

Terms of reference (ToR) for the procurement of services of Security and Cleaning



Provision of Security and Cleaning Services for the GIZ Energy Programme Ethiopia Hawassa office PN: 14.2275.7-207.90

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1. Background/Context

As an international cooperation enterprise for sustainable development with worldwide operations, the federally owned Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH supports the German Government in achieving its development policy objectives.

In this regard, GIZ promotes complex reforms and change processes. In Ethiopia, GIZ has been working for more than 40 years in bilateral cooperation on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ) and on the commission of other international donors.

GIZ is implementing various energy projects in Ethiopia with the aim to support a sustainable supply of energy services. This is intended to contribute to Ethiopia's national strategies (National Electrification Plan, Growth & Transformation Plan, Climate Resilient Green Economy). The energy projects under the GIZ Energy Programme Ethiopia include: Energising Development (EnDev) Ethiopia; Energy Solutions for Displacement Settings (ESDS) Ethiopia; Green Peoples Energy (GBE) Ethiopia and the German-Ethiopia Energy Cooperation (GEEC). GIZ Energy Programme Ethiopia works in close cooperation with the Ministry of Water, Irrigation and Energy (MoWIE) as its main political partner in the implementation of the programme.

GIZ Energy Programme Ethiopia would like to hire services of Security Guards, Housekeepers, and cleaners as specified below.

2. Objective of the assignment

To provide security, Housekeeping, and cleaning services for the safety and security of GIZ staff members, assets, premises, and operations. Energy Programme Ethiopia recognizes these necessities and hereby intends to engage reliable security and cleaning service provider company for the aforesaid services at its Hawassa office.

➤ **Provision of Security and Safety Services**

Purpose of Security Guards Assignment:

To ensure 24/7 security and safety of the office premises, properties, and staff members of GIZ Energy Programme Ethiopia office in Hawassa. By providing a safe and comfortable environment that gives a feeling of security and reassurance to staff members and guests.

➤ **Description of Assignment (Security and Safety Services):**

The details of the assignment are as follows:

- i. Deployment Pattern: 2x Security Guards (Male/Female) interchangeable, 7 working days in a week.
- ii. Duration: 08:00am – 08:00am (next day morning).

➤ **The general legal background of the Potential Security Company:**

The general legal background of potential company will be to provide security services to the programme offices are as follows:

- i. All personnel deployed by the security company for the performance of work within the scope of the contractual agreement should be fully qualified as Security Guards, following all relevant laws of the government of Ethiopia.
- ii. The security company shall also be required to provide additional security personnel on an “as-and when-required” basis, following the receipt of an authorized written request from the GIZ programme offices, at the rates set out in the contract.
- iii. The company will ensure the deployed guards are supplied with clean and neat uniforms.
- iv. The deployed security personnel will be employees of the Company and all statutory liabilities will be paid for by the said company. This includes monthly salary, provident fund (pension), medical insurance, and other compensations as required by law.
- v. The Company will be liable to cover insurance for its deployed security personnel for personal accidents and death while on duty.
- vi. The deployed Security Personnel (guards) shall be properly and adequately trained in accordance with Ethiopian law to perform security services, for instance, they can be ex-Army/police, trained civil guards, etc. trained on security duty, security equipment handling, incident management, firefighting, first aid, crowd control, suspicious pouch, bomb and telephone threat handling, etc. Arrangement for refresher training (quarterly basis), on-the-job training, specialized training as needed, and training for newly joined staff must also be catered for.
- vii. The deployed Security Personnel shall always be uniformed and wear appropriate identification badges/cards during the assignment as approved by the company.
- viii. All Security Personnel must be employees of the said security company (not temporary contracted personnel – unless communicated to GIZ in advance).
- ix. The security company will ‘Inspect the Guard Posts’ a minimum of once daily and immediately implement any observable measures for improvement.

- x. All deployed security personnel should be in an appropriate physical and mental state to be able to deliver the best possible services of the contract. The security guard company will have to ensure proper rotation of the duties as needed. As such, the ‘Security Personnel Duty Roster’ must be submitted to the authorized GIZ Energy Programme Ethiopia Focal Person for verification and further instructions (if any).
- xi. The security service provider will have to maintain a pool of additional replacement guards to cover for the absence of regular guards due to leave, sickness, or other reasons (reference is to be made on point 3.4.8 above).
- xii. The Security Guard Company must have a systematic reporting procedure on current risk/ threat analysis including any other factors/ situation affecting the safety and security of the personnel and office.
- xiii. Security Personnel will ensure that any person removing equipment from the office premises presents a valid document with an authorized signature that permits the removal of such equipment. The gate passes will be submitted to the authorized GIZ Energy Programme Ethiopia Security Focal Person. This is for record-keeping and verification/scrutiny.
- xiv. Security Personnel will ensure that all visitors coming inside the office premises to visit/ meet any staff are respectfully searched as per set access control guidelines irrespective of their identity; In addition to that due to covid-19, the security personnel must have to make sure that visitors washed their hands properly had to check their temperature and make sure that they are wearing their mask properly before allowing them to enter the premises
- xv. In case of any visitor, the security guard company with the help of security personnel on duty will behave politely, listen carefully to their requests and ensure that the visitors are assured that their requests will be forwarded to the appropriate GIZ official.
- xvi. In case of fire, the security personnel on the duty of the potential ‘Security Guard Company’ will identify the place of fire and use any nearest fire extinguisher to extinguish the fire if possible, followed by the necessary steps.
- xvii. In case of office invasion, forced entry, or any such situation, the security personnel on the duty of the potential ‘Security Guard Company’ will try, by all possible means, to contain and immediately inform the authorized Security Focal Person of the GIZ office about the incident. In such a case, the performance of the guards must be prompt, smart and will try to give accurate and precise information as far as possible.

- xviii. The potential ‘Security Guard Company’ shall have meetings on a monthly, quarterly basis and as and when required with the authorized Security Focal Person of the office to discuss issues and for decisions on important issues.
- xix. The potential ‘Security Guard Company’ must be capable of deploying an Emergency Security Force at offices within a short notice of 24 hours. This is to meet emergency security situations. The requirements of such a force will not exceed 2 security personnel.
- xx. The potential ‘Security Guard Company’ will be responsible for the safe custody and maintenance of equipment that are assigned to them for managing the security of the said office.
- xxi. The company and its security personnel must have the ability to react and handle unforeseen security situations and hazards.
- xxii. The potential ‘Security Guard Company’ will have to perform any other duties assigned by the authorized Security Focal Person which forms part of security management.

3. Scope of the assignment

- **Scope of works GIZ Energy programme premises includes but not limited to;**

Description	Areas included in the scope of services
Open space working area/offices	All offices within the premises (Stores, Open shades, Security Guard room, driver’s office room, and technic room, etc.)
Stairs and corridors	Both Ground and G+1) and corridors
Kitchenette	one kitchens
Meeting room	one meeting rooms
All Bathroom	Two bathrooms

4. Duties and Responsibilities for the Housekeeping and Cleaning Services:

Detailed Duties and Responsibilities for the Housekeeping and Cleaning Services:

- i. The Service Provider will be fully responsible for the supply of cleaning materials for all works and services performed by its deployed staff.
- ii. The service provider will provide and execute everything necessary for the services following GIZ standards and norms including, but not necessarily limited to.
- iii. The provision of the service provider with qualified, competent, and well-trained personnel and supervision thereof, required for the servicing of the cleaning contract.
- iv. The service provider shall always ensure that all deployed staff are neatly clothed in uniforms (with recognizable company logo) with necessary protective equipment which shall include but not limited to headgear, shoes, mouth protection, eye protection, work clothes, and hand gloves.
- v. Provide high-quality office and premises cleaning services for GIZ Energy Programme Ethiopia office in Hawassa as per the above table.
- vi. Cleaning of the building interior of all work should be undertaken following recognized best practice in the industry and with locally applicable health and safety standards
- vii. Any defects noticed by Cleaners must be registered and reported to the GIZ energy programme cleaning supervisor so that the necessary repairs can be made.
- viii. Serve tea/coffee to office staff and guests as and when required and maintain the office kitchen all the times in a hygienically clean condition.

➤ **Specific Duties and Responsibilities of Security personnel:**

- i. To ensure physical integrity and safety of the GIZ Energy Programme Ethiopia Office premises and assets.
- ii. To screen and control all arriving visitors/staff/vehicles as per GIZ standards.
- iii. To verify that the persons entering the office premises are either staff members possessing valid ID card/badge, or visitors having an appointment. All visitors are to be screened and logged in the “Visitors Logbook” and issued “Visitor Pass”.
- iv. To check the visitors/visitor’s luggage, if required.
- v. To monitor and log all the movements of the office property and vehicles in and out of the premises.
- vi. To immediately inform the GIZ responsible official and/or any relevant local authorities in case of an emergency relating to the office premises such as interference, crowd, fire, etc.
- vii. To receive any incoming documents or parcels in observance of the safety measures. Each package and parcel received should be carefully examined and immediately inform the staff member concerned on the arrival of package or parcel especially during weekends.

- viii. Immediately inform responsible Security Focal Person or local police of unattended vehicles, suspicious parcels, or emergency events in the vicinity of the office Premises.
- ix. Ensure that all rooms are closed and locked, electricity switched off, no water leakage after official GIZ office hours.
- x. Immediately inform the relevant Security Focal Point of any important security-related messages received.
- xi. Immediately inform the Security Focal Point of any / all detected weaknesses in the security system and violations of policies

5. Schedule of services

- i. Office cleaning should take place on weekdays, Monday to Friday, between the hours of 07:30 am - 03:30 pm. No changes in the agreed days or time can be made without prior clearance by GIZ energy programme Ethiopia Hawassa office.
- ii. Prepare and serve tea/coffee to employees and guests starting from 8:00 am-5:00 pm
- iii. Serve drinking water

6. Place of the Assignment

The details of the place of the assignment are as follows:

- i. Location: Misirak Kifile ketema, Tesso Kebele ,
- ii. Deployment Pattern: 2x Security Guards (Male/Female) interchangeable, 7 working days in a week.
- iii. Duration: 08:00am – 08:00am (next day morning).

7. Assignment period

The selected company will be responsible to provide security Housekeeping and cleaning services at the said project office. In doing so, an agreement will be concluded with the potential company for a period of a maximum of 01 (one) year.

8. Deliverables

The Service provider workers will perform their works according to the agreed working routine and schedule on a daily and weekly basis.

➤ Housekeeping and cleaning staff

- i. The number of cleaners to do the routine works is foreseen with a minimum of one staff.
- ii. The staff must be assigned permanently. Change of staff needs to be announced in advance and approved by GIZ Energy Programme.
- iii. The staff is required to provide health certificates and updated medical checkups and the copy should be kept with the contractual document.

➤ Cleaning tools include but are not limited to.

- Mop& Broom

- Dustpans, and brush
- Towels,
- Paper towel
- Tissue paper
- Window cleaner
- Gloves
- Detergents
- Disinfectant
- Liquid soaps,
- Bucket
- Silver scratch
- Air Freshener

i. Cleaning Services Schedule

➤ Open space working areas and Offices: -

A. Daily: -

- ✓ Mop floor, sweep floor, damp mop floor, cleaning office furniture and equipment.
- ✓ Wash the inner and the outer surface of the toilet bowl.
- ✓ Dry up all toilet fixtures
- ✓ Perform dusting, disinfecting, and polishing of surfaces and furniture as needed
- ✓ Empty trash can from each office.
- ✓ Visible dirt, shoe marks should be cleaned or washed from floor surfaces
- ✓ All tea/coffee caps,spoons,glasses of water in, offices, and meeting rooms to be returned to the Kitchen.
- ✓ During the lunch break, the assigned cleaners must go around and check every office that includes the, meeting rooms, offices and, bathrooms and must remove dust, stains, tissue paper, collect tea/coffee cups, or other used items.

B. Weekly: -

- ✓ The door matt must be cleaned and washed thoroughly.
- ✓ Vertical free areas cleaned to remove dust, cobwebs, and visible dirt.
- ✓ Lamps, pictures, phones,Photo copy machines doors (including handles) and frames, chair and table legs, ceiling lamps.
- ✓ Windowsills dusted or cleaned as necessary to remove visible dirt
- ✓ The doors, glass panels, box files, shelves, and or wiped clean as necessary to remove visible dirt.

➤ Kitchenette

A. Daily: -

Cleaning of Kitchens, wash dirty utensils, cleaning of the cupboard, doors (outside), cleaning the exterior and interior of refrigerators, and cleaning of all kitchen electric and non-electric gadgets.

➤ Meeting Rooms

A. Daily: -

- ✓ Floor / horizontal surfaces that are clear of obstructions should be washed or cleaned as necessary to remove all traces of visible dirt, conference table and chairs windows must be clean and free of dust and stains.
- ✓ Meeting Rooms should be checked frequently especially after the meeting is completed, A close follow-up and clean as needed.

B. Weekly: -

- ✓ Once a week, as a minimum Light bulbs must be free of dust, sockets Light, switch's must be stain and dust-free, door matt must be cleaned and washed thoroughly, chair legs, table legs cleaned from wall to wall, by moving chairs as necessary.

➤ All Bathrooms

A. Daily: -

- ✓ All sanitary-ware (washbasins, WC pans) and mirrors cleaned to remove all traces of visible dirt.
- ✓ Garbage bin emptied; floors washed to remove all traces of visible dirt.
- ✓ Toilet consumables (Tissue paper and liquid soap) re-stocked.
- ✓ Complete cleaning of all sanitary elements including the removal of all stains.
- ✓ Toilets should be checked every hour and must make sure everything is clean and neat.

B. Weekly: -

- ✓ Ceramic walls and doors cleaned/washed, making sure there are no stains
- ✓ WC pans and washbasins-thoroughly cleaned to remove all traces of stains,

➤ Cleaning of outside Windows and GIZ Energy Programme office Compound

Cleaning outside Windows thoroughly every week following the best industry standards for window cleaning is important. GIZ premises must be cleaned thoroughly every week, the service provider must have to make sure the compound is clean, free of garbage, must make sure outside windows are free of dust and stains.

➤ Preparation and Serving of Hot Beverages.

- i. The Provider shall serve tea/coffee to office staff and guests as and when required and maintain the office kitchen at all times in a hygienically clean condition.
- ii. The Service provider shall provide Sugar, Coffee, tea, and tea spices for GIZ Energy Programme Ethiopia office in Hwassa.

9. Requirements:

➤ **Additional Requirements for the Cleaning and Janitorial Service providers:**

- i. Qualification: Higher Secondary Certificate.
- ii. Communication Skill: Able to understand and speak Amharic fluently and moderate English.
- iii. Behavior and Conduct: Should be polite, well-groomed, and well-mannered.
- iv. Experience: Minimum 3 (three) years of job experience with GIZ.
- v. Working ability: Should be physically fit.
- vi. Proven track record in rendering satisfactory services to high-end premises.

➤ **Additional support staff**

Based on the demand GIZ Energy Programme office would like to request additional support staff to have a helping hand for office-related works. E.g. Loading and unloading of different materials and office furniture. Such additional staff would be hired daily and in advance.

- ✓ The number of support staff to help by executing routine works is foreseen with one or two, on-demand only and similar to daily labour support.
- ✓ The staff must be assigned temporarily and with a minimum of 24hr notification time to the contractor.
- ✓ The staff's required health certificates and updated medical checkups must be ensured by the contractor.
- ✓ The staff's task area must be known, and a copy been kept in the contractual documents.

➤ **Sustainability requirements**

For GIZ, the guiding principle of sustainability represents both a mission and a commitment. GIZ energy programme Ethiopia has an obligation to demonstrate this through its actions. As a federal enterprise, GIZ incorporates the dimensions of sustainability into several systems.

This encompasses the environmental impacts and using natural resources sparingly, such as the conservation and sustainable use of water, the recycling of materials, where appropriate, and the avoidance of environmentally harmful products.

From a social perspective, the goal is to ensure a decent quality of life with due respect for people's dignity, employment law, and human rights.

➤ **Additional Qualification requirements for the Security and Safety personnel:**

- i. Qualification: High School Certificate as a minimum qualification.
- ii. Communication Skill: Able to understand and speak Amharic fluently and moderate English.

- iii. Behavior and Conduct: Should be polite, well-groomed, and well-mannered.
- iv. Training and Skill: Basic security training and job-related training including access controls (i.e. physical search, vehicle search, perimeter security, and be able to implement the same.
- v. Experience: Minimum 3 (three) years of job experience with GIZ.
- vi. Working ability: Should be physically fit and determined.

Required Qualifications and Experience .

The bidder must include a technical proposal into his offer. This proposal must include

- ✓ Proof of visiting the building as preparation of offer
- ✓ Description and justification of the contractor's strategy for delivering the services put out to tender
- ✓ Cleaning schedule with recommendation
- ✓ Staffing list of daily, weekly, and so on works
- ✓ List of cleaning tools including a description for which work and surface
- ✓ List of cleaning liquids and others including brand name and mixing ratio, and for which works and surface
- ✓ The approach of in-cooperation of GIZs sustainability requirements for cleaning tools, cleaning liquids, and others
- ✓ Approach to cleaning the windows which cannot be reached from the floor level
- ✓ Sample of how reporting sheets could look like
- ✓ List of work safety and security measures
- ✓ Approach to prove the required minimum payment of the employees

10. Management of Assignment

- The assignments will be managed by the GIZ Energy Programme Ethiopia Hawassa office.
- Daily and weekly works do not have a separate reporting to GIZ Energy Programme Ethiopia Office (no reporting).
- Bi-weekly, Monthly and quarterly works need to be approved by GIZ energy programme office directly after execution

11. Remuneration

The service provider needs to receive a monthly payment for the work provided by after deduction of any taxes.

12. Tender requirements

- **Submission of Proposal**

The interested service provider should submit two proposals – Technical and Financial in separate envelope that clearly provide the following information:

✓ **Technical Proposal:**

The interested company must submit a technical proposal and all relevant documents to substantiate their qualification mentioned and they will deliver.

✓ **Financial Proposal**

- A clear breakdown of the financial proposal including all the chargeable taxes.
- Terms of payment, including (if any) interim payment following the performances of the service.

13. Ownership/copyright

- This assignment is to be funded by GIZ EPE and therefore it shall be the owner of the assignment outputs. The Security and cleaning associations will have no right of claim to the assignment or its outputs once completed.
- The security Housekeeping and cleaning company must be registered/licensed by the relevant government of Ethiopia authorities, and have in possession of all required legal registration, Tax Identification (TIN) certificate, etc.;
- All personnel deployed for the performance of the related works within the scope of the contractual agreement should be fully qualified as stipulated, following all relevant laws of the government of Ethiopia.
- A listing of the organization(s) for the individual staff deployed where similar services have been offered.
- Attach CV's of all the key personnel in the company