



Norwegian Refugee Council (NRC)

Invitation To Tender for long term Framework Agreement (FWA) for Security Guard Services

ITB reference # FWA-2024-CXB-115

Hiring the services for security Guards for NRC Camp side, Ukhiya Office, Warehouse and Cox's Bazaar

SECTION 1
Cover Letter

Bangladesh, 29th September 2024

Our reference: FWA-2024-CXB-115

SUBJECT: INVITATION TO TENDER FOR LONG TERM FRAMEWORK AGREEMENT (FWA) FOR SECURITY GUARD SERVICES

Dear Mr/Ms

Following your enquiry regarding the publication of the above-mentioned invitation to tender, please find enclosed the following documents, which constitute the tender dossier.

Any request for clarification must be received by NRC in writing at least 5 working days before the deadline for submission of tenders. NRC will reply to bidders' questions at least 2 working days before the deadline for submission of tenders.

Costs incurred by the bidder in preparing and submitting the tender proposals will not be reimbursed.

If you decide not to submit a tender, we would be grateful if you could inform us in writing, stating the reasons for your decision.

Yours sincerely,
NRC Procurement Department
On behalf of the Bid Analysis Committee >

This ITB document contains the following:

- ✓ Section 1: This cover Letter
- ✓ Section 2: Bid Data sheet
- ✓ Section 3: NRC Invitation to bid general terms & condition
- ✓ Section 4: Technical description of the Bid
- ✓ Section 5: Bidding form
- ✓ Section 6: Service Provision Schedule
- ✓ Section 7: Company Profile and Previous Experience
- ✓ Section 8: Service Description & Pricing Proposal
- ✓ Section 9: Ethical Standards Declaration

SECTION 2
Bid Data Sheet

1. Background Data

Contract Name: Invitation to tender for long term Framework Agreement (FWA) for Security Guard Services	Contract Number: FWA-2024-CXB-115
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This bid is issued by Norwegian Refugee Council (NRC) office in Cox’s Bazar, Bangladesh. Any correspondence can be addressed to the following address office.

Address:

Norwegian Refugee Council
Sayeman Heritage Residence (SHR),
3rd Floor, Old Sayeman Road, Baharchara, Cox’s Bazar – Bangladesh.

Or

Email: bd.procurement@nrc.no

2. Scope of Service

The Contracts eligible for bidding are:

Contract No.	Country	Location	Service Description
FWA-2024-CXB-115	Bangladesh	Cox’s Bazar	Long term Framework Agreement (FWA) for Security Guard Services

Please refer to the service specifications in section 4

3. Schedule & Deadline for Submission

The deadline for submission of bids is 16.00Hrs on 17th September 2024. **Late bids will not be accepted.**

	DATE	TIME*
Invitation to Bid release	29 th September 2024	
Deadline for request for any clarifications from NRC	7 th October 2024	
Last date on which clarifications are issued by NRC	15 th October 2024	
Information session for clarification (Online session) (15:00 Hrs) https://teams.microsoft.com/l/meetup-join/19%3ameeting_ODY0YjRhZGIYtG4MS00NmlwLTk0Y2EtNDE0YWM5ZjNhYzI4%40thread.v2/0?context=%7b%22Tid%22%3a%223f86d1b4-2c6b-4b1a-b2ae-6f5e950bca1e%22%2c%22Oid%22%3a%224e9a58bb-1dcc-467a-b492-5fee72f84355%22%7d	13 th October 2024 (Please click the attached link)	(15:00 Hrs)
Deadline for submission of bids (receiving date, not sending date)	17 th October 2024	16.00Hrs
Tender opening session by NRC	20 th October 2024	
Notification of award to the successful tenderer	5 th November 2024	
Signature of the contract	15 th November	

	2024	
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* All times are in the local time of Bangladesh (GMT+6).

Please note all dates are provisional dates and NRC reserves the right to modify this schedule.

4. Manner of Submission:

Please submit your sealed bids (in the tender box at below address) in accordance with the requirements detailed below:

Complete sealed bid documents (Two separate envelopes, one for Technical and the other one for Financial offer) shall be hand delivered at NRC Office. Both envelopes should be put together in one big envelope prior to submission to NRC.

By EMAIL: bd.procurement@nrc.no (Two separate envelopes, one for Technical and the other one for Financial offer)

Address:

Norwegian Refugee Council
Sayeman Heritage Residence (SHR),
3rd Floor, Old Sayeman Road, Baharchara, Cox’s Bazar – Bangladesh.

Information session for clarification (Online session) (15:00 Hrs)

https://teams.microsoft.com/l/meetup-join/19%3ameeting_ODY0YjRhZGltYTg4MS00NmlwLTk0Y2EtNDE0YW5ZjNhYzI4%40thread.v2/0?context=%7b%22Tid%22%3a%223f86d1b4-2c6b-4b1a-b2ae-6f5e950bca1e%22%2c%220id%22%3a%224e9a58bb-1dcc-467a-b492-5fee72f84355%22%7d

Not later than 16Hrs, on the due date indicated above. Tenders will be opened thereafter in the presence of the tenderers or their representatives who choose to attend.

Submission details of 2 envelope process are as follows.

- a. 1st Envelope for Technical offer (Full ITB copies will be filled and Sections: 1,2,3,4, 5,6,7 and 9).
- b. 2nd Envelope for the Financial Offer (Section: 8)

5. Assessment Criteria

Award of the contract(s) will be based on the following:

Step 1: Administrative compliance check

Bidders must provide evidence of the following for their bid to be considered compliant:

1. Sections 5-9 completed, signed and stamped

2. Bidder should include a copy of the following valid business documents.
 - 2.1. Valid Trade License,
 - 2.2. VAT & TIN certificate
 - 2.3. License or authorization from the respective department
 - 2.4. NID copy of Owner/MD/Chairperson
 - 2.5. Bank statement for the last Six Months
 - 2.6. Company profile
 - 2.7. Adherence to Ethical, Enviromental, and anti- corruption NRC policies
 - 2.8. Previous experience related to services required under this contract
 - 2.9. Other Bid documents as mentioned in section 2(6, Bidders checklist table)

Step 2: Technical Evaluation

A Technical Evaluation of all bids received will be conducted for bidders that pass Step 1 – Administrative Compliance Check. Criteria that will be used to evaluate and score the bids are outlined in Section 3.

Technical Weighing (60%)

1. **Reputation and Experience.** Record of accomplishment & INGO (International non-governmental organization), Camp etc (8 marks)
- Licensing and Certification** licensing for the operation area. Certification for Industry standards (8 marks)
- Training and Qualification.** Provision of trainings such as emergency response, conflict resolution and customer service or specialised training such as first aid certification or specialised training for specific industries like healthcare or retail. (8 marks)
- Technology and Innovation** utilization of advance systems such as surveillance cameras, access control systems, and real-time reporting platforms to enhance security measures. Adaptation of innovative technologies (8 marks)
- Customer service and communication. Dedicated** point of contact. Clear communication protocols during emergencies or incidents (8 marks)
- Information and Connection.** Information is the key for the event of an operation into the camp inside. We are looking for an advanced information system and security system before starting the operation. Which is only shared with our organizations. (20 marks)
- Mandatory terms for the supplier, if any theft or loss happens, the supplier has to compensate 100% amount to NRC**

Note: Minimum pass mark 30 (Base total score is 60, we consider 50% mark (30 out of 60) for qualifying next level evaluation) on the above criteria of technical evaluation.

Step 3: Financial Evaluation

Price in comparison to NRC established expectation and in comparison, to other bidders of comparable technical quality

Score Criteria:

No	Weighing Criteria	Weight %
1	Technical Evaluation (60%
2	Financial Evaluation (Price including VAT, Tax & AIT, exclusive price will be disqualified on financial evaluation)	40%

6. Bidder's Checklist To Be Adjusted As Per Conditions Of Tender

Description	To be filled by bidder		To be filled by NRC bid committee		
	Included?		Present & complete?		Comments
Step/ document to be submitted <u>with</u> tender	Yes	No	Yes	No	
Section 2- Paragraph 6.Bidder's checklist - <u>Compulsory</u>					
Section 3 – General Terms & Conditions – signed & stamped - <u>Compulsory</u>					
Section 4 –Service Provision – completed, signed & stamped – <u>Compulsory</u>					
Section 5 – Bidding Form – completed, signed & stamped – <u>Compulsory</u>					
Section 6 – Service Provision Schedule - signed & stamped – <u>Compulsory</u>					
Section 7 – Company profile & experience – completed, signed & stamped – <u>Compulsory</u>					
Section 8 – Service provision description and pricing proposal – completed, signed & stamped – <u>Compulsory</u>					
Section 9 – Ethical Standards Declaration – signed & stamped – <u>Compulsory</u>					
Annex XXX (if applicable)					
Supporting documents					
Copy of company registration – <u>Compulsory</u>					
Copy of tax registration – <u>Compulsory</u>					
References and proof of experience - <u>Compulsory</u>					
Copies of Company Director(s) ID – <u>Compulsory</u>					

To be filled in by NRC bid committee only	Eligible	Ineligible
Outcome of administrative eligibility check.		

SECTION 3 NRC Invitation to Bid - General Terms & Conditions

1 Scope of Bid

- 1.1 The bid is based on the scope of the assignment as determined in the Bid Data Sheet (Section 2). The instruction to bidders should be read in conjunction with the Bid Data Sheet.
- 1.2 The successful Bidder will be expected to complete the assignment by the Intended Completion Date specified in the contract to be signed

2 Corrupt Practices

2.1 **Norwegian Refugee Council** requires Employees, Bidders and Contractors, to observe standards of ethics during procurement and the execution of contracts. In pursuit of this, Norwegian refugee Council defines, for the purposes of this provision, the terms set forth below as follows:

- a) "Corrupt practice" includes the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
- b) "Fraudulent practice" includes a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Norwegian Refugee Council, and includes collusive practices among Bidders prior to or after bid submission designed to establish bid prices at artificial, non-competitive levels and to deprive the Norwegian Refugee Council of the benefits of free and open competition;
- c) In any case where fraud or corruption is identified, NRC will:
 - reject any bids where the Bidder has engaged in corrupt or fraudulent practices in competing for the Contract;
 - remove bidding contractors who engage in fraudulent or corrupt practices, from our prequalified list
 - liaise with District Officials to report if fraudulent or corrupt practices are identified
 - terminate works

2.2 Any communications between a Bidder and the Norwegian Refugee Council related to matters of alleged fraud or corruption must be made in writing and addressed to the **Country Director in bd.tenders@nrc.no**

3 Data Protection and Security

3.1 NRC expects contractors who process personal data to comply with the General Data Protection Regulation (EU GDPR) and any relevant national legislation. Suppliers processing personal data on an NRC contract will be required to sign a data processing / sharing agreement as a part of the contract. Refusal to sign such an agreement constitutes refusal of the contract terms and forfeiture of the contract on the part of the supplier.

4 Eligible Bidders

4.1 A Bidder shall meet the following criteria to be eligible to participate in NRC procurement of Services:

- a) the bidder, at the time of bid, is not:
 - i. insolvent;

- ii. in receivership;
 - iii. bankrupt; or
 - iv. being wound up
- b) the bidder's business activities have not been suspended;
- c) the bidder is not the subject of legal proceedings for any of the circumstances in (b); and
- d) The bidder has fulfilled his or her obligations to pay taxes and social security contributions. In a case where VAT is included in a bid, a copy of the VAT certificate must accompany the bid.
- e) A Bidder, and all parties constituting the Bidder, including sub-contractors, shall not have a conflict of interest. All Bidders found to have an undisclosed conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process if they have a relationship with each other, directly or through common third parties that puts them in a position to have access to information about or influence on the bid of another Bidder, or influence the decisions of the Norwegian Refugee Council regarding this bidding process.

4.2 A Bidder whose circumstances in relation to eligibility change during a procurement process or during the execution of a contract shall immediately inform the Norwegian Refugee Council.

4.3 NRC reserves the right to refuse a bid at any time if the bidder or any party constituting the Bidder, including one of its subcontractors violates any of the ethical standards provided in section 9 of this Invitation to Bid.

5 Joint Ventures, Consortia and Associations

Bids submitted by a joint venture, consortium or association of two or more firms as partners will only be accepted in exceptional circumstances.

6 One Bid Per Bidder Per Work

Each Bidder shall submit only one Bid per contract. A Bidder who submits or participates in more than one bid per contract will cause all the bids with the Bidder's participation to be rejected.

7 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Norwegian Refugee Council shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

8 Inspection

NRC is obliged to ensure that its procurement decisions are clearly justified and documented and kept within Donors' mandatory principles. In that regard, full and on-the-spot access must be granted to representatives of NRC, the Donor or any organization or person mandated by it, to premises belonging to NRC or its contractors. The right to access shall include all documents and information necessary to assess, or audit the implementation of the contract

9 Obtaining and Completing Bidding Documents

9.1 Bidders who did not obtain the Bidding Document directly from the Norwegian Refugee Council will be rejected during evaluation. Where a Bidding Document is obtained from the Norwegian Refugee Council on a Bidder's behalf, the Bidder's name must be registered with the Norwegian Refugee Council at the time of issue.

- 9.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Document. Failure to furnish all information or documentation required by the Bidding Document may result in the bid's rejection.

10 Clarification of Bidding Document

A prospective Bidder requiring any clarification of the Bidding Document shall contact the Norwegian Refugee Council in writing. The Norwegian Refugee Council will respond in writing to any request for clarification before the deadline for clarification of bids. The Norwegian Refugee Council shall forward copies of its response to all Bidders who have acquired the Bidding Document, including a description of the inquiry but without identifying its source.

11 Amendment of Bidding Document

- 11.1 At any time, prior and until 48 hours (about 2 days) prior to the deadline for submission of bids, the Norwegian Refugee Council may amend or cancel the Bidding Document by informing the bidders in writing.
- 11.2 To give prospective Bidders reasonable time in which to take an amendment or cancellation into account in preparing their bids, the Norwegian Refugee Council can, at his discretion, extend the deadline for the submission of bids.

12 Language of Bid

- 12.1 The bid, as well as all correspondence and documents relating to the bid shall be written in English.
- 12.2 Supporting documents and printed literature that are part of the bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, such translation shall govern.
- 12.3 Copies of official documents such as business registration, tax documents, bank guaranty can be provided in their issuance language.

13 Documents Comprising the Bid

- 13.1 The bid submitted by the Bidder shall comprise all the mandatory documents listed in Section 2 Paragraph 06. Bidders' checklist.
- 13.2 All forms must be completed without any alterations to the format, and no substitutes shall be accepted. All blank spaces shall be filled with the information requested.

14 Bid Price for Service Contract

- 14.1 Bid prices are for complete contracts. Contracts cannot be subdivided into pieces unless they is divided into lots. Where a bid is submitted per contract / lot, all relevant services must be offered.
- 14.2 Items for which no rate or price is entered by the Bidder will be as not quoted.
- 14.3 Unless otherwise specified in Section 2 - the Bid Data Sheet, all duties, taxes and other levies payable by the contractor under the contract, shall be included in the total bid price submitted by the bidder.
- 14.4 For bidder subject to VAT, VAT should be mentioned in the offers
- 14.5 The prices submitted by any Bidder shall be checked for arithmetical errors and for what might be considered unreasonable rates during the evaluation. Where errors are identified

one or more of the following steps may be taken:

- a) If any rates are considered to be unrealistic or unreasonable they may be altered by mutual agreement, provided that no alteration shall be made in the amount of the Bid.
- b) If any arithmetical errors are detected in an otherwise acceptable bid, and the Bidder, on being so notified, is prepared to confirm his bid and if the Bidder is subsequently awarded the contract, then the Bid shall be altered to reflect the difference.
- c) The Bidder is reminded that it is entirely his responsibility to ensure the accuracy of his bid. No alteration will be made to the bid after its submission on the grounds of any arithmetical errors subsequently discovered except as provided above.

15 Currencies of Bid and Payment

All prices shall be quoted by the Bidder in local currency BDT, unless otherwise stated. Similarly, all payments will be made in local currency BDT.

16 Bid Validity

16.1 Bids shall remain valid for a **period of 365 calendar** days after the date of the bid submission deadline as prescribed by Norwegian Refugee Council. A bid valid for a shorter period shall be rejected as non-compliant.

16.2 In exceptional circumstances, prior to the expiration of the bid validity period, the Norwegian Refugee Council may request Bidders in writing to extend the period of validity of their bids. The Bidder must confirm in writing his acceptance of the extension. In case of extension, modification of the bid is not permitted.

17 Alternative Bids

Bidders shall submit offers that comply with the requirements of the bidding documents, including the basic technical design as indicated in the drawings and specifications. Alternative bids shall not be considered unless otherwise indicated in Section 2 – the Bid Data Sheet.

18 Format and Signing of Bid

The Bidder shall prepare one set of bid documents per contract that he wishes to bid for. The bidder should hold a copy of the documents with himself, for reference purposes.

19 Sealing and Marking of the Bid

19.1 The Bidder shall enclose their bid as per Section 2 Paragraph 4 . Manner of submission.

19.2 The envelope(s) shall:

- (a) be addressed to the Logistics Office, Norwegian Refugee Council, in the location specified in Section 2 – the Bid Data Sheet
- (b) bear the Contract number
- (c) no other markings should be on the envelope

19.3 If all envelopes are not sealed and marked as required, the Norwegian Refugee Council might decide to reject the bid

20 Deadline for Submission of Bids

Bids must be received by the Norwegian Refugee Council at the address given and no later than the date and time indicated in Section 2 - the Bid Data Sheet.

21 Late Bids

The Norwegian Refugee Council shall not consider any bid that arrives after the deadline for submission as stipulated in Section 2 – the Bid Data Sheet. Any bid received by the Norwegian Refugee Council after the deadline for submission of bids shall be declared late and rejected.

22 Withdrawal and Replacement of Bids

22.1 A Bidder may withdraw or replace its bid after it has been submitted at any time before the deadline for submission of bids by sending a written notice, signed by an authorized representative. Any corresponding replacement of the bid must accompany the respective written notice. All notices must be:

- (a) submitted as with Clauses 20 and 21, and in addition, the envelopes shall be clearly marked “WITHDRAWAL” or “REPLACEMENT” and
- (b) received by the Norwegian Refugee Council prior to the deadline for submission of bids, in accordance with Section 2 – the Bid Data Sheet

22.2 After the opening of bids, modifications to bids must be documented and any discussions reported in writing. A bid may be withdrawn at any stage, with written notice.

23 Confidentiality

23.1 Information relating to the examination, evaluation, comparison, and post-qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until information detailing the best evaluated Bidder is communicated to all Bidders.

23.2 Any effort by a Bidder to influence the Norwegian Refugee Council in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its bid.

23.3 From the time of bid opening to the time of Contract award, if any Bidder wishes to contact the Norwegian Refugee Council on any matter related to the bidding process, it should do so in writing.

24 Clarification of Bids

Norwegian Refugee Council may, at its discretion, ask any Bidder for a clarification of its Bid. The Norwegian Refugee Council’s request for clarification and the response shall be in writing. Any clarification submitted by a Bidder that is not in response to a request by the Norwegian Refugee Council shall not be considered. All requests for clarifications shall be copied to all bidders for information purposes. No change in the price or substance of the bid shall be permitted, except to confirm the correction of errors.

25 Bids Validation

25.1 The Norwegian Refugee Council’s determination of a Bid’s validity is to be based on the contents of the bid itself, which cannot be corrected if determined to be invalid

25.2 A valid bid is one that complies with all the terms, conditions, and specifications of the Bidding Document, without deviation or omission, which affects, or could affect;

- a) the scope, quality, or performance of the services specified in the Contract; or
- b) limits in any substantial way, the Norwegian Refugee Council’s rights or the Bidder’s obligations under the Contract

26 Evaluation of Bid

26.1 The Norwegian Refugee Council shall examine the legal documentation and other information submitted by Bidders to verify eligibility, and then will review and score bids according to the following criteria;

- a) Completion and inclusion of requested information and supporting documents (Administrative compliance)
- b) Documented performance of solution according to required specifications)
- c) Overall timeframe for the service (Technical evaluation)
- d) Systems for documenting actual performance according to required specifications (for RFPs)
- e) Schedules (Key Personnel and Activity schedule) (Technical evaluation)
- f) Previous experiences in similar works (Technical evaluation)
- g) Demonstrated excellence in service, support and warranties (Technical evaluation)
- h) Adherence to Ethic, environmental, anti-corruption NRC policies (Technical evaluation)
- i) Earlier experiences and documentation proven in the tender documents, related to the service required under this contract (Technical evaluation)
- j) Price in comparison to NRC estimated rate (Financial evaluation) or
- k) Price in comparison to performance according to specifications (for RFPs)
- l) Price including Vat, Tax & AIT, exclusive price will be disqualified on financial evaluation.

26.2 Anti-money laundering, anti-bribery, anti-corruption and anti-terrorism legislation applicable in some jurisdictions and donor regulations require NRC to screen contractors against various lists including but not limited to the United Nations Security Council Sanctions List and World Bank debarment lists to ensure due diligence. Submission of the bid constitutes acceptance of these screening practices on the bidder's part.

26.3 The Norwegian Refugee Council reserves the right to reject all bids, and re-tender if no satisfactory bids are submitted.

27 Award Procedure

27.1 The Norwegian Refugee Council shall award the Contract in writing, with an award letter, to the Bidder whose offer has been determined to be the best before the end of the bid validity period.

27.2 Any bidder who has not been awarded a contract will be notified in writing.

27.3 Until a formal contract is prepared and executed, the Award Letter shall constitute a binding agreement between the bidder and NRC.

27.4 The Award Letter will state the sum that the Norwegian Refugee Council will pay the Contractor in consideration of the Works as prescribed in the Contract, and in accordance with the Bid.

27.5 The Bidder is thereafter required to submit a Letter of Acceptance, confirming their wish to proceed with a contract.

28 Signing of Contract

28.1 Upon receipt of the Letter of Acceptance, the Norwegian Refugee Council shall call the successful Bidder to sign the Contract.

28.2 Within an agreed timeframe, the successful Bidder shall sign, date, and return the Contract to the Norwegian Refugee Council.

28.3 The contract duration 12 months with the possibility to an extension with NRC.

SECTION 4

SERVICE PROVISION: Technical Description of the Bid Tender Purpose and expected result

Provision of Security Guarding Services for NRC Premises at Cox's Bazar in Bangladesh

1. BACKGROUND, OBJECTIVES AND SCOPE:

The Security Services Provider shall provide security services and protection in accordance with the terms and conditions stated below:

a. **Man hours:** 24 hours per day (Sunday-Saturday) Security Guard at the Security Guard Station in the Reception/Front Gate Area of the Norwegian Refugee Council (NRC) Premises.

b. **Guarding Shifts:**

i. Shift A: 0600hrs to 14:00hrs;

ii. Shift B: 1400hrs to 2200hrs;

iii. Shift C: 2200hrs to 06:00hrs;

At the end of the respective guarding shift, guards should only leave upon arrival of the guards on duty in the following guarding shifts.

c. **Duty Location:**


NRC Premises which are located at:

- a. **Cox's Bazar Area Office**, 3rd Floor, Sayeman Heritage Residence, Building 2, Baharchhara, Cox's Bazar, Bangladesh; GPS Coord: 21.441509, 91.971061
- b. **Ukhiya Field Office**, H# 1285, Alimora, Rajapalong, Ukhiya, Cox's Bazar, Bangladesh; GPS Coord: 21.260965, 92.118805
- c. **Ukhiya Warehouse 1**, Alimora, Rajapalong, Ukhiya, Cox's Bazar, Bangladesh; GPS Coord: 21.260463, 92.118258
- d. **Camp-2E: LC Bonshai**, Kutupalong, camp 2E, Ukhiya, Cox's Bazar, Bangladesh; GPS Coord: 21°12'20.4"N 92°9'48.5"E
- e. **Camp 2E: LC Bonolota**, Kutupalong, camp 2E, Ukhiya, Cox's Bazar, Bangladesh; GPS Coord: 21°12'23.7"N 92°9'44.4"E
- f. **Camp 3**: Kutupalong, Ukhiya, Cox's Bazar, Bangladesh; GPS Coord: 21.209125, 92.149710 (Block E, E54)
- g. **Camp 8E**: Balukhali, Palongkhali, Ukhiya, Cox's Bazaar, Bangladesh, GPS Coord: 21°11'50.3"N 92°9'37.62"E (Block: A, Sub Block: B62)
- h. **Camp 13**: Balukhali, Palongkhali, Ukhiya, Cox's Bazaar, Bangladesh, GPS Coord: 21°10'34.23"N 92°8'32.69"E (Block: A, Sub Block: A6)
- i. **Camp 24**: Hnila, Teknaf, Cox's Bazaar, Bangladesh, GPS Coord: 20°58'18.89"N 92°14'44.83"E (Block C, Sub Block C11)
- j. **Camp 25**: Hnila, Teknaf, Cox's Bazaar, Bangladesh, GPS Coord: 20°58'50.50"N 92°14'44.1"E (Block D, Sub Block D3)
- k. **Camp 26**: Hnila, Teknaf, Cox's Bazaar, Bangladesh, GPS Coord: 20°56'58.98"N 92°15'11.87"E (Block A, Sub Block A2)
- l. **Balukhali**: Palongkhali, Balukhali, Ukhiya, Cox's Bazaar Bangladesh, GPS Coord: 21°11'27.34"N 92°9'57.11"E
- m. **Kutupalong**: Rajapalong, Kutupalong, Ukhiya, Cox's Bazaar Bangladesh, GPS Coord: 21°13'0.07"N 92°9'48.44"E

d. **Guard Logbook and Guard Instructions:**

A Security Register for the Security Guard (herein after called Guard) must be kept on the Guard's desk. The Guard is required to follow the procedures established by the Security Service Provider with respect to recording his/her arrival and departure times, as well as the recording of occurrences affecting security. Upon commencing duty, the Guard assigned to NRC must:

1. **Inspecting the Perimeter:**
 - Take a walk around the compound to check the fences and gates. Make sure they're secure.
2. **Monitoring and Traffic Control:**
 - Keep an eye on the NRC premises.
 - Manage both human and vehicle traffic at the entry points and office gates.
 - Use the guard tour system to ensure regular patrols.
3. **Direct communication with the main office:**
 - Always stay connected with the main Security Company office via mobile or other means.
4. **Building Security and Energy Conservation:**
 - Walk through the building to check the windows and doors.
 - Turn off lights, authorized electrical equipment, and appliances.
 - Remember to switch off air conditioners on weekends when staff aren't around.
5. **Staff Escort Services:**
 - After sundown, accompany **all staff** to their cars.
 - Especially for female staff, discourage waiting in poorly visible areas.
6. **Reporting and Maintenance:**
 - If you notice any issues or repairs are needed, promptly inform the administrator or designated officer.
 - Stay informed about the camp context and security situations in the NRC LC/ICLA hub area.
 - Assist beneficiaries seeking help at the NRC hub.
7. **Supporting NRC Staff:**
 - Be available to assist NRC staff within the workplace.
8. **Direct Communication with NRC HSS:**
 - Report directly to NRC HSS regarding duty-related matters and any relevant information related to the NRC workplace.

Remember, your role is crucial for maintaining safety and security! 

- e. **Access to the Building:**

Observe the arrival and departure of visitors to the premises and assist the Receptionist as needed. Areas of support should include but not be limited to:

 1. **Entrance Control:**
 - **All personnel** should use the **main front entrance door** when entering or leaving the office.
 - **Visitors** must enter through the **designated Visitors' Entrance**.
 - As they pass through the main door, **check their bags and briefcases** for security purposes.
 2. **Identification and Registration:**
 - **Visitors** should **present picture identification** before proceeding further into the office.
 - Ensure that **visitors sign the visitors' book**, which helps keep track of who is on the premises.
 3. **Behaviour and conduct:**
 - **Monitor behaviour:** Ensure that **appropriate behaviour** is displayed at all times.
 - Address any **inappropriate conduct** promptly and professionally.
 4. **Emergency Preparedness:**
 - **Communicate emergency procedures:** Visitors should be aware of evacuation routes, assembly points, and other safety protocols.
 - **Assist staff during threats:** If staff members are threatened, provide support and follow established procedures.
 5. **Property Movement:**
 - **Monitor the movement of property:** Keep an eye on items entering and leaving the building.
 - Report any suspicious activity or unauthorized property removal.

Remember, **visitor safety management** involves understanding the premises, anticipating potential risks, and effectively communicating safety procedures during emergencies.

Exceptions shall be made for visitors attending meetings in the outside area. These visitors shall not be allowed inside unless they have signed the register and are wearing the appropriate visitors' identification.

Temporary cleaning crew shall not be required to sign the register, as a separate book would be maintained for the cleaners. A list of the cleaners should be provided, and they should bear appropriate identification. The guard is required to monitor their presence in the building. Persons who refuse to comply with any authorized instructions should be escorted from the building and the designated NRC official notified.

Under no circumstance should the guard divulge information concerning the operations of NRC office, its contents, number of employees, telephone numbers and/or addresses of the employees to anyone.

In the event that suspicious persons are seen on NRC premises, request the individuals to leave, if persons refuse to comply, immediately report the incident to the designated NRC official on duty and also notify the Security Company for backup and call the police at 999 if necessary.

Urgent matters arising during the normal workweek, after normal working hours, during weekends or holidays should be immediately referred to the Administrator or designated Officer.

f. Parking:

There are designated parking areas which are clearly defined. The security guard must ensure that ALL DRIVERS observe the parking regulations in place.

The Security Guard must bring to the attention of the Security Focal Point, the Administrator, and the Managers any violations which may occur. All vehicles should be parked facing outwards to facilitate exit in case of an emergency. The guard should report any suspicious vehicles seen on the premises (i.e. parked or exiting) to the Security Focal Point.

g. Removal of Equipment:

No one can remove/bring equipment from/into the building without written permission from the Managers/Administrator. When removal has been authorized, a copy of the authorization will be provided to the guard who will inspect the equipment for identification purposes before it is taken from the premises. When permission has been granted to bring equipment into the building, a copy of the authorization will be provided to the guard, who will inspect the equipment for identification purposes before receiving it on the premises.

If there is any unauthorized removal of equipment from the building, the Security Company will be held accountable and will therefore be required to replace or refund the equipment accordingly.

h. Communications:

When available the guard should carry and use the mobile phone provided in order to be readily accessible within & beyond, he/she is at the Duty Station.

If an emergency call is received, the guard should obtain details from the caller such as, name, telephone number, etc. and immediately transmit this information to the Administrator in the first instance or the designated Officer.

i. Natural Disasters or Emergencies:

In case of natural disasters or civil disobedience, the guard must observe the instructions listed on the NRC Health, Safety and Security (HSS) SOPs.

j. Lost and Found:

Any item, which has been found and handed to the guard desk, should be recorded in the logbook and the following information noted:

- a. Description of the item.
- b. Location found and time.
- c. Name of the person who found the item.

The item should then be delivered to the Administrator or the designated Officer.

k. Automobiles:

If any of the vehicles are used after normal working hours, the guard will be notified accordingly. The authorized personnel to drive these vehicles will be communicated to the duty guards. The names of temporary drivers and the period of assignment to the Organization will be provided accordingly. The Security Company is liable for any damage incurred to NRC vehicles under the surveillance and security of the guard, after normal working hours, during weekends and other holidays.

All incidents involving vehicles on the premises must be logged. Though all incidents will have to be recorded, it is very important to ensure the smooth transition of each shift that information, which will directly affect the following shift, be communicated.

I. Equipment:

- a. One (1) mobile phone per security guard to enable communication with the NRC's Security Focal Point or local authorities (if always permitted by NRC Representative) if necessary (police station, fire brigade, etc.).
- b. A self-defense baton must always be worn by each guard.
- c. At least 2 flashlights per guard post.
- d. One whistle per guard must be worn.
- e. A code of good conduct of the guard that must be posted in each station so that the guard can refer to it permanently.
- f. Having a uniform and always being clean and in good condition, identical to all guards, a pair of appropriate shoes.
- g. A raincoat for each of the guards in each post.

m. Transport:

Guards' transportation must be provided by the Security Service Provider from the usual meeting point for guards, designated by the contractor (company) to the point of service.

n. These services must be provided through:

- a. Proper supervision and submission of field supervisor's monthly report to the Security Focal Point.
- b. Vetted and trained Security Guards for each shift.
- c. A Twenty-four (24) hour mobile supervision responsible for managing and supporting the Security Guards.
- d. Mobile phone/Radio communication (and if available, telephone) with each other and with a fully staffed 24-hour control room.
- e. A Customer Service Officer/Service Team assigned to NRC.
- f. Detailed Assignment Instructions with performance standards to include on time arrivals, uncovered shifts, guard rotations, lunch breaks, maximum hours worked, etc.
- g. Information on Officer scheduling, quarterly contract performance reports and on incidents.
- h. Site specific training and job matching for Security Guards.
- i. Annual security audits.

o. Reports:

- a. Monthly reports on service together with invoices should be presented to the NRC office.
- b. Daily reports on incidents
- c. Weekly reports on incidents – nil reports are required.
- d. Quarterly meetings with NRC HSS Section

p. Inputs:

- a. Provide qualified, competent, honest, and well-trained personnel to perform. Evidence of such training in security matters should be provided to NRC.
- b. Provide uniformed equipped personnel at Security Service Provider's expense.
- c. Provide NRC with Certificate of Character for all security personnel who will provide service to the NRC Premise.
- d. Proper handling and usage of security surveillance equipment to ensure efficient monitoring.
- e. Provide its own communication equipment for its personnel.
- f. Provide a list of the personnel's names providing service to NRC Premise.
- g. Security Service Provider has full responsibility for all work and services performed by its security personnel.

q. Prohibitions (during working hours):

- a. To do work that does not relate to the guards' duties.
- b. To sleep. To read books. To play games
- c. To take alcohol, drugs or be addicted to other illegal substances.
- d. To desert the post
- e. To delegate guarding to someone else without appropriate permission

f. To receive personal visitors at any time

r. Security Service Provider Performance Indicators:

The Security Service Provider must ensure that all reasonable measures are taken to ensure that its personnel conform to the highest standards of moral and ethical conduct. NRC may at any time request in writing the withdrawal or replacement of any personnel of the Security Service Provider assigned to perform work or services under the contract. The Security Service Provider Performance Indicators:

- a. Vigilance and professional conduct –with one guard manning the monitoring station on a 24-hour daily basis and the other manning the main gate at the hours stipulated above – shifts should be in accordance with local conditions.
- b. Daily observance of and compliance with basic security procedures as provided by the NRC HSS.
- c. Documentation of the names and car numbers of all visitors to the NRC Premises for viewing, if necessary, by the NRC.
- d. Prompt action and reporting on any incidents/issues – Reporting should be in writing. “Exception reports” should be provided to the NRC daily or as agreed by both parties.
- e. Immediate and appropriate disciplinary measures to respond to lapses in security procedures.
- f. The Security Service Provider will also be required to provide monthly up- to-date reports on all outstanding security incidents/issues to the NRC.
- g. Security Service Provider must hold quarterly briefing sessions between the NRC HSS Section, management of the Security Firm and the Guard Supervisor serving within the NRC Premises. During this meeting the performance and security concerns should be discussed.

s. NRC Will Provide Following Items:

- a. Fans in Summer
- b. Drinking water
- c. Records, Forms and Report Writing Procedures

2. QUALIFICATIONS OF SECURITY GUARDS:

- a. Sex: Either male or female candidates shall be accepted.
- b. Age: At least 20 years old to 35 years old maximum.
- c. Health: Free from all communicable diseases and in good general health without physical defects or abnormalities, which would interfere with the performance of guard duty.
- d. Physical condition: Able to perform physical tasks associated with the guard duties to which he/she is assigned. Possess the physical and psychological stamina for prolonged walking, standing, sitting, and stooping.
- e. Drug dependency and medication: Shall not be dependent on alcohol or other drugs; if using prescribed medication, it shall not hinder the performance of assigned guard duties.
- f. Education and literacy: Completion of secondary school is required.
- g. Experience: Minimum of 1 (two) year of experience in the same field of work with reputable organization.
- h. Elementary knowledge in English ability and fluency.
- i. Be cognizant of the fact that guards may have to confront or challenge violent or potentially violent persons.
- j. Be able to relate and interact effectively and properly with members of the public.
- k. Be of good reputation and character.
- l. Understand guard orders and maintain guard logs and reports in national language.
- m. Mobile Phone/Radio Communication: Able to operate smartphone.
- n. Must be knowledgeable about physical security systems and deterrents, how to operate an emergency generator and knowledge of alarm systems.
- o. Must have the ability to follow instructions, communicate effectively, be reliable, dependable, firm, courteous and tactful. Must be able to comprehend orders and directives quickly. Must have ability to take clear and deceive action especially during emergency situations.
- p. Trained prior to deployment at a minimum to have/show proficiency/knowledge in public relations, self-defense and minimum force, radio communication, access control, searching techniques, basic first aid, basic firefighting and basic occupational safety.
- q. Basic computer proficiency – must be able to use basic database for logging personnel entry/exit.

3. TRAINING:

Security Guards shall be sufficiently trained, both prior to any deployment and on an ongoing basis, to respect relevant national laws, international humanitarian law and human rights law and to establish goals to facilitate

uniformity and standardization of training requirements. Training should include general and context-specific topics, preparing personnel for performance under the contract and in NRC premises environment, including:

- Rules on the use of force include restraints and detainment authorities and limitations.
- International humanitarian law and human rights law as well as applicable Bangladesh laws.
- Handling complaints by the civilian population, by transmitting them to the NRC designated focal person.
- Measures against bribery, corruption and other crimes.
- Religious, gender and cultural issues and respect all populations and ethnicities.

a. Individual Security Guards' Training:

The Security Service Provider shall provide initial and periodic in-service training for security guards. The Security Service Provider will record and document all training. NRC HSS Section shall be permitted to review all training records pertaining to this contract. The training period cannot be less than two days a year per employee. The Security Service Provider shall include initial and recurring training and familiarization for the subjects listed below for all personnel assigned to this contract:

- A. Access control policies and procedures, e.g., the premises pass system, visitor control procedures, employee ingress/egress, after-hours access and vehicle access along with identity checks – what constitutes valid identity, spotting false identity cards, etc.
- B. Basic search techniques – including those for pedestrians, vehicles and packages.
- C. Conduct of perimeter patrols.
- D. Actions to take when approaching a suspicious person(s);
- E. Actions to take when there is a belligerent visitor.
- F. Emergency response and evacuation procedures.
- G. Routine and emergency communications procedures.
- H. Police and fire liaison.
- I. Basic first aid instruction.
- J. Civil and criminal liability issues.
- K. Use of force and limitations, including citizens' apprehension authorities.
- L. Legal authorities and limitations.
- M. Professional behavior and public relations.
- N. Communication, e.g., verbal, written and telephonic.
- O. Radio protocol, procedures and discipline.
- P. General, Post and Special Orders and other directives.
- Q. Handling of bomb threats and building evacuation procedures.
- R. Safeguarding proprietary information.
- S. Found property procedures.
- T. Basic report writing.
- U. Observation techniques, to include basic counter-hostile surveillance.
- V. Guard force supervision.
- W. Incident reporting.
- X. Standards for uniforms, personal dress and bearing; bb. Post inspection procedures.
- Y. Employee motivation.
- Z. Fundamentals of intrusion alarm systems, CCTV, recorders and manual or electronic guard monitoring equipment.
- AA. Operation and use of fire extinguishers and other fire suppression equipment located on NRC Premises.

b. Recruitment / pre-deployment training:

Responsibility for all initial / pre-deployment guard training rests with the Security Service Provider. The Security Service Provider will develop the recruitment / pre-deployment training and periodic in-service training plans and submit them to the NRC HSS Section (or alternate) for approval.

This is basic introductory training to focus the individual on the basic requirements of guard duty as required by the contract. Below is a list of subjects to be included in the pre-deployment training Program to supplement the above list of required training topics.

- a. Orientation:** Introduction to training Program, training objectives, and the role of the guard force at the NRC Premises (in consultation with NRC HSS Section);
- b. NRC assets:** Description of assets, name, location and function. The NRC HSS Section (or alternate) provides this instruction.

- c. **Local law and power of arrest:** What authority and power the employees and government security forces have.
- d. **Threat to facilities:** Description and nature of the threat to NRC assets with examples. The NRC HSS Section is responsible for this instruction.
- e. **Fires:** Description of the threat to assets by fire; use of fire extinguishers; familiarization with fire alarms and extinguisher locations.
- f. **Duty station emergency plans:** Specific functions and role of guard force when any emergency action occurs, such as fire, explosions, bomb searches and building evacuation. This instruction will be done in consultation with the NRC HSS Section (or alternate).
- g. **Physical security measures at duty station:** Description of access control and alarm systems used (burglar / fire).
- h. **Basic guard duties:** General description of guard actions for protection of facilities and residences. Denial of access to unauthorized persons, maintenance of guard force records and logs and preparation of reports.
- i. **Guard force communications:** Procedures to be used in case of incident; notification of others; use of mobile phone/radio equipment.
- j. **General post orders:** Description of general orders and post orders in detail. Emphasis on guard responsibilities, deportment, penalties for commission of violations of orders.
- k. **Maintaining post logs:** Procedures for preparing daily logs and incident reports.
- l. **Restraint of disorderly persons:** Procedures for defending against physical attack; procedures for restraining others; guidance on use of force.
- m. **Use of personal equipment:** Procedures for the use of any equipment issued to employees, e.g., baton, metal detectors, etc.
- n. **Personnel identification:** Procedures for recognizing official identification of NRC staff members, employees, dependents and official visitors; procedures for notification where proper identification documents are not provided.
- o. **Access Control Equipment:** Use of electronic body and package search equipment; manual body searches; vehicle search; building search for suspected bombs; visitor control systems, including badge issuance and control. General coverage of this subject to all guard personnel, with detailed hands-on training to those employees assigned to access control duties.
- p. **Access control procedures:** Description of procedures used in the operation of each type of equipment involved; procedures used for searches of men and women; procedures used for notification in case of discovery of weapons and other contraband or disorderly persons.
- q. **Visitor control procedures:** Description of the procedures for identification and control of visitors to official facilities; the badge system and badge issuance procedures and control; escort and control of visitors within the facility perimeter; notification of authority in case of visitor disorderly conduct.
- r. **Package and mail search:** Bomb, weapons and other contraband detection procedures through the use of electronic equipment and manual search; awareness and familiarity training; response, notification procedures and alarm systems.
- s. **Vehicle access control and search procedures:** Gate control procedures, barrier operations, driver identification and requirements; vehicle compartment and body frame searches; truck and vendor access procedures; vehicle and cargo searches and bill of lading inspections; notification procedures.
- t. **Bomb threat response:** Bomb threat procedures to be used by guard personnel; notification procedures; building searches and identification.
- u. **Malicious Surveillance and Threat Detection:** Use of observation techniques for static guards, and foot patrols to identify, report and record suspicious acts and persons, with special emphasis on surveillance detection techniques for all guards. Skill development in the identification of indicators of an attack, such as identification of attacker surveillance methods, recognition of potential attackers because of behavior and frequency of sightings near NRC assets; notification procedures to be used.
- v. **Dealing with difficult people (National/International citizenship):** Procedure for dealing with uncooperative visitors/personnel.
- w. **Self-defense: Procedures** for and extent of physical force in self-defense.
- x. **Basic First Aid and Emergency medical assistance: Elements** of first aid training should be provided to ensure an effective response on the part of the guard where there is injury or apparent heart attack.

- y. **Evacuation drills** for various purposes, fire, earthquake, bomb threat, floods, violent demos, etc.
 - z. **Elements of guard supervision:** Responsibilities of the first-line supervisor are covered, including post inspection, maintenance of post logs and reports, preparation of shift reports and use of discipline.
 - aa. Mandatory terms for the supplier, if any theft or loss happens, the supplier has to compensate 100% amount to NRC.**
- c. Periodic In-service training:**
It can be performed in periodic (monthly / quarterly / annually) dedicated training sessions. This type of training is performed for two purposes:
- a. To periodically review subjects covered in recruitment training.
 - b. To provide training on current security issues or problems.
- The Security Service Provider shall have each employee successfully complete a periodic in-service training program. This refresher training is a shortened version of the pre-deployment training and will include any updates to SOPs or NRC Premises emergency plans. The periodic in-service training period cannot be less than two days a year per employee. Upon completion of periodic in-service training, the Security Service Provider shall notify the NRC HSS Section which guards have completed the required training.

SECTION 5 Bidding Form

Please provide information against each requirement.

Additional rows can be inserted for all questions as necessary. If there is insufficient space to complete your answer in the space provided, please include on a separate attachment with a reference to the question.

1. Bidder's General Business Details

a) General information

Company name:	
Any other trading names of company:	
Registered name of company (if different):	
Nature of primary business/trade:	
Primary contact name:	
Job title:	
Phone:	
Email:	
Registered Address:	
Business licence number:	
Country of registration	
Registration date:	
Expiry date:	
Legal status of company (eg. partnership, private limited company, etc.)	

b) Owners/Managers

Please fill in the below table with the full names, title/position, the year of birth, and the country of birth of the company's owner(s) and manager(s)*:

Full Name	Title / Position	Birth Year	Birth Country

** Please note this information is necessary in order to conduct the vetting procedure referred to in clause 25 of the Invitation to Bid-General Terms and Conditions. Owners and managers include but are not limited to Chief Executive Officer, Chief Operating Officer, Chair of the Board, Executive Director, Director, Manager.*

c) Employees

Please list the employees who would be involved with NRC in the event of contract award:

Employee name	Job title	Role on NRC project	Phone	Email
1.				
2.				
3.				
...				

d) Company bank account details:

Beneficiary name:

Beneficiary account no.:

Beneficiary Bank:

Bank branch:

SWIFT:

IBAN:

Bank address:

2. References

Please provide details of at least 3 client references whom NRC may contact, preferably from NGOs and UN agencies, for similar related works:

Client/company name	Contact person	Phone	Email	Contract details (works, location, size, value, etc)
1.				
2.				
3.				
...				

3. Equipment

Please provide details of any relevant machinery/equipment/vehicles owned by the company that would

potentially be used for this contract: (do not mention rented items):

Type of machinery/ equipment/ vehicles	Quantity
1.	
2.	
3.	
4.	
5.	
6.	
...	

4. Defects Liability/Guarantee Period

Please provide details below of the defect liability and guarantee period you offer on the services included in this contract:

5. Bid Validity

Please confirm the validity of your bid below (in calendar days):

6. Confirmation of Bidder's Compliance

We, the Bidder, hereby certify that our tender is a genuine offer and intended to be competitive and we confirm we are eligible to participate in public procurement and meet the eligibility criteria specified in the Invitation to Bid. We confirm that the prices quoted are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

We, the Bidder confirm the documents attached to this offer are those validated by us in the Section 2 Paragraph 6 . Bidder's checklist.

We understand that NRC is not bound to accept the lowest, or indeed any bid, received. We agree that NRC may verify the information provided in this form itself or through a third party as it may deem necessary.

We confirm that NRC may in its consideration of our offer, and subsequently, rely on the statements made herein.

Name of Signatory:	Tel N°:
Title of Signatory:	Name of Company:
Signature & stamp:	Date of Signing:

	Address:
--	----------

SECTION 6
Service Provision Schedule

Service Schedule:

Attach the Service schedule here:

Schedule to include:

- 1- Detailed list of service components to be completed in reference to Service Description & Pricing Proposal (Section 7)
- 2- Duration of each of the activities and completion date. (N/A)

Table for breakdown of service provision (examples below)

Activity	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	...

#	Activity	Service Duration	Comment/Additional Information
1	Service Component A: Land Cruiser Basic Service	3 hours	Booking must be made 24 hours in advance
2			
3			
4			
...			

#	Activity	Duration/Transit Time	Comment/Additional Information
1	Truck Rental: 5MT Truck	12 hours	
2			
3			
4			
...			

Manpower:

In addition, provide a list of the manpower involved in the activities on site with an estimate of the total man-hours completed by each of the skills. Format to follow the below simple format:

#	Proposed Personnel/Manpower	# of workers allocated to this project
1		
2		
3		
4		
...		

NOTE: The manpower list and service provision schedule shouldn't be limited to this Form. A comprehensive list has to be submitted adapting the Form as necessary.

SECTION 7
Company Profile and Previous Experience

The Bidder is requested to:

1. Submit the **Company Profile**
2. Complete the following **Previous Experience Table** listing the work or contracts undertaken in the past 5 years similar to the services required under this contract
3. Submit **evidences of previous experience** in form of Contracts, Completion Certificates, etc.

#	Name of Project / Type of work	Total value of the performed works (.....)	Duration of the works contract	Starting date	Ending date	Contracting Authority / Contact person / phone / email
1						
2						
3						
4						
5						
...						

NOTE: The list shouldn't be limited to this Form regarding the number of works reported. A full list of the last 5 years' experience must be submitted, adapting the Form to the necessary rows <please adjust accordingly>.

NRC may conduct reference checks for previous contracts completed

SECTION 8
Service Provision Description and Pricing Proposal

NOTE to the Bidder: please read the Section 4 in detail for clarity and bid accordingly. If the bids do not comply required criteria in Section 4 the bids might be rejected.

Service provider should describe in detail his service provision and demonstrate how it complies with NRC requirements

Narrative description:

Table for breakdown description of service component

Description	Location	Unit.	QTY	Service Fee Per Guarding Shift per month (With or Including VAT/TAX/AIT) (BDT)
Security Service (Manned Guarding) for NRC Premises (One year of service) – Security Guard	Cox's Bazar	Month	1 Guarding Shift	
Security Service (Manned Guarding) for NRC Premises (One year of service) – Security Guard	Ukhiya Office and Warehouse (Any places in Ukhiya UpaZila)	Month	1 Guarding Shift	
Security Service (Manned Guarding) for NRC Premises (One year of service) – Security Guard	Teknaf Office and Warehouse (Any places in Teknaf UpaZila)	Month	1 Guarding Shift	

Prepared by:	
Name:	
Position:	
Signature:	
Date:	
Stamp:	

SECTION 9 Ethical Standards Declaration for all Supply, Service and Works Contractors

We, the undersigned, (**'we', 'our' or 'us'**) **CONSIDERING THAT:**

FIRST, we are bidding for, or entering into, a contract with the Norwegian Refugee Council (**NRC**) to supply goods, services or works to NRC (**'the Contract'**).

SECOND, we understand that as a humanitarian organisation, NRC expects its suppliers and contractors to have high ethical standards.

THIRD, we understand that NRC therefore needs us to confirm that we adhere to the required ethical standards (**'the ethical standards'**) by signing this declaration (**'the Declaration'**).

THEREFORE, we **DO HEREBY DECLARE** as follows:

1. Declaration concerning compliance with applicable laws and these ethical standards

We declare that we shall:

- a. Meet the ethical standards in this declaration ('ethical standards')
- b. Ensure that any party representing us, including but not limited to:
 - board members
 - directors
 - employees
 - contractors or sub-contractors, and their employees
 - consultants and sub-consultants, and their employees;
 - other legal representatives

('our Representatives') are aware of and comply with these ethical standards.

In the event that we, or our Representatives, do not meet the ethical standards at present, we shall:

- a. Explain to NRC in what way we do not currently meet the ethical standards
- b. Agree a plan and timeline with NRC to implement changes that allow us to meet the ethical standards
- c. Provide regular updates to NRC on the implementation plan.

2. Declaration concerning status

We hereby declare that neither we, nor to the best of our knowledge our Representatives, are in any of the following situations:

- 2.1. Have made an offer, payment, consideration or benefit of any kind, which constitutes illegal or corrupt practice, directly or indirectly, as an inducement or reward in relation to the tendering, awarding or execution of the Contract.
- 2.2. Are involved in any form of fraud, corruption, collusion, coercive practice, bribery, involvement in a criminal organisation or other illegal activity
- 2.3. Are insolvent, in receivership, bankrupt, or being wound up
- 2.4. Have suspended activities
- 2.5. Are subject to legal proceedings related to 2.1
- 2.6. Have at any time been found guilty and sentenced by a court, whether in the country of employment or abroad, for a criminal offence in respect of children or vulnerable adults

2.7. Are engaged in:

- terrorism or the material support of terrorism
- the sale or manufacture, either directly or indirectly, of anti-personnel mines or any components produced primarily for the operation thereof
- the sale or manufacture, either directly or indirectly, of weapons
- the production of alcohol, tobacco, or pornography.

3. Declaration concerning Conflicts of Interest

We declare that neither we nor, to the best of our knowledge, our Representatives have an undisclosed conflict of interest with NRC.

Where any potential conflict of interest exists between our Representatives and NRC or any NRC staff member, we shall notify NRC in writing of the potential conflict. NRC shall then determine whether action is required.

A conflict of interest can be due to a relationship with an NRC staff member such as family or friends.

We understand that if we fail to report a potential conflict of interest and are later found to have a conflict of interest, we may be removed from the NRC vendor database.

4. Declaration concerning compliance with national law

We declare that we and, to the best of our knowledge, our Representatives:

- 4.1. comply with all applicable laws and regulations in effect in the country or countries where the Contract will be carried out.
- 4.2. comply with all applicable export laws concerning the country or countries where the Contract will be carried out.
- 4.3. are registered with the relevant government authority with regard to taxation for the duration of the Contract.
- 4.4. pay taxes according to all applicable national laws and regulations for the duration of the Contract.

5. Declaration concerning compliance with labour standards

We declare that we and, to the best of our knowledge, our Representatives:

We declare that we and, to the best of our knowledge, our Representatives comply with applicable national labour law

standards and the International Labour Organisation Declaration on Fundamental Principles and Rights at Work. Specifically, we declare that we and, to the best of our knowledge, our Representatives comply with the following minimum labour standards:

5.1. Working Conditions

- a. All workers receive a contract of employment that is written in a language they understand.
- b. All workers are free to leave after giving reasonable notice.
- c. All workers have the right to join or form trade unions of their own choosing and to bargain collectively.
- d. No worker is required to lodge 'deposits or identity papers or immigration documents to obtain employment.

5.2. Wages and benefits

- a. Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. Wages are always sufficient to meet basic needs.
- b. No deductions from wages are made as a disciplinary measure.

5.3. Working time

- a. Working hours comply with national laws and benchmark industry standards, whichever affords greater protection. Whenever possible working hours do not exceed 48 hours per week (8 hours per day).
- b. Workers are provided with at least one day off for every 7-day period.

5.4. Health and safety

- a. Steps are taken to prevent accidents and injury to health arising out of, associated with, or occurring in, the course of work, by minimizing, as far as is reasonably practicable, the causes of hazards inherent in the working environment.
- b. Workers receive regular and documented health and safety training, and such training is repeated for new workers.
- c. Workers have access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage is provided.
- d. Accommodation, where provided, is clean, safe and adequately ventilated.

5.5. Discrimination and abuse

- a. No worker is forced, bonded or an involuntary prison worker.
- b. There is no discrimination at the workplace based on ethnic background, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.
- c. Measures are in place to protect workers from sexually intrusive, threatening, insulting or exploitative behaviour, and from discrimination or termination of employment on unjustifiable grounds, e.g. marriage, pregnancy, parenthood or HIV status.
- d. Physical abuse or punishment, or threats of physical abuse, sexual or other harassment and verbal abuse, as well as other forms of intimidation, are prohibited.

5.6. Persons under 18

- a. No persons under the age of 18 shall be engaged in work which is hazardous to their health or safety, including night work.
- b. The working hours and nature of work of any worker who is under the age of 18 shall not interfere with their opportunity to complete his or her education.

6. Declaration concerning the environmental standards

We declare that we and, to the best of our knowledge, our Representatives comply with applicable national environmental law standards and with international environmental standards, to the greatest extent possible. Specifically, we declare that we and, to the best of our knowledge, our Representatives adhere to the following standards:

- 6.1. We respect national and international environmental legislation and regulation.
- 6.2. We ensure that production and extraction of raw materials for production does not contribute to the destruction of the resources and income base for marginalised populations, such as in claiming large land areas or other natural resources on which these populations are dependent.
- 6.3. We take environmental measures into consideration throughout the production and distribution chain ranging from the production of raw material to the consumer sale. This includes reasonable steps to minimise negative environmental impacts (e.g. emissions, water usage, waste) and to use - where possible - sustainable resources. Local, regional and global environmental aspects shall be considered. The local environment at the production site will not be exploited or degraded by pollution and waste.
- 6.4. We carefully manage hazardous chemicals and other substances in accordance with documented safety procedures.

7. Declaration concerning protection from sexual exploitation and abuse

We and, to the best of our knowledge, our Representatives comply with international standards related to protection from sexual exploitation and abuse (PSEA) and sexual harassment.

Specifically, we declare that we and, to the best of our knowledge, our Representatives adhere to the following standards:

- 7.1. We take sexual misconduct seriously and ensure that any employee found to have carried out sexual misconduct will be subject to disciplinary action.
- 7.2. We will ensure, that none of our employees engage in any sexual activity with persons (adult or child) in relation with this contract regardless of the age of majority or consent locally.
- 7.3. We will ensure that none of our employees produce, procure, distribute or use sexually explicit material in any activities under the Contract or on any sites used under the Contract.
- 7.4. We will ensure that none of our employees will exchange money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading, or exploitative behaviour. This prohibition

extends to any use of sex trade workers. If any sexual misconduct is found to have taken place, such employees face disciplinary action.

7.5. We shall report any incident or complaint of sexual misconduct or child abuse related to the activities carried out under the Contract through NRC's PSEA and Safeguarding Unit at psea@nrc.no.

7.6. We shall report any known or reported sexual relationship between our employees and NRC staff to NRC.

8. Declaration concerning protection of children

We declare that neither we nor, to the best of our knowledge, our Representatives are engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child. We commit to upholding international and national laws and policies regarding child safeguarding.

Specifically, we declare that we and, to the best of our knowledge, our Representatives adhere to the following standards:

8.1. We support and protect the complainant, survivors and witnesses of any raised incidents or complaints of sexual misconduct or child abuse.

8.2. We will ensure, that our employees will not abuse or exploit children or act in a manner that may place a child at risk of harm.

8.3. We will ensure that our employees are not left alone with children.

8.4. We will ensure our employees will not ask children for personal contact details without a valid reason to do so.

8.5. We listen, to the best of our ability, to children's views and opinions and treat boys and girls in a manner that is respectful of their rights and dignity during the performance of the Contract.

8.6. We shall report any suspicion of child safeguarding concerns through the Complaints and Feedback Mechanism, provided by the NRC contract focal point and at psea@nrc.no.

9. Declaration concerning anti-human trafficking

We declare that neither we nor, to the best of our knowledge, our Representatives are engaged in trafficking in persons as defined in the protocol to Prevent, Suppress and Punish Trafficking in Persons or the UN Convention against Transnational Organized Crime.

Specifically, we declare that we and, to the best of our knowledge, our Representatives adhere to the following standards:

9.1. We do not solicit persons for the purpose of employment or offer employment by means of materially false or fraudulent pretences, representations, or promises.

9.2. We do not charge employees recruitment fees.

9.3. We do not provide or arrange housing for employees that does not meet host country housing and safety standards.

9.4. We commit to report any suspected violations of this clause to NRC immediately.

9.5. We commit to make our Representatives aware of the trafficking related prohibitions outlined above and share the Global Human Trafficking Hotline Information with them (1-844-888-FREE, help@befree.org).

10. General

We understand that:

10.1. The Declaration will be kept on file for a period of 10 years.

10.2. The Declaration will be updated every year or more often as appropriate.

10.3. We must inform NRC immediately if there is a change to the Declaration.

10.4. NRC may perform checks to verify that the ethical standards are adhered to and shall be granted reasonable access to our premises and to our documentation, computer systems etc, to be allowed to do so.

10.5. If NRC deems fit that the supplier fails to meet or are not taking appropriate steps to meet, the ethical standards, NRC may immediately terminate all contracts and agreements we have with them and at no cost to NRC.

11. Requirement to notify NRC

We shall immediately notify NRC through the Complaints and Feedback Mechanism, provided by the NRC contract focal point if:

11.1. Any allegations of alleged corruption, sexual exploitation or abuse, or child abuse are made against us or, to the best of our knowledge, our Representatives, during the Contract, whether relating to the Contract or not.

11.2. Any allegations are made, or any changes occur, in relation to any of the declarations made herein

Signed on our behalf as follows:

Signature	
Name	
Position	
Date	
Place	

