstrations, photographing) for alarm related issues and emergencies. The report will be preliminary orally to ECHO's Abuja focal point and/or to the Head of Office and within 24 hours in writing to the HoO and RSC (Regional Security Coordinator). The incident report will detail the measures taken to mitigate the risks and to address the situation.

Monthly Report

Tenderer will submit to ECHO a monthly written report, which will include:

- Information on the rotation/shift system (a description sheet including the daily presence of every single guard) if any;
- Summary of all security-related events and incidents in a given month;
- Description of any malfunctions in the security systems (Panic buttons, Fire/intruder alarm, garage main entrance, telephones,);
- Information on demonstrations and other public gatherings held around the perimeter of ECHO and other premises;
- The evidence of payment of tax and social contributions in respect of the security staff;
- The evidence of any other social and labor rights including but not limited to, notice pays, severance pays, over-time, salary payments etc. if any.

7.10. Insurance

- Tenderer shall insure its personnel against injury and death in relation to rendering the Security Services and any additional security service.
- Tenderer shall maintain an Insurance policy (policies) with an international insurance company against Public and Products Liability, in relation to the rendering the Security services or any additional service as per the Agreement or any annex thereto. ECHO shall be named as loss payee.

7.11. Standard Operating Procedures

Tenderer must produce Standard Operating Procedures adapted to the facility to be approved by ECHO on the following subjects:

- Security Guards duties
- Fire/evacuation

- Intruder(s) on premises
- Medical emergencies
- Temporary restrain of a violent individual
- Weapon/explosive handling
- Vehicles search procedures

7.12. Panic buttons devices

The contract will cover procurement, installation, and maintenance of panic button devices.

This system will be centralized and able to communicate with the HQ/Central Dispatch office of the security company and Rapid response Forces.

- Main building: Install a panic button device on the ground floor, and a second on the second floor in the living area.
- Secondary building: Install a panic button device in the lounge of the living space.

8. Exclusion and selection criteria

8.1. Exclusion criteria

Requirements

ECHO will exclude the offers of tenderers who fall in any of the situations listed in paragraphs 1 and 2 of Article 136 of the Financial Regulation¹. There is a list of these situations in the declaration on honour (see Annex VI).

Documents to complete and provide

Tenderers shall provide a declaration on honour (Annex VI), duly signed and dated. This declaration states that the tenderer is not in none of the situations of Article 136 of the Financial Regulation.

Evidence to provide

The tenderer does not need to provide any evidence. However, ECHO reserves the right to request evidence of compliance with the selection criteria in any part of the procurement process.

8.2. Selection criteria

8.2.1. Legal capacity

Requirements

The tenderer needs to prove it is authorised to perform the contract under the national law as evidenced by inclusion in a trade or professional register, or a

¹ Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council of 18 July 2018 on the financial rules applicable to the general budget of the Union (available [here](#)).

sworn declaration or certificate, membership of a specific organisation, express authorisation or entry in the VAT register.

Documents to complete and provide

- Completed Section A of identification and capacity form (Annex V)
- Completed Section B.1 of identification and capacity form (Annex V)

Evidence to provide

- Trade or professional register, or a sworn declaration or certificate, membership of a specific organisation, express authorisation or entry in the VAT register

8.2.2. Economic and financial capacity

Requirements

The tenderer must be in a stable financial position and have the economic and financial capacity to perform the contract. The annual turnover of the last two financial years shall be above NGN 80'000'000.

Documents to complete and provide

- Completed Section B.2 of identification and capacity form (Annex V)

Evidence to provide

- Balance sheets or extracts from balance sheets for at least the last 2 years for which accounts have been closed (where publication of the balance sheet is required under the company law of the country in which the economic operator is established)
- A statement of overall turnover and turnover concerning services covered by the contract during the last 2 financial years.

If, for some exceptional reason which ECHO considers justified, the tenderer is unable to provide the references requested by the contracting authority, he/she may prove his/her economic and financial capacity by any other means which ECHO considers appropriate.

8.2.3. Technical and professional capacity

Requirements

- The service provider should be licenced in the republic of Nigeria to provide this service
- The provider should have a minimum 3 years' experience of providing security services
- The provider should have a public liability insurance
- The provider should have a certified quality management system

Documents to complete and provide

- Completed Section B.3 of identification and capacity form (Annex V)

Evidence to provide

- Licence to operate a security firm in Nigeria
- List of recent & current clients with whom it has an established similar contract
- Certificate of quality management
- Company profile with staff profiles and organisational structure
- Certification of liability insurance covering third parties' and client's damages
- Any other proof that tenderer may bring in support of his fulfilling the abovementioned criteria

If, for some exceptional reason which ECHO considers justified, the tenderer is unable to provide the references requested by the contracting authority, he may prove his economic and financial capacity by any other means which ECHO considers appropriate.

9. Evaluation of tenders and award criteria

9.1. Administrative compliance

ECHO will verify first if the tenderer has submitted all the documents in time as requested in Section 5.1 (administrative compliance).

If the tender is administratively compliant, ECHO will verify then if the tenderer is compliant first with the exclusion criteria (Section 8.1) and then with the selection criteria (Section 8.2). If the tenderer complies with these criteria, the tender will go to the technical evaluation.

9.2. Technical evaluation

An evaluation committee will score the technical offer (Annex II). Only offers that achieve a score of 50% of the points for the criteria where indicated and 60 points for all the criteria combined or more are declared 'technically accepted' and therefore valid for financial evaluation and award.

9.3. Financial evaluation and award criteria

The ECHO Office will award the contract under the best price-quality ratio. This ratio takes into account the price (stated in Annex III) and the score obtained in the technical evaluation (see Annex II). The award criteria is the following formula:

$$\text{Score for tender} = \frac{\text{Cheapest price}}{\text{Price of tender } X} \times 0.40 + \frac{\text{Total quality score } X}{\text{Quality maximum score}} \times 0.60$$