

TERMS OF REFERENCE (TOR) FOR INSTITUTIONAL CONTRACTORS

PART I	
Purpose of Assignment	Provisions of Security Escort Services in the following Counties of Garissa/ Wajir/ Mandera (Takaba)/ Tana River and Samburu
Location of the Service Provider	
Location Base	Counties to be supported
1. Garissa Town	Garissa/Tana River/ Wajir and Mandera (Takaba)
2. Wajir Town	Wajir/Mandera (Takaba) and Garissa
3. Rumuruti Town	Samburu/Marlal
Duration of contract	5 years with an extension of 2 yrs. based on need
Start date	From 1 August 2024 To: 31 July 2029
Reporting to:	Chief of Field office
Budget Code:	2400/A0/07/005/006/003, non-grant
Is consultancy assignment in the approved AWP	Yes / No
If, Yes, attach copy of the approved page	N/a
If No, attach approved NFR/Justification for the consultancy	N/a

Background

The UN Security Management System in Kenya has sub-divided the country into nine Security Risk Management areas (SRM). SRM area 8, 7, 3 & 2 covers Garissa and Lodwar Zonal Offices operational areas of Upper Eastern (Isiolo/Marsabit Counties), Tana River and Northeastern (Garissa/Wajir/Mandera), Lamu and Samburu. In these areas where the most deprived and hard to reach children of Kenya are located, the Programme Operations are affected by different security challenges which include inter clan armed conflict, roadside banditry, terrorist threats, crime, and hazard. Guidelines for movement are detailed in approved Special Operating Procedures. Armed escort is mandatory for all field road travel in SRM area 8, 7, 3 & 2 using hired vehicles from recognized vendors.

The arrangement requires hiring of Landcruiser Hard Top Double Cabin pickup third-party vehicles to ferry armed police during missions. They will be engaged on demand to provide security escort services as and when requested. The armed police escort shall be carried in a visibly marked company vehicle driven by a

company driver with a minimum of 3 armed and uniformed regular police officers (where necessary up to 6) appropriately trained to provide close protection security and fitted with security gadgets as approved by the Government of Kenya. The Contractor shall provide all managerial, administrative, direct labor personnel, vehicles, drivers, communication equipment, all running expenses (i.e., fuel, oil, etc.) including all servicing and insurance of such vehicles that are necessary to accomplish all work required.

Objectives, Purpose & Expected Results

The contractor shall provide reliable, safe, and on-time transportation services for armed Kenya Police Officers on official UNICEF business. Transportation will be provided in clean, and well-maintained vehicles.

Description of the Assignment

1. Vehicle

1.1. Types of Vehicles.

To provide Landcruiser Hard Top Double Cabin Pickup, vehicles on hire, not more than eight years old, registered in Kenya, comprehensively insured, fitted with safety belts, and driven by qualified driver. The vehicle should have a minimum of two spare tires, and at least two cushioned seats at the back.

1.2. Replacement/Serviceing.

The Contractor shall provide a replacement vehicle equivalent to the type that requires replacement, due to accident, breakdown, or any other reason, within one (1) hour of notice by the driver or depending on the distance to the base location.

2. Communication Equipment

The Contractor shall provide two-way communication equipment (such as radios, working cellular phones for incoming and outbound calls, or satellite phones in liaison with UNICEF) which shall always be available for use by the driver during the mission.

3. Dispatch Points

3.1 Dispatch points will be stated in each individual service order.

3.2 Level of Service- Vehicles shall be available to pick up armed Kenya Police Officers at the dispatch

points listed in individual Service orders within 15minutes of a request being made by the authorized requester.

4. **Personnel**

All vehicles will be fitted with identifiable company markings and display driver identification placards that include a photograph, name, and other relevant information.

The Contractor shall provide UNICEF with all the information required for drivers with any security clearance, accreditation, vehicle access, and licenses required to provide services.

4.1 **Standards. Each driver shall meet minimum standards including:**

4.1.1 **Identity Cards:** Contractor personnel shall always display identity card(s) on the uniform while providing services.

4.1.2 **General:** The Contractor shall maintain satisfactory standards of employee competency, conduct, cleanliness, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to employees as required. Each Contractor's employee is expected to adhere to standards of conduct that reflect credit on themselves, their employer, and UNICEF. UNICEF reserves the right to direct the Contractor to remove an employee from the worksite for failure to comply with the standards of conduct. The Contractor shall immediately replace such an employee to maintain continuity of services at no additional cost to UNICEF.

4.1.3 **Uniforms:** The Contractor's employees shall wear clean, neat, and identifiable uniforms, although not necessarily identical uniforms. All employees shall always wear accreditation.

4.1.4 **Disorderly conduct:** Use of abusive or offensive language, quarreling, intimidation by words, actions, or fighting shall not be condoned. Also included is participation in disruptive activities that interfere with normal and efficient UNICEF operations.

4.1.5 **Intoxicants and Narcotics:** The Contractor shall not allow its employees while on duty to possess, sell, consume, or be under the influence of intoxicants, drugs or substances that produce similar effects.

4.1.6 **Criminal Actions:** Contractor's employees may be subject to criminal actions as allowed by law in certain circumstances. These include but are not limited to the following actions: falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records or concealment of material facts by willful omission from official documents or records; unauthorized use of UNICEF property, theft, vandalism, or immoral conduct; unethical or improper use of official authority or credentials; security violations; and organizing or participating in gambling in any form.

4.1.7 **Health:** All employees must be in good general health without physical disabilities that would interfere with the acceptable performance of their duties. All employees shall be free from communicable disease. They shall possess binocular vision, correctable to 20/30 (Snellen) and shall not be colorblind. They shall be capable of hearing ordinary conversation.

4.1.8 **Language skills:** The Contractor's employees shall have a good level of Kiswahili/English and local language skills.

4.1.9. **Local knowledge:** The Contractor's employees shall be familiar with locations/terrain in the geographical area to know alternate routes should primary route be impassable or otherwise not the best alternative at any given time.

4.1.10. **License:** The Contractor's employees shall possess a Kenyan driver's license class BCE.

4.1.11. **Training:** Proof of training; for all drivers in areas such as Defensive Driving, operating procedures, and communication equipment/systems. Drivers are to be trained and certified in First responder by recognized institutions and provide first aid kits in their vehicles.

5. **Insurance Cover**

The Contractor is required to provide vehicles insured according to the requirements of the Kenya Government in Traffic Act Cap 403.

6. **COVID-19 preventive measures**

The contractor shall ensure that the drivers driving are fully vaccinated and provide sanitizers in the car. The drivers will occasionally find time withing the mission to sanitize the inside of the vehicle. It is our expectation

that the officers who are part of the civil servants adhered to the directive from MoH making vaccination against Covid 19, mandatory for them. This will be part of the confirmation from the OCS or the officer-in-charge manning a station to the service provider.

Deliverables, timelines, and payment schedule

Deliverables	Timeline	Schedule of Payment
Monthly basis	The vendor to sign a certification of service delivery which should be attached to the invoiced with details of the work schedule done (Mileage computation and agreed daily hire rates applicable).	The above rates shall include all the costs necessary to accomplish the work as required by this contract, including all managerial cost, administrative cost, vehicles, drivers, communication equipment, and all vehicle operation expenses, including but not limited to fuel, oil, all other maintenance, and insurance of such vehicle

Reporting Requirements

- Mission Reports – Journey record reports, showing odometer reading UNICEF vehicle and hire vehicle and signed off both by UNICEF and Security escort drivers.

Location and Duration

The contact shall serve UNICEF, Kenya country office, Lodwar Zonal Office, Garissa Zonal Office with validity period shall be **1st August 2024 to 31st July 2029**.

Qualification Requirements

- Copies of logbooks of the vehicles owned by your company which you intend to use to provide this service.
- Demonstrated company profile and experience to provide the services for at least five years by giving a list of similar assignments done in the last two years complete with referees and their contact details.
- Details of staff to be deployed in this assignment with their CVs and testimonials demonstrating

experience and qualification and attached copies of their certificates, driving licenses, certificates of good conduct.

- Attach copy of company registration certificate and copies of all statutory documents as required by the Laws of Kenya
- Evidence that the vehicles to be deployed have comprehensive insurance cover.
- Demonstrate financial capability by attaching certified bank statements/and or audited financial statements for the last two years.
- Indicate the number of vehicles owned by the company.
- Indicate the vehicle model and capacity.

Evaluation process and methods

- The technical capacity of the firm shall take 70% of the total score and bidders are required to obtain a minimum technical score of 50/70 to qualify for financial bid evaluation.
- Financial score evaluation criteria: The financial score shall take a weight of 30 marks and thus the whole bid shall have a score weight of 70:30 for technical to financial.
- In the combined evaluation criteria, a bidder should score 65% and above to qualify for consideration for the award of the contract.

Criteria	Maximum Points (%)
<p>Overall Response</p> <ul style="list-style-type: none"> ▪ Completeness of response - Overall concord between RFP requirements and proposal 	10
<p>Experience of Organization:</p> <ul style="list-style-type: none"> ▪ Range and depth of experience in similar contracts (5Points) ▪ Proof of in-house staff and resources to provide the service (5Points) ▪ List of references for similar contracts (5Points) ▪ Have a minimum of 3 years' experience of work in a related field to the assignment (5Points) ▪ Proof of registration with relevant government department/(s) of and number of years in the service (5Points) 	25
<p>Firms/Institutions with necessary skills. Teams and particularly the team leader with:</p> <ul style="list-style-type: none"> ▪ Capacity to deliver efficient services and knowledge and experience of the workers (15Points) ▪ Sensitivity to UNICEF's principles and familiarity with UNICEF and its partner institutions (5Points) ▪ Additional resources that can be made available at short notice. (5Points) 	25
<p>Proof of registration with relevant government department/(s) and have all Government certificate to conduct the said business.</p> <p>(Please provide all the registration, VAT, PIN, Tax Compliance certificate and other relevant documents)</p>	10
<p>Total for Technical Proposal</p>	70
<p>Total points for financial proposal</p>	30
<p>Total Score%</p>	100