

SCOPE OF WORK

SECURITY SERVICES FOR THE COUNTRY OFFICE, REGIONAL / CLUSTER OFFICE'S, AND EXPAT RESIDENCE

Mercy Corps Overview

Mercy Corps is a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action — helping people triumph over adversity and build stronger communities from within. Now, and for the future. Mercy Corps has been operating in Nepal since 2005, implementing programs in food security, agriculture, market development, financial services, girl's education, climate change adaptation and disaster risk reduction. We take a systems-based approach in our programming, with the aim of improving the lives and potential of vulnerable individuals and communities across Nepal.

Objectives:

Mercy Corps has its Country Office at Kathmandu and Regional/Cluster Offices at different Provinces for the operation of day-to-day programs. Mercy Corps requires Security Services for its offices to ensure the safety and security of offices premises, assets, and staff.

The Security Guard Services shall be in two consecutive 12 hour shifts per day or three consecutive 8 hour shifts per day, seven days per week. The number and the location for security services may increase or decrease depending upon the situation and requirement of security services. All such additional increases and decreases of services will be communicated to the Contractor/service provider in writing in advance.

- ❖ Requirements:
 - The security guards should be uniformed and wear appropriate identification badges and identity cards.
 - The names and mobile number of the guards should be provided for verification purposes well in advance of assignment to perform services once the Contract/Agreement has been finalized.
 - The requested security guard provision should be provided 24 hours' security services to Mercy Corps Offices located in Kathmandu, Regional and Cluster Offices located at Dhangadhi, Jumla, Surkhet, 12 hour's security services to expatriate residences located in Kathmandu and at any other locations whenever Mercy Corps requires services within Nepal.

- ❖ The contractor/security guard service provider must provide the following to each guard:
 - Security Company card/ identification document
 - Two pairs of uniforms
 - One pair of shoes per year
 - One Jacket for Winter
 - One Baton (Nightstick)
 - One Torch (Flashlight)
 - One Whistle
 - One Raincoat and umbrella with rain boots

- ❖ The Mercy Corps Nepal has a NO WEAPON policy, all the security guards deployed will not have any Khukuri/gun/s with them at all Mercy Corps premises and locations.

- ❖ A separate reserve pool of relief guards should be maintained by the security service provider. The pool should be needed to, within the same shift, take care of an absentee, sick or missing guard. It should also

cater for emergency needs. The reserve pool should have guards with identical qualifications as like the regular guards.

- ❖ The supervisor or head guard at each location should be English speaking. The security service provider should provide an updated list of the head guard and supervisor who can be contacted in case of emergency.
- ❖ The Security staff employed by Security Service providers should be able to manage the day-to-day communication in basic English language.
- ❖ The security service provider should make sure that all security staff to be deployed has undertaken relevant comprehensive security training including, but not limited to, Protection Drills (Fire safety, earthquake drills etc.), Mercy Corps and delegates Buildings Security/Guarding, General Safety and Security, Patrolling Techniques, Gate Duties, Full Guard Orders, Search Procedures, Personnel and Vehicles, Reception and reporting, procedures, Equipment drills, First Aid training. Actions in the event of all Incidents, Counter surveillance, and Access Control.
- ❖ The security company must provide a copy of the certificate of completion to such training. Guard refresher training should be done every six months or as per the requirement by the nature of the security situation and submit the report to the Mercy Corps Security focal point.
- ❖ The security service provider will conduct regular monitoring at the places where the security guards are deployed to ensure the security system is well at ground.
- ❖ The security services provider will provide an update and briefing on a monthly basis to the Head of Operations at Mercy Corps about the ongoing security services at ground level.
- ❖ The security service provider should maintain a 24 / 7 staffed Control room at their office location and should be in constant and regular contact with the guards deployed at the various locations of Mercy Corps Office and residence.
- ❖ The security service provider should implement health and safety regulation of Nepal.
- ❖ Guards are not allowed to work for continuously more than 12 hrs. in a period of 6 days as per Mercy Corps security guideline.
- ❖ Rotation of guards should be in place after every three (03) months.
- ❖ The security service provider should follow the local labor law and comply with the Mercy Corps guidelines as appropriate. Guards should not consume any kind of intoxication while on duty. COVID safety guidelines prescribed by the Government of Nepal should be followed.
- ❖ Security service providers should provide security guards with a security access control register.

Selection Criteria:

- ❖ Have sufficient numbers of available healthy human resource (Please mention the number of (#) total guards on duty; # pool of guards in reserve; # supervisors): 10%
- ❖ List of Branch offices around Nepal: 10%
- ❖ Years of experience in Security services: 10%
- ❖ Reference from at least 3 organizations: 10%
- ❖ List of the inventory of the supplies provided to Guards by the company: 10%
- ❖ List of training that the company deems mandatory for the guards: 10%
- ❖ Financial Proposal: 40%

Note: The contract period will be up to two years. Rates should be valid for 24 months.

Supervision and Reporting:

The security company will be reporting directly to the security focal point in Kathmandu.