

Executive Summary

Annex I

Call for Tenders

Provision of Security services and equipment

LISA/2016/RP/03

**(Restricted Procedure – Article 104 (1) (b) Financial Regulation,
Article 127 (2) paragraph 2 Rules of Application)**

Table of Contents

I.	Context of the Call for Tenders	3
II.	Security responsibility of the Agency	3
III.	Call for tenders presentation.....	3
III.1 –	Scope of the Call for tenders.....	3
IV.1 –	DESCRIPTION OF THE SERVICES FOR LOTS 1 AND 2.....	4
IV.2 –	Tasks and obligations of security guards for Lots 1 and 2.....	6
IV.3 –	Changes to the planned service.....	8
V.	Description of Services for Lots 3 and 4.....	12
•	Data protection and security.....	13
•	Responsibilities of the Contractor	13
•	Security and conduct of Contractors' Personnel.....	14
Annex 1 -	Profiles.....	15
a.	Project Manager	15
b.	Security Guard - team leader	16
c.	Security Guard	16

I. CONTEXT OF THE CALL FOR TENDERS

The European Agency for the Operational Management of Large-Scale IT Systems in the Area of Freedom, Security and Justice (eu-LISA) is a relatively newly established agency (Regulation (EU) No 1077/2011 of the European Parliament and of the Council of 25 October 2011 (OJ L 286, 1.11.2011, p.1).

The Agency's sites are distributed as follows: the Headquarters is based in Tallinn, Estonia, whilst its operational centre is in Strasbourg, France. There is also a business continuity site for the systems under management based in Sankt Johann im Pongau, Austria.

eu-LISA is an independent European body (Regulatory Agency). Its core mission is to fulfil the operational management tasks for SIS II, VIS and EURODAC systems. The main operational responsibility is to ensure that these systems are 24/7 available and functioning according to specifications. Other responsibilities include adopting the necessary security measures, ensuring data security and integrity, as well as compliance with data protection rules.

II. SECURITY RESPONSIBILITY OF THE AGENCY

According to its legal mandate, eu-LISA is responsible for the security and the maintenance of order within the buildings, premises and land used by it. The Agency shall apply the security principles and relevant provisions of the legislative instruments governing the development, establishment, operation and use of large-scale IT systems.

In order to fulfil its responsibilities for security and safety of sites, together with the order within the premises, the Agency is implementing all the necessary measures including the continuous use of security guarding and reception services.

More information on eu-LISA can be found at the following link: <http://www.eulisa.europa.eu/>

III. CALL FOR TENDERS PRESENTATION

III.1 – SCOPE OF THE CALL FOR TENDERS

The scope of the present call for tenders is to purchase the necessary security guarding and reception services, security related equipment and systems, maintenance of such equipment and/or systems, and other security related services for the eu-LISA sites in Tallinn, Estonia, Strasbourg, France and Brussels, Belgium.

In order to have a more structured approach, the present call for tender has been divided into four distinctive lots:

Lot 1: Provision of security guarding and reception services at eu-LISA Strasbourg premises

Lot 2: Provision of security guarding and reception services at eu-LISA Tallinn premises

Lot 3: Provision and maintenance of equipment and other associated services at eu-LISA Strasbourg and Brussels premises

Lot 4: Provision and maintenance of equipment and other associated services at eu-LISA Tallinn premises

IV- Lots 1 and 2

IV.1 – DESCRIPTION OF THE SERVICES FOR LOTS 1 AND 2

The Contracting Authority wishes to have security/reception service posts occupied according to its needs, both during and outside working hours.

The specific activities to be performed by the contractor consist mainly in the following:

- operate the entrance(s) to the sites;
- operate the entrance to the closed parking areas;
- control and screen entries & exits of vehicles in the internal perimeter of the site;
- inspect suspicious parcels and mail;
- evacuate staff in case of emergency;
- fill-in the safety log book;
- upon direction of the Contracting Authority, maintain and update the procedures of cooperation with the forces of public authorities and emergency services at the request of the Contracting Authority;
- manage keys and passes;
- check supplies and deliveries, both incoming and outgoing;
- check the identity of visitors and their prior authorisation;
- check visitors using a metal detector and X-ray baggage check system;
- deliver badges to visitors;
- during specific timeslots, as requested by the Contracting Authority, check the cars and car drivers at the entrance to the parking lot;
- supervise specific visitors/Contractors for limited time periods during their presence on eu-LISA premises, if requested by the Contracting Authority;
- operate and monitor the general security equipment and systems (intrusion protection system, video surveillance system, etc.);
- operate and monitor the environmental monitoring system of all buildings (air cooling, power supplies, electrical systems, etc.);
- manage and handle all fire alarms, general coordination of safety actions consecutive to the activation of a fire alarm (ensure communication, the passing on of information and reporting to designated contacts);
- cooperate with the public authorities and emergency services at the request and under the supervision of the Contracting Authority;
- receive and answer all incoming emergency calls reaching the emergency number of eu-LISA;
- answer the telephone (unanswered calls might be diverted to the reception for some specific staff).
- carry out regular internal and external surveillance rounds;
- respond to any alarm according to the specific rules, procedures and emergency action plans;
- check the integrity of physical security measures;
- report to the Contracting Authority for all security and safety related events;
- produce anomaly and incidents reports;
- periodically check and test the vigilance and the correctness of the other guards fulfilling their duties.

In case of emergency situations, the Contractor shall have their representatives responsible for the execution of the contract reachable on 24/7 basis.

The service might be provided both **unarmed or armed**. Upon request of the Contracting Authority, the service is needed to be provided armed, the Contractor shall make sure that the necessary arms, ammunition and related equipment is available and handled by its personnel in accordance with the national legislation.

The Contractor is responsible for its personnel to possess the necessary skills, knowledge, physical and emotional strength in order to fulfil the tasks accordingly or to act in case of an emergency as needed (for example, to provide first aid to any injured or endangered person, to re-establish the order or escort immediately outside the premises anyone not authorized to have access, etc.), without endangering in the same time their lives and the lives of the other persons, their physical integrity and sanity, or the integrity of the buildings and the other assets existent on the premises.

The number of posts are created upon signature of the contract and should be normally applicable for the entire contractual period. If necessary, and upon written request from the Contracting Authority, additional posts must be created and manned with additional security guards during or outside the normal business hours.

The security guards from the reception area are visitors' first point of contact on the site. Consequently, the appearance and attitude of the proposed personnel must be beyond reproach. They must be polite, helpful and discreet. In this regard, **the future contractor must have a code of good conduct in place that is followed by their staff**. This code of conduct shall include among other things the requirements for appearances and the requirements to be fit-for-duty.

In particular, the Contractor shall ensure that security guards and/or reception staff are always supplied with clean and correct uniforms. These uniforms, which require the prior approval of the Contracting Authority, must be perfectly maintained, under the responsibility and at the expense of the Contractor(s). They should be adequate to the type of activities performed by the Contractor, with the level of general risk existent at the national and local levels, with the season of the year and any relevant event taking place at eu-LISA level.

Tenderers shall include photographs of the uniform models proposed in their tender for all types of weather conditions and tactical situation in order to support their capacity of fulfilling the contractual obligations.

The staff on duty must have very good knowledge of English and the official language of the place of delivery (at least level B2¹ for both languages) from the first day of service.

The working environment is non-smoking.

The Contractor shall train its staff to ensure that they possess and maintain specific and general knowledge required for the performance of the contract and, in particular, training in the use of the

¹ Cf. Language levels of the Common European Framework of reference: <http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>

general security equipment made available to them, including metal detectors, X-ray baggage check equipment, hand-held radios, etc.

The Contractor shall make all the necessary arrangements to protect its staff in accordance with the local legal provisions on working conditions with security equipment and systems (including getting the approval/certification to work with X-ray machine and other security devices). These arrangements may not incur additional costs for the Contracting Authority and may not oblige the Contracting Authority to be compliant with the national legislation which is not applicable to it (for example, the Contractor may not condition/limit the fulfilment of their responsibilities in case the Contracting Authority does not obtain specific authorisations/certifications for its activities/processes/equipment from the French authorities, in case these authorisations/certifications are not mandatory/applicable to the Contracting Authority according to the EU legislation).

Tenderers shall have the obligation of preparing annually before renewal of the contract a training plan. The training plan shall contain all the legal mandatory trainings needed for each security guard (but not less than full 5 days of training per year per security guard). The costs for all these trainings shall be borne by the winning of the tenderers.

During the execution of the contract, the Contracting Authority shall be the sole judge of whether or not the tenderer's staff possesses the knowledge required for the performance of the contract. If the Contracting Authority considers the training of the Contractor's staff to be inadequate for the performance of the contract, the Contracting Authority shall inform the Contractor accordingly in writing.

The entire staff of the Contractor shall be included in the training activities so that they would be able to fulfil accordingly their duties, to manage all the security and facility management related systems and equipment existent on the site and to be able to intervene in order to ensure the appropriate access/transport of persons, vehicles, equipment and other assets on and off the premises, reinstatement of order on the premises and emergency actions when needed. In order to improve/maintain the language skills, the Contractor's staff shall be included in language training programs organized by the Contractor.

The Contracting Authority shall judge the Contractor's staff training inadequacy for the performance of the contract and inform the Contractor about the result. The Contractor shall be obliged to reply within five (5) working days with an updated training plan for the training of its staff which meets the needs of the Contracting Authority. In the event of a disagreement about the training plan, the Contracting Authority may terminate the contract, as per the provisions of the Contract.

Services provided in addition to normal services may be requested by the appropriate staff of the Contracting Authority using an order form/specific contract for exceptional events or in the event of a crisis affecting the security of eu-LISA site and/or staff.

IV.2 – TASKS AND OBLIGATIONS OF SECURITY GUARDS FOR LOTS 1 AND 2

The services required shall be provided under the sole responsibility and organization of the Contractor on the basis of instructions given to him/her by the Contracting Authority.

The tasks and obligations of the security guards shall be the following:

- The security guards shall ensure that access to the site is exclusively via the secured main entrance;
- The security guards must check the entry and exit of persons and objects at all times;

Protection level **PUBLIC**

- They shall inform members of staff of the arrival of any visitor asking to meet them;
- The security guards shall ensure that no visitor is authorized to enter unescorted;
- They may not leave their post during working hours without the prior authorisation of the person appointed by the Contracting Authority to represent eu-LISA;
- They may not leave the door open in the entrance guardroom and the security monitoring room;
- They shall note every event in a register which the Contracting Authority shall make available to them for that purpose;
- In the event of a major incident, they shall immediately notify the person appointed by the Contracting Authority;
- If requested by the Contracting Authority, a written report in English shall be submitted via email to the designated email address in 24 hours;
- At the end of their shift, the departing guard shall give the arriving guard an event report and any specific instructions which may be necessary;
- In the event of an alert, explosion, demonstration, intrusion or any other event of a similar nature, they shall follow the security procedures laid down by the Contracting Authority's security services;
- Should the equipment provided to them fail or in case there are some suspicions about any such failure, they shall immediately notify the person appointed by the Contracting Authority and continue using it according to the guidelines and request of the Contracting Authority;
- They shall not be authorised to use the security equipment or communication equipment (PCs, telephones, etc.) made available to them by the Contracting Authority for purposes other than carrying out the tasks for which they are responsible and without adhering to eu-LISA rules, policies and procedures;
- checking identity documents, bags and other belongings as required, and persons using electronic security systems;
- recording the identity and arrival time of visitors, verifying that they were announced as authorized visitors (in case they are not, they shall liaise with the person appointed by the Contracting Authority) and issuing access badges;
- retrieving access badges and recording the departure time of visitors;
- forwarding information and messages to the staff of eu-LISA and to visitors;
- checking, confirming the acceptance and forwarding of items of mail which have not arrived via the normal mail service, using electronic detection systems;
- keeping a full set of keys and codes for the alarm system and, if requested, opening offices outside the business hours;
- monitoring the environmental control system and report any incident to the person appointed by the Contracting Authority;
- monitoring the Fire detection system and apply the procedures defined by the Contracting Authority (this includes the operation of fire suppressing equipment, oxygen bottles and a defibrillator);
- precisely determine the origin of an acoustic alarm;

- reply to general questions concerning the structure and purpose of the different parts of the buildings/premises;
- operate the video surveillance system (CCTV);
- understand all the systems managed from the guarding monitoring room and guard post and, in particular, building management system, the intrusion and fire alarms, as well as the lighting, heating and air-conditioning systems and operations relating to the use of the lifts and key management;
- effectively follow up internal and external telephone calls.

In case any of the security guards cannot demonstrate the ability of fulfilling the above mentioned operations, eu-LISA may require anytime to have him/her replaced.

Security guards must ensure the upkeep of their room and maintain it in a perfect condition.

During patrols outside business hours, the security guard shall check and close, lock all doors and windows in each room, turn off the lights, activate the alarm system where necessary and check the integrity of physical security measures in place.

They are required to participate in exercises and drills organised by the Contracting Authority. They are required to provide first aid and use of defibrillators and/or oxygen bottles where available.

The Contractor shall undertake:

- In the event of an intrusion or equipment damage, to take all appropriate corrective measures without delay to ensure continuity of the service in the eu-LISA;
- To notify the Contracting Authority of any damage, loss, malfunction, need for inspection, repair or replacement of the installations on eu-LISA premises under its responsibility;
- To verify that its staff is able to reach the Contracting Authority's site in the event of a public transport strike or any other unforeseen event;
- To supply to the Contracting Authority all the required information (e.g. visitors to offices, exact time of activation of alarm system and key management). The list of required data may be modified at any time during the contract;
- To assume civil and financial liability for any damage caused by its staff;
- To bear the costs of replacing security guards or the supervisor;
- To keep all reports and logs to a high standard and assist the Contracting Authority in audits and controls of services provided.

IV.3 – CHANGES TO THE PLANNED SERVICE

The Contracting Authority reserves the right to make the changes considered necessary to the working schedule. The times may be brought forward or put back by a maximum of two hours compared to the initial times, provided that in any such change does not affect the monthly total of hours worked per post. The Contractor shall apply the new hours no later than one month after notification from the Contracting Authority without any additional costs.

IV.4 – Additional services

The Contracting Authority reserves the right, in exceptional cases, to require additional services relating to the subject of the contract during its period of validity. The additional services in question shall be the subject of a written request from the appropriate person appointed by the Contracting Authority to the person appointed by the Contractor at least 24 hours before the start of the requested services.

The Contractor shall make available the staff necessary to perform the additional security-related services without any increase in costs/hour for these additional services. These additional services shall be specifically mentioned in the monthly invoice, which shall refer to the additional order form. The terms and conditions laid down in the contract shall also apply to additional services.

IV.5. Main obligations of the contractor

IV.5.1 General obligations

The Contractor shall undertake:

- a. To provide its services for eu-LISA in accordance with the schedule for services defined above;
- b. To comply with the national laws and provisions applicable to their field of activities, in particular those governing:
 - a. security and surveillance activities;
 - b. data protection;
 - c. employment;
 - d. social security and taxation;
 - e. insurance (civil and professional liability; accidents);
 - f. arms (if armed services are requested by the Contracting Authority);
 - g. other relevant rules;
- c. Not to subcontract the tasks set out in this contract on its own initiative without the prior authorization of the Contracting Authority;
- d. To comply with and apply the provisions of the collective agreement governing the sector, in particular as regards adjusting prices and salaries and working conditions;
- e. To appoint a project manager (not the team manager mentioned above) and to notify the name of that person to the Contracting Authority. The supervisor must have the necessary authority to effectively resolve any problems that may arise in the performance of the contract. If the supervisor is absent, he/she must be replaced by a person having at least the same level of experience and authority;
- f. To follow solely (except in cases of extreme urgency) requests in writing drawn up by the official appointed by the Contracting Authority to represent it, whose function will be indicated by the Contracting Authority and specified in the contractual documents signed by the two parties;
- g. To forward the holiday schedule to its staff to the official appointed by the Contracting Authority by the end of March each year at the latest. The proposed replacement staff must follow the same practical training as the normal staff (see point 4.2.4);

- h. Where the Contractor is a consortium, to inform the Contracting Authority if one of the members of the consortium defaults, and to indicate the measures envisaged to ensure the performance of contractual obligations.

IV.5.2 Staff

- a. The Contractor shall ensure that the staff they allocate to perform the tasks in the context of this contract have been trained by the Contractor or that the costs for the requested trainings have been paid by them, in compliance with the training plan submitted and with the national legislation in force, to carry out the duties assigned to them. The staff must meet all the conditions laid down in the selection criteria.
- b. For the duration of this contract, the Contractor/authorized subcontractors are and shall remain throughout the contractual period the employer of its staff involved in the execution of the contract.
- c. In order to guarantee the continuity of the services, the Contractor shall undertake to replace any member of its staff who is absent on the spot, for whatever reason, including accident or any other unforeseeable cause from the backup team (see 4.2.6).
- d. Where a member of staff assigned to the contract is replaced, the choice of person(s) proposed as replacement(s) shall be subject to the approval of the official appointed to represent the Contracting Authority. Before taking up their duties, replacement staff approved by the above-mentioned official shall undergo at least three days practical training and 10 days handover period at the Contractor's expense, on the site where the service is to be provided.
- e. The Contracting Authority may, without needing to provide a reason, require in writing that a member of staff be replaced or that additional staff be made available. The Contractor shall undertake to comply with any such request within two working days.
- f. Given the nature of the activities undertaken in eu-LISA, the staff employed by the Contractor must have an impeccable character and provide assurances of the integrity necessary for the performance of the tasks. The Contracting Authority shall be entitled, on this basis, to require the replacement of a member of the staff employed by the Contractor. The replacement member of staff shall comply with the same criteria and have the same qualifications and must be able to take over the contractual tasks under the same conditions. The Contractor shall be responsible for any interruption to the tasks assigned to it resulting from the replacement of staff in accordance with this article.
 - i. The proposed staff shall possess for the entire period of providing the service, a personnel security clearance for level of SECRET UE/EU SECRET.
 - ii. The Contractor shall notify the name, date of birth, professional qualifications, judicial record, personal security clearance certificate at level SECRET UE/EU SECRET or national equivalent, full address in the country of performance of the contract and abroad and the work permit of each member of its staff employed in the performance of this contract. He shall provide notification of any change in these details within a period of less than three days. The notification should have attached copies of the ID document/password of the person, of the PSC certificate/equivalent issued by the competent National Security Authority of the EU Member State and of the criminal records of each staff.

Protection level **PUBLIC**

- iii. The Contractor shall take care that a pool of pre-approved guards can be used in the case of replacement on the spot of any member of their staff who is absent for any reasons.
- g. The Contractor shall ensure that their staff complies fully with the Contracting Authority's internal rules and procedures, in particular regarding physical security.
- h. The staff on duty must be extremely vigilant and responsive to prevent the occupation of the site or any similar action in the event of demonstrations hostile to eu-LISA.
- i. The Contractor's staff must comply with the rules governing access to certain areas. The Contracting Authority reserves the right to refuse the entry to restricted areas for reasons within its discretion.
- j. All other members of the Contractor's staff (technicians, group leaders, instructors, managers, etc.) will be considered visitors to the site and will be required to comply with the Contracting Authority's rules for visitors including authorisation for access, registration, etc.
- k. It shall be strictly forbidden for members of the Contractor's staff to remove any item belonging to the Contracting Authority, even one that is acknowledged to be redundant, and to access information and documents belonging to the Contracting Authority which do not directly concern them in relation to the requirement of their tasks.
- l. Tenderers are reminded that their tenders must comply with applicable European and national labour legislation on the transfer of undertakings, in particular, Directive 2001/23/EC² and its national implementing measures. Tenderers' attention is drawn in particular to the provisions concerning the safeguarding of employees' rights in the event of a change of employer by legal transfer of undertakings.

IV.3.6 Confidentiality clause

After their duties have ceased, the Contractor and its staff shall be required to act with integrity and discretion in respect to information which came into their possession during the performance of the contract. The Contractor and its staff shall not, without authorisation from eu-LISA, divulge information brought to their attention in the performance of their duties, unless such information has already been made public or is accessible to the public.

The Contractor and its staff shall refrain from any act or behavior which could harm the dignity or reputation of eu-LISA.

The Contractor and its staff shall remain bound by these obligations after their duties have ceased.

The staff individually shall sign and give to the Contracting Authority a declaration of confidentiality whose sample is attached to the contract, no later than the first day of work.

² *Council Directive 2001/23/EC of 12 March 2001 on the approximation of the laws of the Member States relating to the safeguarding of employees' rights in the event of transfers of undertakings, businesses or parts of undertakings or businesses (OJ L 82 of 22 March 2001 page 16).*

IV.3.7. Site visit

Candidates' visits to the site may be allowed upon request during the second phase of the procurement procedure on the date fixed in the invitation to tender. It shall be held for the particular site for which the candidate qualified for the second phase.

V. DESCRIPTION OF SERVICES FOR LOTS 3 AND 4

V.1 Description of products and services

The future contractor shall supply the relevant security or safety equipment/systems, provide the installation, user manuals and trainings, guaranty (minimum 3 years from the acceptance date), maintenance of the equipment/systems supplied or of those in the property of eu-LISA, and also provide other security related services as needed (trainings, consultation, research, performing security risk assessment, etc.).

Lots 3 and 4 cover the following equipment and products:

- Fire detection systems;
- CCTV systems;
- Detection intrusion systems;
- Building Management systems;
- Access control systems (including equipment to manage the access badges/token, etc.);
- Key Management systems;
- Panic button systems;
- Alerting and communication systems used by eu-LISA and its personnel in case of crisis, disaster and other emergency cases;
- Interphones, Parle-phones, voice alerting systems and other specific communication systems used for security, emergency action and/or safety related purposes;
- Security scanning equipment for persons, parcels, mail, luggage and other objects (e.g.: X-ray machines, hand-held metal/explosive detectors, walk-through metal/explosive detectors, etc.)
- Secured safes and containers;
- Shredders for paper, CD, DVD, hdd and other electronic storages of information;
- First aid and fire-extinguishing products (e.g.: first aid kits, fire extinguishers, any other protective equipment and outfit for first responders in case of an emergency).

The above-mentioned list is not exhaustive and eu-LISA may order as needed any items, which are not listed there, but are security/safety related.

The future Contractor shall also provide installation, user manuals and trainings, guaranty and maintenance (for the provided items). Similar services may also be provided as needed for similar equipment/systems already in the possession/property of eu-LISA or which will be purchased during the period of the framework contract from other suppliers.

The future Contractor shall also provide as needed upgrades of the current security/safety related equipment/system in the possession/property of eu-LISA together with the similar services as agreed through the specific contracts.

Lots 3 and 4 cover the following security related services:

- Physical and protective security related trainings and professional certifications;
- Physical and protective security related consultation;
- Physical and protective security related research of the new technologies, practices and methodologies;
- Performing security-related risk assessments for eu-LISA, its sites, missions and assets;
- Physical and protective security related external audits.

The above-mentioned list is not exhaustive and eu-LISA may order as needed any services which are not listed there, but are physical and protective security related.

V.2. Other requirements

- **Data protection and security**

The Contractor will comply with all laws and regulations applicable to its provision of the services, including applicable security or data breach notification.

Except under eu-LISA's authorization, the Contractor will not transfer to any device or third party (not even for storage purposes) personal data and sensitive information to which it had access during performance of its tasks.

In case it is required by the Contractor to process personal data of eu-LISA's staff, for attendance training reasons or others, a privacy notice should be included when collecting the data and deleted after fulfil its purpose. It is required to include a contact person to whom it is possible to address any request about personal data collected by the Contractor.

- **Responsibilities of the Contractor**

The Contractor shall maintain according to the specific contracts the entire installation of physical security equipment/systems and products, including hardware and software as well as other related material such as documentation. In case of faults / damages to the installation, the Contractor shall take all appropriate corrective measures immediately to ensure continuity of services on the site.

The Contractor shall provide an emergency contact number to the customer available 24h all year round (hotline) so that eu-LISA can request urgent maintenance services (type 2) immediately.

The Contractor shall inform eu-LISA as soon as possible of any loss, damage, malfunction on the installation or any need for inspection, trouble shooting, repair or replacement of facilities on site.

Protection level **PUBLIC**

The Contractor undertakes to provide assistance to eu-LISA (or a person appointed by eu-LISA) in case of an audit or other quality control services provided by the contractor.

The Contractor shall ensure that its personnel are able to reach the site within the agreed time, whatever the circumstances, including for example in case of bad weather, illness or strikes.

- **Security and conduct of Contractors' Personnel**

Personnel acting on behalf of the Contractor must identify themselves, be pre-registered to access the site and obey eu-LISA security rules. This applies to all personnel that will be working on the site including the personnel that may access the site for urgent interventions.

eu-LISA reserves the right to withdraw/restrict the access rights to any areas or to the entire site at its discretion, or to supervise and escort the Contractor's personnel during the entire period of their visit.

It is strictly prohibited for the Contractor's personnel to remove or take any object or material from the site and that is owned by eu-LISA, even if it is redundant unless explicitly asked to dispose of it.

The Contractor is expected to perform some of the activities in a highly secured zone. Therefore, it is required for the Contractor to have in place an organizational security screening process for the staff that will work on eu-LISA's sites. The Contractor is expected to provide evidence of the implementation of such process.

Personnel working on any eu-LISA sites or have access to sensitive information of eu-LISA have to sign Declarations of Confidentiality and provide them together with valid copies of criminal records and of their national ID documents (ID card, passport) to eu-LISA, before the beginning of the execution of each specific contract.

The Contractor may be requested through the specific contracts to have their personnel/the personnel of its subcontractors to fulfil specific security requirements, including, if requested, the proof of having Personnel Security Clearance for level EU Secret.

Protection level **PUBLIC**

ANNEX I

Annex 1 - Profiles

eu-LISA requires the following profiles for the tendering organization as a part of the contractor's team involved in the specific activities and processes necessary to be performed in order to achieve the tender foreseen general and individual objectives.

Each profile corresponds to a minimum level of qualification made up of:

- the total number of relevant successful higher study years after the completion of a secondary school and awarded with a degree,
- the number of years of professional experience (outside the studies).

The minimum level of qualification has to be fulfilled by each person proposed for a given profile. It corresponds to a profile with normal expertise, independently of the technological, languages or other requirements needed for particular tasks. For each of these profiles the following information regarding requirements is provided:

a. Project Manager (lots 1-4)

<i>Nature of the tasks</i>	<p>The Project Manager is the Contracting Authority's contact person and manages the overall provision of all services requested. The tasks requested are related to the role of contract manager/project manager, as defined in various industry standards and best practices.</p> <p>Additional tasks are;</p> <ul style="list-style-type: none"> • At the request of the Contracting Authority, to participate in meetings; • Contribute to coordination tasks together with the Contracting Authority's Security Teams; • Ensure the execution of the contract; • Coordinate and ensure the implementation of the processes regarding the training, certifications, accreditations, etc. for the Security Guard – Team leader and the security guards • Manage any sub-contractor issues (if applicable).
<i>Education Experience</i>	<p>and</p> <ul style="list-style-type: none"> • University degree (or equivalent) in a relevant subject; • Certified Prince2 or equivalent methodology; • Minimum 10 years of professional experience in security guarding field; • Minimum of 5 years of experience relevant to the requested role;

Protection level **PUBLIC**

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- Proven experience with quality procedures.
 - English and Estonian/French language skills for level B2, listening, reading, speaking and writing.
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b. Security Guard - team leader (lots 1-2)

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| <i>Nature of the tasks</i> | <ul style="list-style-type: none"> • Coordinate on the field the security guards as needed in order to maintain the physical security and order on the site and ensure the execution of the contract; • Liaise with the Contracting Authority regarding all the contract execution related topics; • Perform studies and propose design solutions in relation to changes and new requirements. This task includes also managing system integration and any modelling needed. |
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| <i>Education
Experience</i> | <i>and</i> | <ul style="list-style-type: none"> • University degree (or equivalent) in a relevant subject; • Very good knowledge and experience in managing physical security systems (access control system, CCTV, X-ray equipment's, HVAC, fire detection system, intrusion detection system, etc.); • Certified as security guards and team-leader security guard for the country of the site (if applicable); • Minimum 10 years of professional experience in providing security guarding services and minimum 6 months employed by the contractor/subcontractor; • Minimum 2 years of professional experience as a team leader-security guard; • English and Estonian/French language skills for level B2, listening, reading, speaking and writing. |
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c. Security Guard (lots 1-2)

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| <i>Nature of the tasks</i> | <p>Performing any security guarding and reception related tasks, as needed in order to ensure the execution of the contract and maintain the physical security, safety and order on the site, including: patrolling and observing any intrusion or irregularity, and reporting it; using and monitoring the security, safety and building management related systems and equipment; managing the access rights for the persons needing to access the site; identity check of the persons entering/exiting or present on site; performing evacuation of the site in case of emergency; provide first-aid to the person needing it; protect themselves and the persons present on the site in case of immediate danger; maintain order on the site, etc.</p> |
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Protection level **PUBLIC**

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The security guards are required to use all the physical security and building management related systems existent on the site (specific training on the concrete systems should take place on taking on the duties).

*Education
Experience* *and*

- Minimum a high-school diploma and any specific trainings needed according to the national legislation of the site to become a security guard;
 - Certified as a security guard according to the national legislation of the site location in order to perform the necessary tasks;
 - Minimum of 3 years of professional experience in the security guarding field and minimum 6 months employment by the contractor/subcontractor;
 - English and Estonian/French language skills for level B2, listening, reading, speaking and writing.
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Protection level **PUBLIC**