

TERMS OF REFERENCE

PROVISION OF SECURITY GUARDS FOR ASEAN Secretariat/Headquarter

Contract Period: 12 months from 1 January – 31 December 2025, with a possibility to extend for another period of 12 months

I. Background

The Association of Southeast Asian Nations (ASEAN) Secretariat was set up in February 1976 by the Foreign Ministers of ASEAN. The ASEAN Secretariat (ASEC) moved to the current premises at Jalan Sisingamangaraja 70A, Jakarta in 1981. Over the past 30 years, the Secretariat has expanded tremendously, both in the number of staff and scope of its mandates. With the handover of another new building from the Government of Indonesia in August 2019, the Secretariat is housed in two buildings in the same compound:

- The Heritage Building has 9 stories with a total floor area of approximately 11,000 sqm.
- The New Building has two towers of 16 stories each and two-level basements with the total floor area of approximately 44,000sqm.

Apart from those buildings at ASEC compound, ASEC also manages the residence of ASEAN Secretary General at Jalan Imam Bonjol No 49, Menteng, Central Jakarta. ASEC Compound and SG's residence further identified as ASEC premises.

As an international organization, ASEC needs to ensure security of the staffs and all properties within ASEC premises. Present number of security guard employed by ASEC cannot meet the standard security requirement therefore since 2016, an engagement with a security service provider is required. This TOR consists all requirements and specifications for security service provider company to supply security guards and list all the responsibility of the company to ASEC for the period of 12 month from 1 January - 31 December 2025 with possibility to extend for another 12 months based on performance.

II. Objectives

The objective of this project is to provide 30 trained security guards who are mentally and physically healthy which has passed security background check, fully trained minimum Gada Pratama and fully equipped with but not limited to uniform and security gear, for the period of 1 January - 31 December 2025.

III. Expected Deliverables

The appointed security service company shall provide the following Manpower, Uniform, Security Gear and Tools as general requirements. The list can be adjusted according to changing ASEC requirement and need:

1. Manpower

No.	Description	Qty	Unit	Remarks
1	Male Security	26	Personnel	CVs to be provided upon ASEC's request before signing contract
2	Female Security	4	Personnel	

2. Uniform - to be provided to all security guards at the beginning of contract

No.	Description	Qty	Unit
1	Uniform (2 sets/personnel)	60	Set
2	Shoes	30	Pairs
3	Name Tags + lanyard	30	Pieces

3. Security equipment – to be provided at the beginning of contract

No.	Description	Qty	Unit
1	Handheld Metal Detector (for daily use)	2	Pcs
2	Handy Talky at same frequency with ASEC HT (UHF 403-445mh)	10	Pcs
3	Handcuffs	15	Pcs
4	Whistle	30	Pcs
5	Security Baton	15	Pcs
6	Flashlight & Traffic Baton	3&3	Pcs
7	Raincoats & boots	15&15	Set

IV. General Requirements

The appointed vendor must agree to the following terms:

1. To provide security guards at the salary of minimum wage of Jakarta including *Tunjangan Hari Raya* in accordance to the applicable regulations. The date of the salary must be fixed, and the salary distribution will always be on time on the 1st date of each month. Vendor to submit copy of salary transfer receipt to ASEC monthly. Late salary distribution will lead to contract termination.

2. Overtime payment shall be paid to security guards in accordance to the applicable regulations from Government of Indonesia.
3. The selected vendor must register the security guards to the National Insurance Scheme (BPJS Kesehatan dan Ketenagakerjaan) and submit copy of BPJS payment receipt to ASEC monthly.
4. To provide at least 3 personnel who are able to handle and operate Visitor Management System that ASEC is using for recording visitors (Easy Lobby ver.10.0 and Communication Management Software ver. 4.0.4). Vendor shall provide evidence in their proposal that these personnel have computer literacy and/or experience in handle similar visitor management system in their previous job.
5. To provide set of uniforms (shirt and trousers), shoes and name tags and required security gear to the Security Guards.
6. To provide training to improve and maintain skill and knowledge of all Security Guards – including organic team – minimum 4 (four) times in a year which covers following topic:
 - a. Security Training
 - b. Safety Training
 - c. English Training
 - d. Excellent Service Training

Above topic may be changed based on the requirement and subject to ASEC approval. Training material and schedule should be submitted to ASEC for review and approval.

7. Indicative security staff deployment (this may change depends on condition):
 - a. Weekday
 - Shift 1 (06.00-14.00) : 13 personnel
 - Shift 2 (14.00-22.00) : 13 personnel
 - Shift 3 (22.00-06.00) : 4 personnel
 - b. Weekend and holiday
 - Shift 1 (06.00-14.00) : 3 personnel
 - Shift 2 (14.00-22.00) : 3 personnel
 - Shift 3 (22.00-06.00) : 3 personnel
8. In the event of VVIP visit/big events/other special occasion, ASEC may ask for additional manpower and longer work hour. Vendor shall submit quotation for this purpose and will not proceed without ASEC approval. ASEC will not pay any additional cost charged without proof of prior ASEC written approval. The unit cost shall refer to the hourly price submitted during initial proposal.

9. In the event the service provided by the vendor is unsatisfactory to ASEC due to insufficient number of personnel as indicated above, the vendor shall make available additional and/or replacement of personnel to perform the services. In case the vendor cannot provide the personnel required, ASEC have the right to appoint a security guard at the vendor's cost which will be deducted from next payment.
10. ASEC will pay the service fee to the vendor every month, at least 14 (fourteen) working days upon receiving satisfactory monthly report starting on February 2025.
11. ASEC will amend the contract shall there is a new requirement for additional manpower or other requirement.
12. Vendor shall maintain quality control by doing regular and impromptu inspection and minimize number of security guards turn over. Vendor shall appoint one supervisor who will be in charge for security at ASEC premise and serve as the main contact for between ASEC and the vendor on the ground
13. Working instruction for the premises

Working Time	Security Guard Requirements
Shift 1: 06.00-14.00 Shift 2: 14.00-22.00 Shift 3: 22.00-06.00 Public holidays will be based upon ASEC official holidays	• Must be smartly dressed in full uniform and well groomed. • Must be punctual for duty • Clock-in and clock-out should be reported to the Security Leader • Passed security background check with no criminal record (Copy of SKCK (Police Record) must be submitted) • Must behave polite, professional and with integrity • Not do any criminal act and consume prohibited substances • Not to use the office equipment of the ASEC for personal usage • Age not more than 35 years old • Has passed security basic training/Garda Pratama (self-defense, marching, handcuffing etc.) • Healthy Physically and mentally • 4 out of all personnel must be able to operate computer and have acceptable English skill • Comply to direction given by ASEC Security Chief Officer • Comply to other requirement such as but not limited to health protocol
Other days/Special event	• Security Guards will be notified in advance when required to serve for special events on days not

	specified above. ASEC approval required before vendor can proceed.
Lunch Window Time 11.00-15.00 Dinner Window Time 18.00-21.00	• Unless on duty, Security Guards should always be in the dedicated Security Guards Resting Area. • Take break in turn.

V. Scope of Works

The appointed vendor shall provide the following services:

1. Securing at the ASEC's premises and its properties, including building, parking area and its surrounding areas according to the requirements as specified in this TOR.
2. In general, all the security guards shall perform following duties in their daily work:
 - a. Guarding pedestrians entrance and check the bag / luggage of visitors;
 - b. Guarding Blue Gate area, managing traffic and parking, screening vehicle which is granted to access the premises and operate drop arms and gate
 - c. Standing by at Trunojoyo Post (Post 1), screening visitors, doing administrative task;
 - d. Guarding Raden Patah Post and monitor area along the perimeter fence, screening vehicle and operate drop arms and gate
 - e. Guarding Red Gate Post and monitor area along perimeter fence, managing and monitor parking
 - f. Guarding Heritage and New Building entrance lobby
 - g. Stand by at New Building basement, monitor movement and managing parking, monitor loading and unloading activities
 - h. Car checking using provided mirror
 - i. Monitoring and controlling areas at ASEC Premises as instructed by the Chief of Security, including occasional duty at SG's residence
 - j. Any other relevant duties as instructed by the head of Administration and General Affairs Division
 - k. Monthly checking safety and security tools and equipment.
 - l. Related to safety, security guards shall monitor, observe and remind vendor's workers on the compliance with the safety procedure.
 - m. Conducting security patrols at heritage building includes inside and outside of the building
3. Provide required SOP and related training to the security and safety within ASEC premise
4. Provide required supervision and coordination to ensure quality of security service provided

VI. Duration

The duration of the service is 12 months from 1 January - 31 December 2025, with a possibility of extension for another 12 months, upon satisfactory service of the first year.

VII. Vendor's Qualifications

1. Have at least five years' experience in providing security services to office buildings (please provide evidence). Have experience in deploying security personnel in diplomatic compound will be a plus point;
2. Be a registered company in Indonesia by providing evidence of legal documents such as valid business license, tax number identification and other supporting documents. Recommendation from National Police and/or Regional Police recommendation will be a plus point;
3. Neither the members of the board of directors or the company are listed as blacklist in ASEAN Secretariat vendor list;
4. Be a member of Association of Security Guards Indonesia ABUJAPI (Assosiasi Badan Usaha Jasa Pengamanan Indonesia) which will be proved by the Certificate of membership. Have another member in other Association of Security Guards will be an advantage;
5. Have experience in managing visitor management system, at least midsize company with minimum 300 active security personnel and having adequate facilities to support urgent requests from ASEAN Secretariat;
6. Have a good/excellent track record from existing/past users. ASEC reserve a right to communicate/check with the clients for confirmation;
7. Have good experience and knowledge in the required field, demonstrated by submission of the company SOPs.
