**Technical Specifications & Requirements for Security and Guarding Services for MIC2 Sites**

**Killing Factors:**

* Bidder should have a minimum of 5 years’ experience in providing guarding services for large companies with more than 500 employees and shall provide references of organizations they have previously worked with of similar size;
* Bidder should be licensed from the Lebanese government more than 5 years to provide such services.
* All security guards shall be of Lebanese nationality already registered with the NSSF with official stamped certification from NSSF showing the registration during the last year

**General Terms**

* Bidder should comply with international standards ISO 9001/2008 or ISO 9001/2015 and submit a copy of the certification dated back for six months; Bidder shall provide documents proving their knowledge of such standards
* Bidder should submit certified certificate from Chamber of Industry and Agriculture clearly stating that the Bidder is committed to Guarding Services (valid for Public Tenders);
* Where needed, the Bidder should coordinate with official security forces of Lebanon and shall ensure good relation with all;
* Bidder should ensure that all guards have no history of criminal or violence acts such as theft, fraud, etc., and shall provide a judicial record for **all security guards on a yearly basis;**
* Bidder is responsible to provide all guards with a decent insurance plan that covers medical and emergency conditions in the workplace, and a liability insurance plan to cover any damage to company assets and properties caused by the security agents; Bidder shall provide the terms of their standard insurance policy for their employees
* Guards must practice confidentiality, and must abide by the company policies and procedures; the company shall ensure that all employees assigned to this project to sign a Non-Disclosure Agreement for all MIC2 related data and information.
* Guards shall comply with their assigned site and schedule, and shall not leave their assigned areas abandoned at any time, prior to approval from their supervisor/manager;
* MIC2 has the right to ask for replacement, reallocation, or rotation of security guards at any time, depending on the requirements;
* MIC2 reserves the right to demand the Bidder to dismiss any guard for any unlawful or inappropriate behavior that violates company procedures and ethics;
* Bidder to provide a quote per site that includes all costs related to the scope in USD to be paid in LBP at the market rates at the time of payment. This is to note that this shall be fixed and will not be affected by any possible salary raises or additional benefits to be provided to the employees.

**Scope of Work:**

* The scope will be the basis for a framework agreement for the Bidder to provide security Services for MIC2 sites up to 100 locations, which are frequently subject to theft incidents (***most of those sites expected to be located in remote areas***), noting that the initial number of sites to be assigned is **20 Sites** and then the additional sites will progressively increase as per MIC2 demand and relevant MoT approvals on the related budget.
* The Scope duration is for a **minimum of 1 year** renewable based on MIC2 consent and up to **4 years** based on the same terms and conditions of the agreement.
* Bidder should provide a 24/7 security service including holidays on shift basis, preferably THREE shifts per day. Minimum of TWO shifts/days can be accepted.
* Bidder is responsible to provide the guards with the needed logistics during their guarding service, ie Kiosk to stay in, lighting, seating, heating, and anything deemed necessary for their shift service. Bidder to detail what facilities they will provide to their employees on site
* Bidder shall arrange the guards’ transportation to and from the site.
* Bidder shall provide ways of communication to all guards,
* It is the responsibility of the Bidder to ensure that all sites are fully secured by guards even during days off; proper shifts and replacement plans.
* Guards are responsible to allow access to registered employees and suppliers by displaying their employee ID’s, and personal ID’s at the different sites.
* Guards shall protect all company sites and assets against any hazards or thefts by inspecting employees and suppliers and their corresponding vehicles entering and leaving the site.
* Bidder to provide the detailed Resource plan for the assigned scope (initially for 20 sites)
* Bidder shall assign a supervisor/manager who will serve as the direct link between the two parties, and shall be responsible of all tasks related to security guards. CV to be provided
* Bidder is responsible to provide all guards with a neat costume, badge and shoes;
* Bidder is responsible for conducting an orientation and training for all the security staff;
* Bidder shall be ready at any time to increase or decrease the number of security guards depending on the company requirements; this may include addition / removal of sites to the scope.