

**TERMS OF REFERENCE FOR RFP
PROCUREMENT OF SECURITY CONSULTANT (OPERATION)/ SERVICE PROVIDER
FOR TDB GROUP, NAIROBI OFFICE BUILDING**

The TDB Group new office building in Nairobi is located at: Plot LR No. 1/184 Lenana Road, Kilimani, Nairobi, Kenya. The building is composed of the below indicated facilities:

- Three Basement Parking Area and a Plaza that includes Security Boxes and Guard Houses.
- 19 Floor Levels that includes a Reception Area at the Ground Level, an Auditorium and Conferencing Facilities at the 1st Level, a Gym and Records Management Archive at the 2nd Level, Sky Gardens on the 3rd and 11th Levels, Meeting Pods on the 4th, 12th and 13th Levels, Offices on the 9th, 10th, 14th, 15th, 16th, 17th and 18th Levels, a Lounge and Executive Gym on the 19th Level. Excluding Areas on the 5th, 6th, 7th, and 8th Levels.

Pertaining to the conducted Security Audit, Security Strategy and Security Policy as provided by the Security Consultant for the Core and Shell and Interior Design and Fit Out of TDB Nairobi Regional Office, the Scope of Service for the Security Consultant (Operation)/ Service Provider for the Operation of TDB Nairobi Regional Office shall include but not be limited to:

1. Scope of Services

1.1. Development of a detailed Security Master Plan (The security consultant (operation)/service provider is advised to conduct a very comprehensive physical survey of the premises)

As part of the Security Master Plan, the Security Consultant (Operation)/ Service Provider Shall:

- Carry out an operational security audit of the premises to determine an overall operational security strategy. The operational security strategy shall be reviewed and approved by TDB Facilities and Property Management Unit and shall follow the guidelines of the services expected and quality of security services provided on TDB premises. The operational security strategy shall confirm to the security audit and strategy provided by the Building Design Security Consultant. A risk analysis to be conducted to guide the strategy to the measures required to eliminate or manage the risks.
- Provide a Risk Assessment and Mitigation Plan, Environmental Design Solutions and Analysis and Recommendations of available Technology and System Requirements.
- Provide a Cost Benefit Analysis (with emphasis on Open Architecture and Non-Proprietary Systems)
- Provide Analysis and Recommendations for Communications Upgrades such as Radio, MRTI, Emergencies as that affect the overall Environmental Safety and Security.

The Security Master Plan shall address the following:

- Operational Security:

Inclusive of Normal Hours of Operation, Off Hours and Emergencies. The Operational Security shall include but not be limited to:

- Security Organization: which shall include Security Structure, Management, and Administration.
 - Staffing Requirements: which shall include Job Descriptions, Employment Qualifications, Training, and Supervision.
 - Service Levels and Performance.
 - Liaison and Coordination with Public and Private Agencies.
 - Security Incident Reporting and Investigation.
 - Security Operational Budget.
 - Key Control.
 - Access Control Policy of TDB Premises.
 - Security Awareness Plans for Tenant and TDB Staff.
 - Coordination: which shall include Interface with Local and Regional Police and Emergency Services.
- Building Security Command and Control Centre:
- The Security Consultant shall oversee the Command-and-Control Centre, develop procedures, and manage, and train Control Center staff.
- Training and Workshops:

The Security Consultant shall provide Training as required by TDB to the building users, which shall include TDB Staff and Building Tenants. The Training to be inclusive on the Use of Access Control, Safe Keeping of Key, Cards, Tokens and Codes, and Emergency Procedures.

1.2. Provision of required Security Personnel and Sub-Contractors

The Security Consultant (Operation)/ Service Provider Shall:

- Be responsible for CCTV, Access Control, Manned Security Guards and Patrols. The list of required security staff and personnel shall include but not be limited to: Manned Guarding, Door Supervisors, Keyholders, Vehicle Immobilizers, CCTV Operators, and a Security Officer to supervise all security activities within TDB premises. TDB Facilities and Property Management Unit will assure that the Security Consultant is Sub-Contracting and Employing qualified staff and personnel. To that end, TDB will assess the quality of security personnel provided and maintain the right to request for screening if the provided services are not to their satisfaction.
- Provide a written instruction tailored to TDB Nairobi Regional Office to be in place for all assigned personnel and sub-contractors. The instructions to be reviewed and approved by TDB Facilities and Property Management Unit.

1.3. Development of a detailed Emergency Procedures Plan

The Security Consultant (Operation)/ Service Provider Shall:

- Provide clear and detailed procedures for activities such as Access Control Procedures, Theft Procedures, Accident Procedures, Intruders Procedures, Emergency Procedures and so on, as per the guidelines and approval of TDB Facilities and Property Management Unit. The Emergency Procedure Plan shall detail Emergency Building Evacuation Procedures and Emergency Communications for the distribution and use of TDB Staff and the Building Tenants.

1.4. Provision of adequate Liability Insurance.

2. Building Security and Safety General Guidelines

2.1. Access Control General Guidelines

- The objective of access control is to prevent unauthorized entry and control movement in and out of TDB premises. To that end, the Security Consultant (Operation)/ Service Provider shall employ employee trained staff to administer and manage access control equipment and procedures.
- The issuing of Access Control Tokens to visitors shall be for one-time access only, to a specific facility or floor and shall administer the following:
 - Identification of Individuals
 - Verification and Authentication of Individuals
 - Authorization
- Manned Access Control including Security Personnel and Guards to be allocated at each Main Access Point. In the occasion of events and functions at the auditorium and conferencing facilities only authorized pre-registered individuals to be allowed entrance to the facilities with limited access to only authorized facilities and levels. All building users including staff, TDB visitors and general visitors shall be stopped and searched; the search shall include personal belongings brought into the building premises. A visible flyer shall be at all access points indicating non-permitted items and equipment to TDB premises.
- An Access Log and Register to be always kept recording movements in and out of TDB premises and indicating time of entry and the authorized areas for access per individual.
- Vehicle Control shall control the access of vehicles in and out of TDB premises assuring that each vehicle is stopped and searched before entering TDB vicinity.
- Electronic Access Control Systems and Devices shall be integrated with the Visitor's Management System which shall allow tracking of individuals inside TDB premises.

2.2. Building Safety General Guidelines

- The Security Consultant (Operation)/ Service Provider shall assure that the appointed Security Officer is well trained and versed in Fire Safety and Firefighting procedures, which shall enable him/her to act in the case of emergency. The Security Officer shall be well versed in TDB's Building Fire Detection and Alarm System and Fire Protection Measures. The Security Officer shall have solid knowledge in Fire Classification according to Fuel Source and Means of Extinguishing. This shall include knowledge of Fuel Source or Nature of Fire (i.e., solid materials, liquids, soluble liquids, non-soluble liquids, gases, metals, cooking fats or oils, electrical) and Means of Extinguishing (i.e., water, carbon dioxide, dry powder, water spray, foam, special dry powder, wet chemicals).
- The Security Officer shall assure that all present building users are aware of the Emergency Plan and the Safe Gathering Point and that all occupants can leave the building quickly and safely as per the Emergency Strategy. The Security Officer shall have knowledge of the location of all Exit Routes, Call Points, Fire Extinguishers, Hose Reels, Fire Blankets and Fire Hydrants.

- The Security Officer shall conduct regular training of appointed TDB Staff, the appointed personnel shall assist in the implantation of fire safety measures and fire safety training to be part of new staff induction. The training to be inclusive of, details on how evacuation should be carried out, details and locations of assembly points, details of key fire escape routes (a drawing indicating fire escape route to be located at all access points), arrangements for high-risk occupants and 1st Aid equipment, facilities, and provision of 1st Aid in each floor.
- Security personnel who are required to patrol the building and premises shall have a high level of training in fire safety. The training shall include actions to take to discover fire, how to raise an alarm, actions to take on hearing an alarm, arrangements for calling, evacuation procedures, location of fire assembly point, location and use of firefighting equipment and location of escape routes.
- In coordination with TDB Facilities and Property Management Unit an Evacuation Drill to be conducted to assess and identify improvements in the evacuation plan, the effectiveness of appointed TDB responsible personnel, evacuation routes and identify areas of improvement.

3. General Information for all Services

3.1. Duration of Contract

The contracts are for a duration of 2 years on a need basis (TDB must be invoiced for each assignment individually, upon the submission of an ETR invoice).

3.2. Validity of the Bids

The bids received will be valid for a period of ninety (90) days from the date of opening.

3.3. Bids Opening

Bids will be opened immediately after the bid closing hours. Late bids will be rejected and returned unopened to bidders.

3.4. Safety and Health

All work shall comply with all applicable national regulations and health requirements, and the TDB Health and Safety Policy. The vendor shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work.

3.5. Selection Criteria

CriteriaMaximum Score

1. Technical Competences	70
2. Financial proposal	30
Total Score	100

3.6. Submission

Documents are to be delivered in **two hard copies** plus a soft copy in a CD/Flash Disk sealed and clearly labeled as **REQUEST FOR PROPOSAL SECURITY CONSULTANT (OPERATIONS)/ SERVICE PROVIDER** delivered at **197 Lenana Place, Lenana Road, 1st Floor, TDB Reception** on or before the **CLOSE OF BUSINESS (4:30 PM) on 20th September 2021**, and be addressed to: Daniel Mezgebu,

Senior Advisor, Facilities Development and Corporate Services, TDB Group, 197 LENANA PLACE,
LENANA Rd., 1st Floor, P.O. BOX 48596-00-00100, NAIROBI- KENYA

The proposal(s) that must include:

- A written proposal showcasing the firms understanding of these Terms of Reference, equipment available, and previous experience. The written proposal to indicate the work methodology detailing all items listed in the terms of reference.
- Team composition and current similar task assignment
- Detailed reference list indicating the scope and magnitude of similar assignments done in the last three (5) years.
- Registration and other statutory documents including updated TTC and passport or ID copies of the shareholders and directors of the firm and valid license to undertake the services.
- 5 corporate references with contact details.
- Any award-winning medal and certification will be an added advantage.

Enquiries only to: Bernard.Kobia@tdbgroup.org or Sara.Elnour@tdbgroup.org

Disclaimers: TDB Group reserves the right to independently verify submitted documents, listed clients and similar works. TDB Group is not obliged to give reason for not selecting any persons/ firm. TDB Group reserves the right to discontinue this process without reference to any entity.