

Addis Ababa, 4/17/2026

Terms of Reference for Security Services at the German Embassy School Addis Ababa

The German Embassy School Addis Ababa seeks to engage a qualified and professional security service provider to ensure the safety and protection of students, staff, visitors and school property at all times. The objective of the security services is to maintain a secure and controlled school environment that supports uninterrupted educational operations and daily activities.

The selected service provider will be expected to deliver comprehensive security services, including but not limited to access control, monitoring of premises, incident prevention and response to emergencies. The services shall be carried out in a professional and proactive manner, in accordance with applicable laws and best practices for institutional security.

These Terms of Reference (ToR) define the scope, requirements, and expectations for the provision of security services at the German Embassy School Addis Ababa. They outline the responsibilities of the service provider, the standards to be maintained, and the operational framework necessary to ensure effective and consistent security coverage.

1. Scope of Services

The Contractor shall provide comprehensive security services at the German Embassy School Addis Ababa, including but not limited to:

- **Deployment of Security Personnel:** Trained guards, shift supervisors and team leaders must be deployed according to the approved shift schedule to ensure 24/7 coverage.
- **Access Control and Visitor Management:** Monitor all entry and exit points, verify authorized access, register visitors and prevent unauthorized persons from entering the campus.
- **Patrols and Monitoring:** Conduct regular and irregular patrols throughout the school premises, including buildings, playgrounds, parking areas and other campus facilities, to prevent potential security incidents.
- **Incident and Emergency Response:** Respond promptly to any security incidents, emergencies, disturbances or suspicious activities and coordinate with the school's designated security contact.
- **Event Security:** Provide additional security during school events.

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- **Reporting and Documentation:** Maintain complete records of attendance, patrols, incidents, visitor logs and daily occurrences. Provide reports to the school in the agreed format and frequency.
- **Replacement and Reinforcement:** Replace personnel as requested by the school and deploy additional guards in case of emergencies or special events.
- **Equipment and Operational Support:** The Contractor should equip all security staff with standard uniforms (clear identification) and necessary security equipment (radios, torches, batons, etc.). Uniforms and insignia must meet the Client's image standards. All equipment (e.g. Radios, torches, protective gear) will be properly maintained. Any protective equipment (PPE) for guards (vests, helmets) must meet industry safety standards.
- **Response Times and Escalation Procedures:** Service levels will specify maximum response times. A 24/7 control center or on-call team needs to be provided as well as an escalation plan (documented in post orders) for critical events, including notifying the Client and local authorities.
- **Compliance with School Policies:** Ensure all security personnel comply with the school's code of conduct, child protection policies, safety regulations and emergency procedures always.
- **Liability, Insurance, Indemnity and Confidentiality:** The Contractor is fully responsible for its personnel and operations. It must indemnify and hold harmless the Company for any losses or claims arising from its actions. The Contractor must carry adequate insurance: public liability, employer's liability/ Workers' Comp, vehicle and professional indemnity, naming the school as an additional insured. Confidentiality is mandatory, meaning all client data and information must be treated as strictly confidential. No media or disclosures without written permission from the school.
- **Generator:** Ensure that only trained and authorized personnel operate the generator. In the event of a power outage, if no trained personnel are available, security guards may operate the generator following the emergency procedures.
- **Fire and Emergency Alarms:** Monitor and respond promptly to all fire and emergency alarms within the school premises. Ensure that evacuation procedures are followed efficiently and safely during any emergency. Assist in guiding students, staff, and visitors to designated safe areas. In the event of an emergency, if no trained personnel are available, security guards may operate the alarms following the emergency procedures.
- **Vehicle Control:** Monitor and control the entry and exit of vehicles within the school compound. Verify that all vehicles entering the premises are properly authorized. Maintain an accurate logbook of all vehicle movements. Ensure that all parking rules and regulations are observed within the school compound. Report any vehicles that are improperly parked, have windows/doors left open, or show damage to school vehicles.
- **Roadside Area:** Oversee activities in the roadside area adjacent to the school to ensure safety and order. Facilitate smooth traffic flow during student drop-off and pick-up times. Assist in preventing traffic congestion and maintaining order near entrances and exits. Report on any security or safety concerns observed in the roadside area. Coordinate with local authorities and local parking boys when necessary to manage security or traffic issues.

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- **Compliance with Ethiopian Labor Law**

Adhere to all applicable provisions of the Ethiopian Labor Law and related regulations. Comply with prescribed working hours, rest periods, and other labor requirements. Ensure fair and non-discriminatory treatment and payment of all individuals. Always follow occupational health and safety standards.

2. Staffing requirements

The Contractor shall provide the following deliverables:

- Security staff must include guards and a shift supervisor responsible for overall supervision.
- All guards shall undergo background checks and medical screening. The Contractor will conduct pre-deployment on-the-job and refresher training (e.g. site induction, first aid, child protection awareness). Client reserves the right to audit personnel files and remove any guard deemed unsuitable.
- A Quick Reaction Team (QRT) must be available for rapid response during emergencies, incidents, or school events.
- The Contractor shall maintain a contact list of management and supervisory personnel available during school hours and emergencies.
- The Contractor shall provide 18 Male, one Female security guard and one supervisor to cover all posts and shifts according to the below schedule.

Shift	Time	Positions (male)	Positions (female)	Supervisor	
Shift A	06:00-14:00	6	1	1	In case of need i.e. an emergency or incident or event, up to 6 guards more would be required on short notice
Shift B	14:00-22:00	6	0	0	
Shift C	22.00-06.00	6	0	0	
TOTAL		18	1	1	

3. Personnel concept - Security

A) Security Guard

Qualifications:

- Previous experience in security or law enforcement preferred.
- Basic knowledge of emergency response, fire safety, and crowd management.
- Physically fit and able to perform patrol duties.
- Good communication skills and attention to detail.



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Responsibilities:

- Monitor and patrol assigned school areas including roadside areas.
- Operate fire and emergency alarms and the generator during emergencies, following procedures.
- Control access of vehicles and visitors, maintaining accurate logbooks.
- Assist in maintaining order during student drop-off/pick-up and other high-traffic periods.
- Report any security incidents, irregularities, or damages to the supervisor or management.
- Ensure compliance with occupational health and safety regulations.
- Help during fire drills, emergencies, or evacuation procedures.

B) Shift Leader

Qualifications:

- High school diploma or equivalent; additional training in security management preferred.
- Minimum 2–3 years of experience as a security guard or similar role.
- Strong leadership and decision-making abilities.
- Knowledge of emergency protocols, fire safety, and security equipment operation.

Responsibilities:

- Supervise guards on duty during a specific shift.
- Ensure that all security procedures are followed including generator, alarm, and vehicle operations.
- Respond to security incidents and escalate issues to the Security Manager, as necessary.
- Conduct shift briefings and assign duties to guards.
- Maintain accurate records of incidents, patrols, and security logs.
- Monitor adherence to Ethiopian labor law and safety standards within the shift.

C) Security Supervisor

Qualifications:

- Diploma in Security Management, Public Safety, or related field preferred.
- Minimum 3–5 years of experience in security operations.
- Strong leadership, communication, and coordination skills.
- Knowledge of emergency response procedures, fire safety, and security equipment.

Responsibilities:

- Oversee day-to-day security operations and ensure proper deployment of personnel.
- Inspect and verify the performance of guards and shift leaders.
- Coordinate with school security personnel, emergency services, and local authorities during incidents.
- Conduct training and mentoring for guards and shift leaders.
- Maintain comprehensive reports on security operations, incidents, and compliance.
- Ensure proper handling of firearms, alarms, generators, and vehicles according to procedures.

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4. Reporting

The Contractor shall:

- **Daily:** Report daily to the school's designated Security Coordinator or appointed representative who in turn reports to the Logistics and Procurement Manager.

Communication chain

Board/Security Committee → Procurement and Logistics Manager → DBSAA Security Manager → Site Coordinator → Security Guards.

- **Weekly:** The Contractor shall attend regular coordination meetings (weekly) to review the performance. Quarterly business reviews with the Client will use a dashboard of agreed KPIs and incident trends. All communications and change requests will flow through the designated Site Supervisor and the DBSAA Security Coordinator.
- **Monthly:** Provide monthly attendance sheets, if requested by the school. Submit monthly service reports and invoices detailing services provided, including staffing and operational compliance.
- Provide additional reports or information upon request to support operational oversight and decision-making.

5. Contract Duration & Payment

- The Contract duration will be one year starting from August 01, 2026 to July 30, 2027. With possible extension of one year by mutual written agreement.
- Either party may terminate within 120 days. Upon termination, the Contractor will be paid for work completed up to the termination date.
- Payment will be made monthly as per the monthly attendance sheet detail and the agreed hourly rates.
- The Client shall bear no financial or legal responsibility whatsoever for any employment-related payments, claims or liabilities concerning the Contractor's personnel.
- Any variations (e.g. additional posts, holiday cover) require written communication and approval.

6. Facility provided

- Lockers will be provided for all security personnel.
- A shared changing room with basic changing facilities will be available.
- Shower and toilet facilities will be accessible to all security staff.
- A guard checking house/office will be provided for operational use.

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7. Compliance

The contract will enforce compliance of the contractor with:

- **Ethiopian Laws and Regulations:**

This includes labor regulations (minimum wage, overtime, social security, pension), tax obligations, environmental rules (waste disposal). The contractor must register and pay any local taxes or duties.

- **School Policies:**

Mandatory child-protection measures (no criminal record for staff, mandatory child-safeguarding training), confidentiality of school records, and restrictions on working hours (no noise disturbance outside school hours unless approved). The contractor must adhere to school security procedures for access and key control.

- **Insurance and Liability:**

The contractor must maintain appropriate insurance: compensation (or as required by law) and comprehensive general liability (covering bodily injury or property damage).

8. Tender Procedure Considerations

- **Type of Tender:** The tender procedure will be conducted as a public tender to ensure transparency and equal opportunity for all qualified bidders.
- **Evaluation Criteria:** An evaluation grid will be included in the tender documents. The weighing between the technical and financial proposals will be clearly defined.
- **Receipt and Tracking:** All submitted bids must be delivered by the school administration. Bidders will be provided with proof of receipt upon submission. Special attention will be given to secure handling.

9. Submission Requirements

Interested companies must submit:

1. Company profile and relevant experience in school, educational security or any related field.
2. Proposed staffing plan with personnel qualifications and experience.
3. Operational plan and training approach.
4. Proof of legal compliance, including licenses, permits, insurance certificates and tax clearance.
5. Proposed fee schedule, including breakdown for personnel, supervision, equipment and operational costs. Remuneration will be subject to negotiation and will be based on local market conditions as well as the relevant guidelines of the contracting authority. The contracting authority reserves the right to critically assess offers that appear significantly below prevailing market rates.
6. References from previous clients, preferably schools or educational institutions.
7. Any additional information demonstrates capacity to provide reliable and professional security services in a school environment

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10. Bid Submission Address

Secretary of German Embassy School Addis Ababa (DBSAA), Yeka Subcity, Woreda 06,
House No. 298 (Aware in front of French Bakery), Addis Ababa, Ethiopia

or via E-Mail: admin@dbsaa.de

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