

Award procedure – Security Personnel for the Premises of the Goethe-Institut Libanon

Subject: Entrance Control to the Goethe-Institut Libanon by two security guards (one female and one male): two working at the main building and the other one working at the exam center opposite during the exam hours.

1. Subject of the tender:

Goethe-Institut Libanon is planning to reorganize its security concept and security for the institute building and a neighboring property.

The institute's four-story building is located at the Beirut Digital District (BDD), Bachoura, Beirut. There is only one entrance for employees, customers, students and other visitors. Customer traffic takes place exclusively on the ground floor, where the reception, waiting room and customer office are located. There are two classrooms on the first floor and one classroom on the third floor. Employees are working in offices from the ground to the third floor.

About 50 meters diagonally opposite the institute's building are two examination/classrooms in the basement.

2. Description of required Services:

Access to the main building and the examination room must be controlled. This control includes checking handbags and personnel checks with metal detectors. The tasks will be finalized in a detailed service instruction by Goethe-Institut Libanon in coordination with the security company.

2.1 Security Members:

Three security guards will be assigned to do this mission five days a week according to the following:

| Center | Number of Guards | Working Hours |
|---------------|-----------------------------|------------------------------------|
| Main Building | 2 persons (male and female) | Monday to Friday, 07:45 till 20:15 |
| Exam Centre | 1 person | Monday to Friday, 7:45 till 18:00 |

Depending on the circumstances we might request only two permanent guards and an additional (occasion-related and non-fixed) security guard for the exam center on exam days. Therefore we ask you to consider in your offer two scenarios:

1. Only two permanent guards for the main building (according to the times above) and the hourly/daily cost for the additional guard for the exam center
2. Two permanent guards for the main building and one permanent guard for the Exam Centre according to the times above

2.2 Required abilities:

Security guards assigned for access control purposes at the Goethe-Institut Libanon shall possess the following abilities when deployed:

- Several years of sound experience in access and security control of vulnerable properties.
- Good knowledge of Arabic, English and at best (optional) German.
- Well-groomed appearance, polite demeanor and professional behavior at all times.
- Skilled in intervention techniques for the use of simple physical force, knowing that they must be subject to the principle of proportionality in relation to the means and the objective pursued.
- Appropriate and recognizable physical presence (robust asthenic), which already shows externally that the security guard is capable of using simple physical force to prevent entry or force an exit.
- De-escalating communication skills in dealing with angry, upset and unruly visitors, guests and students.

2.3 Required equipment provided by the security company:

- Metal Detectors
- Walkie-talkies with connection to the security company's control center to request police protection or backup if necessary

2.4 Rotation model

Based on previous experience, we would prefer a rotation model and change each security guard every three to six months. The rotation should be staggered, i.e. not all security guards at the same time. Please prepare a quotation for two options: One with rotation and one without, in case there is a difference regarding the price.

2.5 Remuneration of the Security Personnel

We attach great importance to fair working conditions. We therefore only accept offers that pay in accordance with our remuneration scheme. This currently corresponds to USD 1.150 gross per month. We also assume that all aspects of the Lebanese labor law are taken into account (statutory allowances, breaks, working hours, etc.).

3 Notes and Conditions for the Preparation of an Offer

3.1 Contract and Tender Criteria

- The contract will be awarded starting 21 August 2024 until 31 January 2026 with the option of extension until 20 August 2026.
- We define technical and professional capability as the necessary suitability criteria.
- The award criteria are price including the remuneration of the personnel (mentioned in 2.3) (40% weighting), experience of the personnel with international organizations (30% weighting) and organization and professionalism, in particular for obtaining support in the event of a crisis (30% weighting).

3.2 Required Documents

Please send us all the necessary documents (ideally using the templates provided by us):

- Cover Letter (Appendix B.1)
- Basic company information (Appendix B.2)
- Offer including statement on the required abilities of the security guards under consideration of the award criteria as mentioned above under 3.1. Please give us the prices in USD excluding VAT.
- Self-declarations reliance on capacities of other entities(Appendix B.4)
- Self-declaration regarding the non-existence of reasons for exclusions (B.5)
- Self-declaration of processed payment volume (Appendix B.6)
- Written offer taking into account all points above
- References (Appendix B.7)

4 Deadline to Submit an Offer

31 July 2024 at 3 pm

5 Contact

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