

**ADDENDUM**

**1. Quality parameters for Local Security Guards(LSGs):**

i) LSG should not be more than 50 years of age and the Supervisor, should not be more than 55 years of age.

ii) should be physically and mentally fit and should not be suffering from an apparent disability. The Provider should submit Medical Fitness Certificate in r/o every LSG from an authorized Medical practitioner. Additionally, he /she should not be emaciated, feeble and timid in an apparent sense.

iii) should have been vetted by Ethiopian Government's security department(s) in terms of past record, character and antecedents. The Provider should provide background details of the LSGs and also proof of their vetting.

iv) should possess training in basic security duties such as access control and anti-sabotage checks (of persons, baggage and vehicles) including use of basic security tools such as HHMD, DFMD, CCTV monitoring, baggage and letter scanners etc.

v) Should have attended education at least upto 10<sup>th</sup> Standard or matriculation equivalent.

vi) Should be proficient in the local language and working knowledge of English language to communicate with the Mission staff.

vii) Should perform duties in smart uniform and their overall appearance should be neat and clean.

viii) Should have knowledge of first aid / fire fighting.

**2. Quality parameters for Service Provider Companies:**

**While submitting the bids, companies should include following information in the bids:**

i) A list of other clients the Company is serving in terms of supply of LSGs in Ethiopia and other countries.

ii) Past experience, service history, achievements of the company.

iii) Evidence of registration for the company under relevant statutory regulations such as labour laws applicable in the host country (if registered under more than one law, the same be furnished).

iv) Evidence of range of security services provided.

v) Size of the reserve pool of men and logistics such as response teams, petrol vehicles / security equipments / control room facilities / communication equipments under use etc.

vi) Attrition rate of security guards and security supervisors (the average period for which a security guard remains with the company).

vii) Training Facilities: Does the company have its own training facility (details thereof)? Does it avail the facility of another provider or a company that only focuses on training? What is the curriculum and duration of training of the security guards and the supervisors? First aid/Fire fighting training may be provided to all the LSGs.

viii) Industry certification obtained by the company for its quality & company's relationship with local police.

ix) Scope and limit of liability of the company.

x) Take home pay and allowances of the security guards.

**3. Other Requirements:**

i) Embassy will include penalty clause in the agreement for deficient service, if any.

ii) On duty medical facility to LSGs to be provided by company.

iii) Duty format of the LSG to be deployed is to be submitted with complete details of duty hours, total number of LSGs for 24x7 for one premises, unit price (per hour, per shift, per month).