



ISLAMIC RELIEF – SRI LANKA

TERMS OF REFERENCE FOR SECURITY SERVICES

BACKGROUND:

The information in this Terms of Reference (ToR) describes the objectives and requirements that Islamic Relief-Sri Lanka (IRSL) in seeking of a Private Security Services (PSS) provider for the provision of general security guard services for IRSL office facilities in its Country Office and other locations if required.

OBJECTIVE:

There is a need of security services for the 24/7 security and safeguarding of each organization's staff, assets, promises and operations. IRSL recognizes this necessity and hereby intends to engage a private security services (PSS) provider for the aforesaid services at its Country Office in Akkaraipattu, at Ampara district in Sri Lanka.

SCOPE / DESCRIPTION OF THE ASSIGNMENT

The following information describes the IRSL facilities requiring security operations arrangements.

1. The selected company, hereinafter referred to as the PSS provider for purposes of this ToR, will be required to recruit, train and manage the security personnel at the IRSL assigned office/location.
2. The PSS provider should be duly authorized and licensed from Registrar of Companies and Ministry of to execute the security and safeguarding services and has very satisfactory performance records in the past 10 years in security and safeguarding.
3. The PSS provider shall diligently and faithfully save the IRSL in the provision of security and safeguarding services on a 24/7 abided by the instructions of the IRSL related to such services.
4. The potential PSS provider should perform the inspection at the IRSL assigned location at a minimum of once weekly and immediately implement any observable measures for improvement.
5. The PSS provider must submit the security personnel Duty Roster to the authorized IRSL staff for verification, follow-up and further instructions (if any)
6. The PSS provider will have to maintain a pool of additional guards to cover for the absence of regular guards due to leave, sickness or other reasons.
7. Potential PSS providers must have a systematic reporting procedure on current risk/threat analysis including any other factors/situation having affected on safeguarding/security of the staff and office.
8. The potential PSS provider shall have meetings on a monthly/quarterly basis as when required with the authorized IRSL staff member to discuss the issues and for decisions on important issues.

9. The potential PSS provider shall appoint a dedicated account officer/manager to provide on-time support and customer service to IRSL authorized staff whenever required.
10. The PSS provider should provide logistics services, uniform, identification badges & etc to the security personnel.
11. Personnel files (consisting of CV, NIC Copy, GS certificate & Police report, emergency contact details, blood group & etc) of the assigned of the security staff shall be shared by the PSS provider to IRSL office.

ROLES & RESPONSIBILITIES

- The security personnel will be deployed at the main entrance of the ground floor of the IRSL and will perform regular security surveillance office.
- Security personnel will ensure the safety and safeguarding of the staff, assets and the premises of the IRSL assigned location.
- Security personnel are responsible for maintaining a 24-hour, 7 days a week duty log of all security-related activities, violations or events.
- Security personnel will ensure that the details of all visitors coming inside office premises to visit/meet any staff are treated respectfully and registered in the visitors logbook and visitors must be issued with a visitor identification card and will be wearing the visitor identification card visibly.
- Security personnel will ensure that goods received and delivered must have valid support documents with authorized signature which permits such procedure and keep the documents for verification/scrutiny.
- Conduct routine petrol or inspection of the building and report unusual activities or threats to security to the IRSL officer in charge.
- Maintain and update the logbook of office and hired vehicles and enter the odometer readings accurately.
- Maintain the postal mail/courier register updated on daily basis and ensure to handover the mails to the officer in charge of distribution.
- Any other tasks assigned by IRSL related to the nature of the job.

QUALIFICATIONS

The Security personnel should have the below qualifications:

- Should be in an appropriate physical and mental state, to be able to deliver the best possible services.
- Education: Minimum GCE O/L certificate
- Professional: Certifications in basic security management, safeguarding, firefighting or similar field
- Age limit: 25 to 55 years
- Gender: Male
- Experience: Minimum 3 years in similar position
- Languages: Ability to speak and write in English, Tamil & Sinhala
- Skills: Good communication, customer service, report writing & people skills

RESOURCES & BUDGET

- The Project Support Budget (PSB) will be used for the PSS facility.
- As per the circular issued by the Ministry of Labour and Foreign Employment in September 2024, the minim daily wage of a Security Guard LKR 2073.29 is to be paid.
- The IRSL requirement is 2 security guards per day covering 12hrs shift duty to cover 24/7 duty time.

# Security Guards	Daily wages	Monthly Wages	Yearly Wages
02	LKR 2073.29 x 2 = 4146.58	LKR 124397.40	LKR 1492768.80

- IRSL shall make the payments monthly directly to PSS provider, based on the billing statement and time sheets submitted by PSS provider. This payment includes all the payments (basic salary, overtime, EPF, ETF, VAT and etc).
- The contract duration will be three years with PSS provider, renewable every year based on the satisfactory performance and as per the mutual agreement with both parties.

INFORMATION SOURCES:

1. Circular issued by Ministry of Labour and Foreign Employment dated 11.09.2024.