



PIRAMIDA

## SERVICE CONTRACT

Today, on \_\_/\_\_/\_\_\_\_\_, this Service Contract (hereinafter referred to as the "*Contract*") is concluded between the following Parties:

**“Qendra Piramida”** NGO, a non-for-profit organization, duly organized and established under the laws of Albania, registered by virtue of Tirana District Court with decision no. 1520, dated 17.09.2020, with unique identification number **M02201453B**, with legal seat at the address: Bulevardi Dëshmorët e Kombit, Tirana, Albania, duly represented by \_\_\_\_\_ in the capacity of the Executive Director, (hereinafter referred to as the "*Service Recipient*"),

*and*

The company “\_\_\_\_\_” **Shpk.**, a limited liability company, Albanian legal entity registered with the National Business Center with NUIS \_\_\_\_\_, with seat at the address: \_\_\_\_\_, Tirana, Albania, represented by \_\_\_\_\_ (hereinafter referred to as the "*Service Provider*").

*Hereinafter the Service Provider and the Recipient shall be referred to separately as the "Party" and/or jointly as the "Parties".*

*GIVEN THAT,*

- (a) The Service Recipient has been granted by the Municipality of Tirana the right to manage and operate the Piramida building and its surrounding areas, located at the address: Boulevard "Dëshmorët e Kombit" (hereinafter referred to as "*Piramida Center*") as a multifunctional building with a focus on education of young people in the field of creative technologies, and other areas dedicated to arts, media, visual arts and ICT community;
- (b) The Service Provider provides services in the field of \_\_\_\_\_;
- (c) The Service Recipient has opened the tender for receiving security services and the Service Provider is the entity that has been selected based on the tender and referring to the "Terms of Reference for Security service for Piramida Center" by the Service Recipient;
- (d) The Service Recipient has expressed willingness to receive the services of the Service Provider as described in point "c" above and in compliance with the "Terms of Reference for Security service for Piramida Center";
- (e) The Service Provider has all the professional capacities and human resources to provide the services required by the Service Recipient;
- (f) The Service Provider has expressed its willingness to provide the service to the Service Recipient under the terms set forth in this Contract;
- (g) The Parties have expressed the desire and willingness to cooperate between them and this Contract is the result of negotiations held in advance between the Parties.

The parties agree as follows:

## **DEFINITIONS:**

Unless the context otherwise requires, the following terms, whenever used in this Contract shall have the following meanings:

- **"Security Services"**: Encompasses comprehensive security services and support provided by the Service Provider at Piramida Center premises, including security personnel, technological systems, and equipment, as detailed in Article 1.1.
- **"Service Quality Standards"**: Signifies the standards outlined in the contract that the Service Provider is obligated to adhere to, as detailed in Article 6.5.
- **"Service Recipient"**: Refers to "Qendra Piramida" NGO, a non-profit organization, as identified in the preamble of this Contract.
- **"Service Provider"**: Refers to the company " \_\_\_\_\_ " Shpk., a limited liability company, as identified in the preamble of this Contract.
- **"Parties"**: Refers collectively to the Service Recipient and the Service Provider.
- **"Piramida Center"**: Denotes the multifunctional building located at Boulevard "Dëshmorët e Kombit" ("Qendra Piramida"), managed and operated by the Service Recipient, as specified in the preamble.
- **"TUMO Tirana"**: An afterschool program at the heart of the Pyramid that provides educational courses for its students in the field of creative technologies. The students in TUMO Tirana are underage, resulting in careful consideration of all security measures that create a safe environment for the protection of the children.
- **"Terms of Reference"**: Refers to the document titled "Terms of Reference for Security service for Piramida Center," attached to this Contract as Annex 1, outlining the specific requirements for security services, which has been accepted by the Service Provider and on which the Service Provider has provided its offer and been accepted.
- **"Contract Term"**: Signifies the duration of this Contract, commencing on \_\_/\_\_/2023, as detailed in Article 2.
- **"Long-Term Agreement (LTA)"**: Refers to the extended period of the Contract beyond the initial two years, subject to mutual agreement, as specified in Article 2.2.
- **"Force Majeure"**: Encompasses events beyond the control of the Parties, such as natural forces, earthquakes, fires, outbreaks, storms, floods, epidemics, quarantine restrictions, strikes, acts of public enemies, war, acts of terrorism, riots, embargoes on goods, or other similar causes, as outlined in Article 15.
- **"Price"**: Refers to the financial consideration for the contracted services, as detailed in Article 4.
- **"Annex"**: Denotes the annexed documents attached to this contract.
- **"Notice"**: Indicates any written communication between the Parties, as detailed in Article 5.
- **"Business Secrets"**: Encompasses all types of information, projects, programs, plans, and data related to the service performed, the object of economic and financial activity, or any other confidential information, as specified in Article 8.1.
- **"Penalty Clause"**: Refers to the provision for payment by the Service Provider to the Service Recipient in case of non-compliance with contractual obligations, as outlined in Article 9.
- **"Data Integrity and Security Measures"**: Encompasses the measures implemented by the Service Provider to protect security-related data, ensuring confidentiality, availability, and integrity, as specified in Article 6.14.

- **"Personal Data"**: Refers to any information relating to an identified or identifiable natural person, as outlined in Article 6.7.
- **"Confidential Information"**: Includes all types of information, projects, programs, plans, and data related to the service performed, the object of economic and financial activity, or any other confidential information, as specified in Article 8.
- **"Court of First Instance"**: Denotes the Court of First Instance of the General Jurisdiction of Tirana, specified for dispute resolution in Article 13.

## CHAPTER I

### GENERAL PROVISIONS

#### Article 1

##### Object of the Contract

- 1.1** In this Contract, the Service Recipient requests from the Service Provider the provision of comprehensive security services and related support at the Piramida Center premises, including its offices, common facilities, the outer perimeter and with the specific focus on safeguarding TUMO Tirana. The contracted services shall encompass security personnel, technological systems, and equipment necessary to ensure the safety and security of Piramida Center, its occupants and assets in accordance with Annex 1 attached to this Contract.
- 1.2** The services to be provided, but not limited to, by the Service Provider shall be the following:
- a) Security services and Supportive Security system maintenance;
  - b) Security service with personnel within the internal premises of the building of the Service Recipient;
  - c) External ground security services with personnel within the confines of the outer perimeter of the Service Recipient;
  - d) 24-hour Camera Control Center surveillance with operator;
  - e) Installation of extra CCTV cameras with high resolution and surveillance room extra equipment within 30 (thirty) days from the beginning of this Contract (Minimum requirement provided in Annex 1);
  - f) Installation and maintenance of automated bollard barriers in 2 (two) entrances of the Piramida Center within 30 (thirty) days of the beginning of this Contract. (Plans and minimum requirement provided in Annex 1. The Service Provider is required to secure essential permits to install the automated bollard barriers);
  - g) Installation of high-quality alarm and warning systems within 72 (seventy-two) hours of the beginning of this Contract (Minimum requirement provided in Annex 1);
- 1.3** The Service Provider accepts and assumes the provision of the services according to the terms of this Contract. The Service Provider undertakes to provide all the services, but not limited to those mentioned above according to the needs of the Service Recipient.

#### Article 2

##### Contract term

- 2.1** This Contract enters into force on \_\_/\_\_/202\_\_.

- 2.2** This Contract is signed for an initial period of 2 (two) years starting from the date of entry into force and until \_\_/\_\_/202\_\_. The Service Recipient retains the option to extend this Contract for an additional one (1) year, subject to mutual agreement between the Service Recipient and the Service Provider.
- 2.3** The Service Recipient has the right to request termination of the Contract if the Service Provider refuses to provide services and/or does not respect the terms of the Contract. Notwithstanding the provision of this article, the Service Recipient has also the right to request termination of the Contract with a written notification to the Service Provider 2 (two) months prior for any reason whatsoever without having any obligation to the Service Provider.

## **CHAPTER II**

### **CONDITIONS OF ENFORCEMENT OF THE CONTRACT**

#### **Article 3**

##### **Place of service provision**

- 3.1** The services under this Contract shall be provided at the premises of the Service Recipient, including but not limited to offices, common facilities, the confines of the outer perimeter of Piramida Center and with the specific focus on safeguarding TUMO Tirana, as outlined in Annex 1 attached to this Contract.
- 3.2** The personnel provided by the Service Provider shall coordinate shifts to cover the facility continuously for 24 (twenty-four) hours. The shifts will be organized to align with the operational hours and requirements of the Service Recipient and TUMO Tirana.
- 3.3** Any changes to the areas covered by the security services shall be communicated by the Service Recipient, and the Service Provider shall adjust its services accordingly to the Service Recipient's request.

#### **Article 4**

##### **Price**

- 4.1** The price of this contract is maximum \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_ without VAT or \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_ with VAT, in accordance with the terms offered by the service provider and accepted by the recipient of the service. The price will be paid monthly in the amount of \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_ (VAT included)/month.
- 4.2** The Service Provider has the obligation in the beginning of this contract, following Article 4.1 of this Contract, to issue the respective invoice.
- 4.3** All legal obligations, such as taxes, social security, health insurance and/or tax liabilities, in accordance with the legislation in force in the Republic of Albania, regarding this Contract, are borne by the Service Provider.
- 4.4** The prices for core monthly services and supplies will remain fixed throughout the entire duration of the Long-Term Agreement (LTA). However, the Service Recipient retains the right to request

adjustments in the number of dedicated personnel, supplies, or the volume of required services based on its evolving needs.

- 4.5** In the execution of this contract, the Service Provider assumes overall liability. The Service Provider is responsible for any damage to properties or bodily injury, including death, sustained by any third party. For such purpose, the Service Provider must secure third-party liability and performance insurance from a reputable insurance company. The minimum limit of indemnity required is set at 1,000,000€ per occurrence or in the aggregate.
- 4.6** Payment of the price in point 4.1 will be made by the Service Recipient at the 1st (first) day of the contract in the Service Provider's bank account, as specified in article 4.7 of this Contract.
- 4.7** The parties agree that the payment of the price provided above will be made to the Bank Account of the Service Provider as follows:

**Bank** \_\_\_\_\_

**Name of account holder** \_\_\_\_\_

**No. of the account in EUR** \_\_\_\_\_

**IBAN** \_\_\_\_\_

## Article 5

### Notices between the parties

- 5.1** All communications between the Parties will be made to the addresses as well as the contact numbers as follows:

#### Service Recipient

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Contact no.: \_\_\_\_\_

#### Service Provider

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Contact no.: \_\_\_\_\_

- 5.2** Receipt of notice of one Party on a notification made by the other Party shall be deemed to be any written communication that the sending Party has addressed to the other Party and where the latter confirms the notification by signing the act of notification (*hand notification*).
- 5.3** Apart from what is defined in point 5.2 of this article, in virtue of this Contract will be considered receipt of notice the notification made, even in the case when one Party addresses to the other Party

by letter/notification by mail with return response (*recommendation and notification of receipt*) or email with receipt confirmation in the addresses specified by each Party in Article 5.1 of this Contract.

- 5.4** Any change in the address of each of the Parties must be notified in writing to the other Party, within 5 (*five*) days from the date of the change. Any change in the data described in Article 5.1 of the Contract shall be deemed invalid if it is not notified to the other Party in writing, within 5 (*five*) days after the change.

### **Chapter III**

## **RIGHTS AND OBLIGATIONS OF THE PARTIES**

### **Article 6**

#### **Rights and Obligations of the Service Provider**

- 6.1** The Service Provider is entitled to receive timely and accurate payment for the services rendered under this Contract.
- 6.2** The Service Provider has the right to conduct regular inspections and audits of the security systems installed at the Service Recipient to ensure their proper functioning and compliance with contractual obligations. The Service Recipient agrees to cooperate fully during these inspections.
- 6.3** The Service Provider has the right to propose and implement improvements or upgrades to the security systems and services, subject to prior consultation and agreement with the Service Recipient.
- 6.4** The Service Provider has the right to be promptly informed by the Service Recipient of any changes in the operational requirements or security needs of the Service Recipient that may impact the provision of services. This includes but is not limited to changes in facility layout, business operations, or any other factors affecting security.
- 6.5** The Service Provider has the following obligations towards the Service Recipient:
- a.** The Service Provider shall deliver security services within the internal premises of the Service Recipient, offer external ground security within the outer perimeter, and ensure 24-hour surveillance through the Camera Control Center with an assigned operator.
  - b.** The Service Provider shall install additional high-resolution CCTV cameras if deemed necessary and/or requested by the Service Recipient, implement and maintain automated bollard barriers at two entrances, and install high-quality alarm and warning systems. Additionally, the Service Provider will handle the installation and maintenance of traffic control systems (traffic bollards) for three entries in compliance with Annex 1 of this Contract.
  - c.** The Service Provider shall provide uninterrupted surveillance of images provided by technology in the surveillance room. This includes supervising, installing, and maintaining the technological systems as described in Annex 1 attached to this Contract.

- d.** The Service Provider shall generate periodic reports for the Service Recipient, adhere strictly to the security services schedule, and promptly respond to observations and relevant requests from the Service Recipient.
- e.** The Service Provider shall adhere to service quality standards as outlined in the contract and legal requirements. The Service Provider shall also supply all necessary labor, transport arrangements, uniforms, equipment, body cameras, and warning systems.
- f.** The Service Provider is required to furnish a qualified guard force comprising of at least 14 well-trained and physically fit security guards. The guards must be familiar with the law and contract requirements. Additionally, key personnel proposed for the contract shall possess appropriate diplomas, certifications, and a minimum of 10 years of relevant experience, which will be checked priorly by the Service Recipient.
- g.** The Service Provider shall assign one security personnel to supervise guards dedicated to the Service Recipient account. This individual will be responsible for coordinating patrols and internal tasks.
- h.** The Service Provider is obligated to initiate a Safety Program and Safety Training Plan for employees. This includes providing all necessary uniforms, protective clothing, and equipment to comply with health and safety requirements. Furthermore, the Service Provider is responsible for employees' insurance and work safety.
- i.** The Service Provider must engage a team including at least one Electronic Engineer with a university degree in electronic engineering and 10 or more years of cumulative experience, at least one ICT Security Specialist with a university degree in IT, cybersecurity, or similar, and 10 or more years of cumulative experience, at least three Electronic Technicians, and a local operative office with a 24/7 live dispatch service team with a response time of a maximum of 15 minutes.
- j.** Security personnel employed by the Service Provider for the implementation of this Contract will be organized in shifts lasting a maximum of 8 hours each to ensure continuous facility security and operation for 24 hours. The total combined workforce of 14 staff, internal and external, including Control Center operators, will be distributed across three shifts. Shift one (07:00 am to 15:00 pm) will include two internal service employees with one Control Center operator and two patrolling employees. Shift two (15:00 pm to 23:00 pm) will include two internal service employees with one Control Center operator and two patrolling employees. Shift three (23:00 pm to 07:00 am) will include one internal service employee with one Control Center operator and two patrolling employees. The guard supervisor will aid in coordinating patrols and internal tasks.
- k.** The Service Provider has the obligation to continue providing the service professionally and in accordance with the provisions of this Contract. This includes accurately implementing the time-of-service delivery, strictly adhering to the general and specific requirements of the Service Recipient, and ensuring the continuation of quality and care service within set deadlines.
- l.** The Service Provider is obligated to faithfully continue safeguarding the legitimate interests of the Service Recipient, including the protection of all secrets that are part of the activity or object of service. This obligation extends beyond the validity of the Contract, and the Service Provider must not provide third parties with confidential information regarding the service performed.
- m.** The Service Provider is under the obligation to immediately and without delay notify the Service Recipient of any problem or action that has affected or may affect the accurate and efficient

implementation of the service undertaken. Open and prompt communication is essential for addressing issues promptly.

- n.** The Service Provider is liable to the Service Recipient for any damage caused by fault or negligence during the provision of services. The Service Provider shall be liable for any damage to properties or bodily injury, including death, owned or sustained by any third party during the performance of this Contract.
- o.** In the event of a change of address, the Service Provider is obligated to notify the Service Recipient in writing of the new address accurately. This ensures seamless communication and correspondence between the parties.
- 6.6** Nothing in this Contract will be considered as if the Service Provider undertakes any action or performs any service that, in its sole discretion, would be fraudulent, false, defamatory, illegal, in breach of the Contract, or otherwise prejudicial to the interests of the Service Recipient.
- 6.7** The Service Provider is obliged to implement the provisions of legislation on personal data protection, regarding any personal data obtained during the implementation of this Contract.
- 6.8** The Service Provider will provide the services personally and/or by contracting other persons in the capacity of employees, as the case may be. In any case, the Service Provider will control, monitor and guarantee the quality of the services, ensuring that they comply with the highest professional and quality standards. The Service Provider's employees are not considered at any given time the Service Recipient employees.
- 6.9** The Service Provider shall have access to all security camera footage and recordings within the Service Recipient, as required for the provision of security services. However, the rights to access, use, and manage this footage exclusively belong to the Service Recipient. The Service Provider must ensure that no unauthorized access or viewing of the footage occurs, and all access must be in strict adherence to the security services contract.
- 6.10** All data, including but not limited to camera footage, recorded by the security systems installed and maintained by the Service Provider, shall be stored securely. The Service Recipient retains exclusive rights to ownership and control over this data. The Service Provider shall implement robust security measures to prevent unauthorized access, data leaks, or breaches.
- 6.11** The Service Provider shall treat any data related to security services, including camera footage, as highly confidential and sensitive. The Service Provider shall not, under any circumstances, disclose, share, or publish this data without explicit authorization from the Service Recipient.
- 6.12** In the event that the Service Provider deems it necessary to release any security-related data, including camera footage, to third parties, the Service Provider must obtain explicit written authorization from the Service Recipient before doing so. This ensures that the Service Recipient maintains control over the dissemination of sensitive information.
- 6.13** The Service Provider is obligated to implement robust data integrity and security measures to protect all security-related data, ensuring its confidentiality, availability, and integrity. Any potential vulnerabilities or breaches must be immediately reported to the Service Recipient.
- 6.14** The Service Provider shall strictly comply with all applicable privacy laws and regulations regarding the storage, access, and handling of personal data captured by the security systems. Any



changes in regulations shall be promptly incorporated into the security services to ensure ongoing compliance.

- 6.15** The Service Provider is obligated not to terminate the contract for any reason. In the event that the Service Provider terminates the contract, the Service Provider is required to compensate the Service Recipient for any resulting damages as specified in Article 9 of the contract.

## **Article 7**

### **Rights and Obligations of the Service Recipient**

- 7.1** The Service Recipient has the right to receive all necessary information from the Service Provider for the effective implementation of the contract.
- 7.2** The Service Recipient guarantees and provides the Service Provider with access to all the data and information derived from the camera footage recorded by the security systems installed and maintained by the Service Provider. This access is necessary for the Service Provider to fulfill the requirements of implementing this contract.
- 7.3** The Service Recipient permits the Service Provider to process personal data received during the implementation of this contract. This provision will be closely monitored by the Service Recipient.
- 7.4** The Service Recipient is obliged to pay the invoice and/or price as specified in this Contract, according to the provisions of Article 4.
- 7.5** The Service Recipient is obliged to provide the Service Provider with all the information required by the Service Provider for the purpose of implementing this Contract.
- 7.6** The Service Recipient has an obligation to maintain the confidentiality and ensure the protection of the Service Provider's personal data.
- 7.7** The Service Recipient has the obligation to fulfill within the deadlines provided in this Contract and in the legislation in force all financial obligations towards the Service Provider and the Albanian state.
- 7.8** The Service Recipient has the right to request changes in the number of dedicated personnel, supplies, or volume of the required services depending on its needs during the validity of this Contract and the Service Provider shall implement such requests within 48 (forty-eight) hours from the request.

## **Article 8**

### **Confidentiality & Unfair Competition**

- 8.1** The Service Provider is obligated to maintain the Service Recipient's business secrets. By "Business Secret" within the meaning of this Contract will be considered all types of information, projects, programs, plans and data of any form, which are related to the service performed by the Service Provider Party to the contract, or with the service of any other Service Provider at the Recipient, as well as with the object of economic and financial activity of the Recipient.

- 8.2** The Service Provider may not use this data in any other type of service relationship, whether part-time, or due to any other legal relationship established with natural or non-legal persons party to this contract.
- 8.3** The Service Provider is obliged to store and not make public the information considered business secret, to the competing natural or legal persons of the Service Recipient even after the termination of this Contract.
- 8.4** In case of violation of the provisions set out in points 1, 2, 3, of this article, the contractual relationship with the Service Provider may be terminated with immediate effect and the Service Provider will be obliged to compensate the Service Recipient for the damage of caused.
- 8.5** The term of maintaining confidentiality, as well as business secrecy will continue without interruption even after the termination of the contractual relationship.

## **Article 9**

### **Penalty Clause and Compensation**

- 9.1** In case of non-compliance with the contractual obligations provided in Articles of this Contract, the parties agree that the Service Provider shall pay to the Service Recipient the damage caused in the amount of \_\_\_\_\_ (\_\_\_\_\_).

## **Article 10**

### **Amendments and/or Additions**

- 10.1** No amendment and/or addition to this Contract shall be valid and effective, unless the change has been made in writing and with the consent of both Parties to this Contract.

## **Article 11**

### **Conclusion/Termination of the contract**

- 11.1** This Contract ends with the expiration of the term defined in article 2 of this contract.
- 11.2** In the event that the Service Provider fails to fulfill one or more of its obligations under this Contract, thereby violating the continuity of its implementation, the Service Recipient reserves the right to terminate the Contract immediately.
- 11.3** Upon termination of the Contract in accordance with Section 11.2, the Service Recipient is entitled to invoke the Penalty Clause and Compensation as specified in the Article 9.
- 11.4** In addition to the penalty specified in Article 9, the Service Provider shall be liable to compensate the Service Recipient for any direct damages incurred due to the Service Provider's non-compliance or breach of contract. The compensation amount will be determined based on the actual losses suffered by the Service Recipient as a result of the breach.
- 11.5** Termination by the Service Recipient under this Article shall not relieve the Service Provider of its obligations to rectify the breach and fulfill any outstanding obligations under the Contract.

## **Article 12**

### **Applicable Legislation**

- 12.1** This Contract shall be construed as a whole. In case any article or phrase creates ambiguity, should be seen in the context of the whole Contract and according to the purpose for which the Parties have entered into this Contract.
- 12.2** Invalidity or conversion of one or more of the provisions of this Contract, even in the case of amendments to the law after the entry into force of the Contract, does not entail the invalidity of the entire Contract. The invalid provision will be considered amended by the legal provision in force until the relevant amendment of the Contract.

## **Article 13**

### **Settlement of Disputes**

- 13.1** For all disputes arising out of or in connection with the interpretation or application of this Contract, as well as with its completion or resolution, the Parties shall use their best efforts to settle them amicably through a mediation procedure. Otherwise, the Court of First Instance of the General Jurisdiction of Tirana will be the competent body for resolving the dispute.

## **Article 14**

### **Repeal of Previous Contracts**

- 14.1** This Contract replaces all previous agreements and/or contracts signed between the Parties.

## **Article 15**

### **Force majeure**

- 15.1** Neither Party shall be liable to the other party for any delay or failure to comply with the provisions of this Contract, if such delays or failures arise as a result of circumstances beyond the control of the Party concerned, including but not limited to events caused by natural forces, earthquakes, fires, outbreaks, storms, floods, epidemics, pandemics, quarantine restrictions, strikes (which do not include employees, subcontractors or agents of a party whose work has been delayed or prevented), acts of public enemies, war, acts of terrorism, riots, embargoes on goods, or other similar causes (“Force Majeure”).
- 15.2** Notwithstanding the above, in any case the delay or failure to perform the service must be beyond the control and not result from the fault or negligence of the Party claiming justification for the delay and the affected party is obliged to take measures to ease the effect and duration of this force majeure event. The performance of the service under this Contract is considered postponed for a period of time equal to the time lost due to the delay that is justified as a result of force majeure.
- 15.3** The Service Provider will notify the Service Recipient as soon as it is notified of the event and the termination of this event. In case the force majeure event lasts for a period longer than 30 (thirty)

days, the Service Recipient has the right to terminate this Contract with prior written notice of 15 (fifteen) days.

*This Contract is drafted in English, in 2 (two) copies and is signed by each Party.*

**SERVICE PROVIDER**

\_\_\_\_\_

\_\_\_\_\_

**SERVICE RECIPIENT**

**“Qendra Piramida”**

Represented by \_\_\_\_\_

*Executive Director*

\_\_\_\_\_

## ANNEX 1

### TERMS OF REFERENCE FOR SECURITY SERVICE FOR PIRAMIDA CENTER

*Establishment of long-term arrangement (LTA) for the provision of Security Services & Supportive Security Systems Maintenance for Piramida Centre*

#### INTRODUCTION & BACKGROUND

*The Albanian-American Development Foundation (AADF) began operations in 2009 with the support and encouragement of USAID and the United States Government as the successor of the Albanian-American Enterprise Fund. The foundation's mission is to make a meaningful contribution to Albania's economic growth by making social investments related to entrepreneurship, education, leadership development, technology and support for cultural tourism.*

*A partnership project between the AADF and the Municipality of Tirana is billed as an ambitious effort to transform the communist monument at the heart of the capital into a multifunctional technology education center for youth, opening its sides and turning the interior into a giant atrium, full of trees and light.*

*The Pyramid of Tirana is more than just a tech center. It's a hub for innovation and creativity, bringing together the brightest minds in technology to foster growth and collaboration. Our purpose is to create an environment that encourages innovation and creativity while providing access to state-of-the-art facilities, resources, and support. The Pyramid of Tirana will host a lot a variety of businesses and institutions, like College of Europe, as well as in its centrum will be TUMO Tirana.*

*This requires provision of Security Company and support services throughout the year for the entire premises, offices, and common facilities. For this reason, Piramida Centre is planning to enter into a long-term agreement, with a professional company qualified to provide such services initially valid for two years with possibility of extension for additional two years based on satisfactory performance and need. Securing common areas of the entire Piramida Building including but not limited to the following: common areas inside the building (corridors), offices, technical areas of the building (storage rooms, security office, server room etc.). Supportive Security system maintenance will include installment and maintenance of Alarm systems and sensors within the offices and common areas.*

#### **TUMO Tirana**

*As mentioned, at the heart of the Pyramid will be TUMO Tirana, which in its essence is an afterschool program that provides educational courses for its students in the field of creative technologies. It's worth mentioning that the students in TUMO Tirana are underage, resulting in careful consideration of all security measures that create a safe environment for the protection of the children.*

*All security measures within the TUMO Tirana dedicated floors plans, specifically floors +1 and +2, play a vital role in safeguarding the premises and ensuring the safety and security of its occupants. The seamless collaboration between both Piramida Center and TUMO Tirana and their shared security personnel underscores a commitment to maintaining a secure and harmonious environment for all staff, visitors, and participants, promoting a sense of safety and confidence across the entire facility.*

#### SCOPE OF SERVICE TO BE PROVIDED

Proposals are requested from suitable, well-established, and reputable companies that provide a wide range of security services with at least five years of solid prior experience in overseeing critical facilities and handling various emergency situations which includes substantial management expertise in control rooms. This entails not only monitoring the CCTV system but also managing the audio system, fire management, and coordinating evacuation points.

The scope of the required services includes but is not limited to:

- Security services and Supportive Security system maintenance.
- Security service with personnel within the internal premises of the building of Piramida Center.
- External ground security services with personnel within the confines of the outer perimeter of the Piramida Center.
- 24-hour Camera Control Center surveillance with with operator. The center is established already within the pyramid.
- Installation of extra CCTV cameras with high resolution and surveillance room extra equipment if deemed necessary.
- Installation and maintenance of automated bollard barriers in 2 (two) entrances of the Piramida Center. (**Plans and minimum requirement provided in Annex 1.** The company is required to secure essential permits to install the automated bollard barriers).
- Installation of high-quality alarm and warning systems.

#### **EXPECTED DELIVERABLES TO FULLFILL THE SCOPE OF WORK.**

The Contractor is expected to perform in a level of excellence while delivering the following services:

- Security service through means of personnel and technology of the Piramida Center and its surroundings;
- Installation, maintenance and supervision of the technological systems described in this document;
- Installation and maintenance of the alarm and warning system;
- Uninterrupted surveillance of images provided by technology in the surveillance room;
- Installation and maintenance of traffic control systems (traffic bollards) for three entries;
- Periodic reporting to Piramida Center;
- Adherence to the security services schedule.;
- Prompt response and reaction to Piramida Center's observations and relevant requests;
- Adherence to the service quality standards as per contract and law requirements.

#### **Detailed Description of the Service**

The company is expected to provide all labor, transport arrangements and any other service or supplies necessary to provide the contracted service, including but not limited to, uniforms, equipment, body cameras, and warning systems, in accordance with the requirements, timeline, and with the price agreed.

#### **Personnel Engagement**

The company is expected to provide a guard force that is qualified, in great physical health, capable of protecting the others and themselves, and familiar with the law and contract requirements regarding the service and the responsibilities.

The key personnel proposed for this contract shall bear the appropriate diplomas and certifications and have at least 10 years of experience in the task assigned.

The primary mission of the guard force is to provide protection for Piramida Center assets, clients and personnel, from damage or loss due to a malicious act or breach of operational regulation. The guards act as an outer screen of protection and early warning system.

The Company shall assign one security personnel to be in charge of supervising the guards, dedicated to Piramida Center account, and available according to the above working schedule.

The Company shall furnish all personnel, supervision, and materials and equipment necessary to perform the work as required by Piramida Center and defined herein.

The Company shall provide all uniform and, protective & season clothing/coverings including, but not limited to, gloves, safety glasses, face masks, footwear and headgear to comply with the requirements for health and safety at work.

Upon the contract start date, the Company shall initiate a Safety Program, including a Safety Training Plan for employees performing work under this contract. The plan shall include a safety orientation for all employees immediately following their employment and at least quarterly thereafter.

The Company shall be responsible for its employee's insurance and work safety. The company's employees are not considered at any given time Piramida Center employees.

For this contract, the company must engage the following staff:

- At least one Electronic Engineer
  - University degree in electronic engineering
  - 10 or more years of cumulative experience in designing electronic systems
- At least one ICT Security Specialist
  - University degree in IT, cybersecurity or similar
  - 10 or more years of cumulative experience in IT
- At least three Electronic Technicians
- A local operative office with 24/7 live dispatch service team with response time of max 15 minutes.
- At least 14 well-trained and in optimal physical form security guards

Security personnel will be organized in shifts lasting a maximum of 8 hours each to ensure continuous facility security and operation for 24 hours. A total combined workforce of 14 staff, internal and external, including Control Center operators, will be distributed across three shifts:

1. Shift one (07:00 am to 15:00 pm) - Two internal service employees with one Control Center operator and two patrolling employees.
2. Shift two (15:00 pm to 23:00 pm) - Two internal service employees with one Control Center operator and two patrolling employees.
3. Shift three (23:00 pm to 07:00 am) - One internal service employees with one Control Center operator and two patrolling employees.

The guard supervisor will aid in coordinating patrols and internal tasks.

### **Equipment and Supplies**

The Company is required to provide:

- 1- Specialized equipment and supplies (e.g., pepper spray, cuffs, body cameras, warning system, additional surveillance equipment if needed),
- 2- A detailed plan for supply, installation and maintenance of the automated bollard barriers in all two entrances of the Piramida Center and the technical specification of the types of equipment. **(Plans, photos and minimum requirements are provided in this Annex)**
- 3- Installation and maintenance of the alarm and warning system according to the minimum requirements provided in this Annex
- 4- Standard uniforms prominently displaying the Company's name. appropriate to their specific assignments, subject to prior approval by the Piramida Center Management

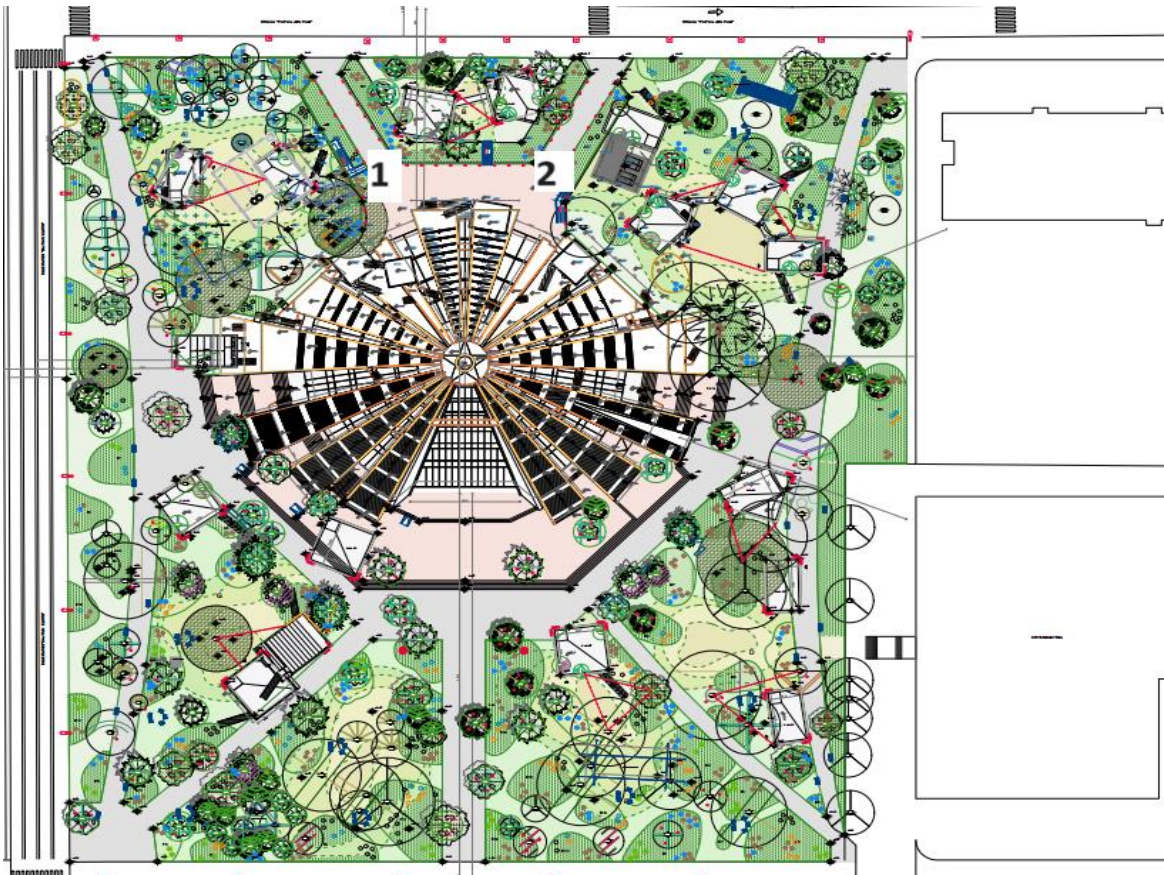
The prices for the core monthly services, and supplies will be fixed throughout the entire duration of the LTA,

Piramida Center has the right to request changes in the number of dedicated personnel, supplies, or volume of the required services depending on its needs

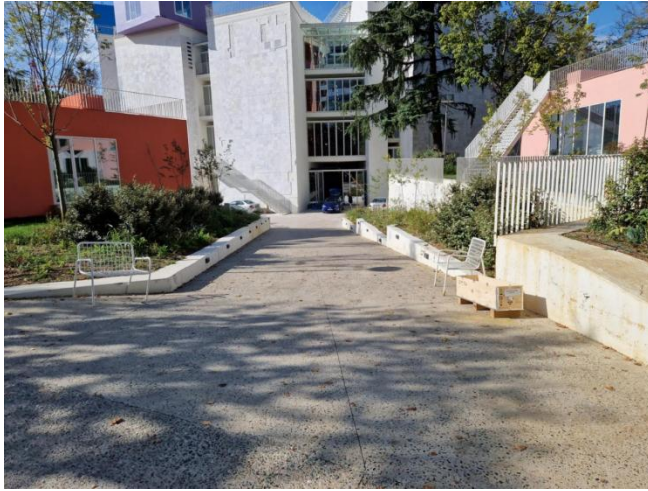
### **Third Party Liability Insurance:**

In the performance of this contract, the overall liability lies with the contractor. The contractor shall be liable for any damage to properties or bodily injury, including death, owned or sustained by any third party.

The contractor shall take third party liability and performance insurance with a reputable insurance company. The minimum limit of indemnity will be 1,000,000€ per occurrence or in the aggregate.







## **MINIMUM REQUIREMENTS FOR THE BOLLARD SYSTEM**

A minimum number of 4 (four) removable bollrads with the specifications below:

### **DIMENSIONS (mm)**

|           |     |
|-----------|-----|
| Diameter  | 275 |
| Height    | 700 |
| Thickness | 4   |

Removable bollard, operated by the release spanner provided with the system. Suitable for applications in residential, industrial areas and city centres. Height, from ground, is 700 mm. Cylinder made of steel, 4 mm thickness and  $\phi$  275 mm, cataphora treated and polyester powder coated. Cylinder head made of aluminium with rubber edge. Breakout resistance 240.000 J.

A minimum number of 4 (four) retractable bollrads with the specifications below:

### **FULLY RETRACTABLE AUTOMATIC BOLLARD FOR TRAFFIC CONTROL**

### **DIMENSIONS (mm)**

|           |     |
|-----------|-----|
| Diameter  | 275 |
| Height    | 700 |
| Thickness | 12  |

### **URBAN APPLICATIONS AND SECURITY**

Designed to control vehicle traffic and access to streets, squares, historic centres, lanes, Limited Traffic Zones, pedestrian areas or municipal parking areas. Minimum architectural, urban and environmental impact.

### **OIL-HYDRAULIC**

Drive unit and actuator integrated inside the bollard structure and cylinder. Solenoid valve for lowering within a time of 5 s in case of electric power failure.

### **STRONG**

Dimensions: ø 275 x h 700 mm (from ground level). Made of steel with polyester powder coated finishing, incorporated LED lights, slip-proof, tread resistant and cataphoresis treated aluminium head with rubber edge. Mechanical limit switches, release spanner supplied with the equipment. Tested for heavy duty applications.

#### **CERTIFIED SECURITY**

Complete range of accessories to achieve a certified installation: loop detector for metallic masses, traffic lights, warning sign, emergency and automatic command by breaking the glass, E.A.R. 35 acoustic device detecting the sirens of the vehicles for public security and roadside emergency and so allowing immediate lowering of the bollard. Movement signaling Beeper.

#### **VERSATILE**

The electronic control unit can be set so that it can manage several bollards at a time.

### **MINIMUM REQUIREMENTS FOR THE ALARM AND WARNING SYSTEM**

The system has to be wireless and must be composed by at least 8 Sounders and 60 Motion Detectors with the requirements as below:

#### **Main system**

- 100 wireless inputs & outputs supported
- 8 wireless sounders supported
- 4 wireless repeaters supported
- 32 areas supported
- 5,000 event logs
- RF frequency
- IP module
- Wi-Fi module
- GPRS/3/4G module
- IPC and PIRCAM supported
- Dual SIM card design
- SMS for alarm events
- Alarm voice call to end-users

#### **Wireless External Sounder**

- Up to 1,600 m transmission distance
- Up to 110 dB sounder output

#### **Wireless Dual-Tech Motion Detector**

- IFT technology
- Digital temperature compensation
- Up to 1,600 m transmission distance
- 12 m, 90° detection range
- Up to 30 kg pet immunity
- PIR + microwave technology
- Wall mounting