



Embassy of Sweden
Ankara

Consulate General of Sweden
Istanbul

Annex 2

UM2026/26721/ANKA
UM2026/26905/ISTA

Requirements specification

This Requirements specification describes the scope of the services to be delivered in accordance with Security services for the Embassy of Sweden and Swedish Consulate General in Türkiye.

1. Introduction

This section outlines the detailed service requirements that supplier must fully comply with.

The supplier must ensure that their tenders address all specifications in a complete and accurate manner and adhere to all conditions set out in this section. Failure to meet any mandatory service requirement will lead to exclusion from the final evaluation process.

1.1 Mandatory Requirements for Security company and Security Guards:

General Scope of the mission

The main objectives of the guarding and security mission entrusted by the Embassy or/and Consulate General to the supplier will be:

- to prevent unwanted persons from entering the Embassy/Consulate General premises to prevent theft, deliberate damage, acts of sabotage, espionage and terrorism, as well as any other criminal act
- to prevent fire and other damage to the Embassy/Consulate General premises
- to supply information regarding general security alerts that may be of interest for Embassy/Consulate General.

In addition to the Mandatory Requirements for Security company and Security Guards the Embassy and the Consulate General respectively reserve the right to provide detailed operational instructions for each mission. These instructions will specify how the security of the mission abroad is to be maintained and detailed instructions will be given on how to handle surveillance, patrols, visitor management, and incidents, among other things. These instructions will be revised on a regular basis and may include details regarding the positions of guards within the premises requirements to wear extra security equipment if deemed necessary, if deemed necessary based on threat level.

1.2 Legal Framework

The Security Guards **shall** be trained, certified, and authorized to perform private security services in full compliance with **Law No. 5188 on Private Security Services** and all related regulations.

The Security Guards **shall** perform all deterrent and preventive duties assigned to them by applicable laws, regulations, and official instructions and **shall** use only the authority granted by law.

All services will be provided in compliance with Türkiye legislation.

General requirements:

Performing fixed and mobile security duties, including patrols, in general or specific contexts, such as events open to the public or surveillance during construction work

- protecting employees and visitors
- looking out for suspicious persons, vehicles and activities, including via the Embassy and the Consulate General respectively video monitoring system
- recording and reporting observations in accordance with the instructions and guidelines set by the Embassy and the Consulate General respectively

- when security incidents occur, alerting the Embassy and the Consulate General respectively as well as emergency and police services in accordance with the agreed internal procedure
- handling and de-escalating situations involving aggressive or disruptive visitors in a calm and professional manner
- responding to calls for assistance and to alarm activations
- evacuating employees and visitors if needed
- following the general security instructions and guidelines set by the Embassy and the Consulate General respectively.

Additional for armed guards in accordance with law:

1.2.1-Armed Security Guard Requirements

Additional requirements for armed security personnel:

- Be at least 21 years old
- Completed at least high school education
- Successfully complete armed security training (includes firearms training)
- Pass written and practical exams
- Have no legal restriction preventing firearm possession
- Meet stricter health conditions (especially psychological suitability).

1.2.3 Access Control and Physical Security

1.3 Entrance and Exit Control:

The Security Guards **shall** control all entrances and exits of the Customer's premises.

This **shall include**, but not be limited to:

- Verification of visitors', employees', and subcontractors' identification.
- Control of carried items and belongings.
- Prevent unauthorized access to the premises.
- Provide a secure and welcoming environment for visitors and staff.

1.4 Screening and Detection

The Security Guards **shall** conduct security checks using:

- X-ray screening equipment
- Metal detectors

Unauthorized access **shall not** be permitted under any circumstances.

1.5 Patrolling and Surveillance

The Security Guards **shall** conduct regular patrols, including:

- Monitoring surveillance systems (CCTV)
- Internal area inspections
- Perimeter patrols

Suspicious behavior or conditions **shall** be monitored and acted upon within the legal framework.

1.6 Incident Prevention and Emergency Response

1.7 Preventive Measures

The Security Guards **shall** take deterrent and preventive actions against:

- Monitoring surveillance systems (CCTV)

- Criminal acts
- Terrorist threats
- Public order disturbances

1.8 Emergency Situations

In the event of any adverse internal or external incident (including but not limited to theft, vandalism, arson, robbery, terrorism, sabotage, blackmail, fire, or natural disasters), the Security Guards **shall**:

- Take immediate protective measures
- Inform the Customer's Security Department
- Inform the Security Company
- Inform and cooperate with law enforcement authorities without delay

1.9 Terrorism and Public Order

In cases involving terrorist acts or serious public order threats, the Security Guards **shall**:

- Contact law enforcement authorities directly
- Coordinate fully with law enforcement
- Simultaneously inform the Customer and the Security Company.

1.10 Coordination and Communication

The Security Guards **shall**:

- Work in coordination with the Customer's Security Department
- Cooperate with Embassy and Consulate General officials
- Maintain professional relations with local police authorities

- Coordinate with authorized State institutions within the scope of Law No. 5188.

1.11 Fire Safety

The Security Guards **shall**:

- Perform first-response firefighting actions in case of fire
- Immediately notify the fire brigade and relevant authorities.
- Conduct fire prevention checks in accordance with the operational security instructions.

1.12 Reporting and Documentation

The supplier shall proactively and systematically communicate all security-related information that is available to them and is of relevance to the Embassy and Consulate General.

Various communication methods are acceptable, including mailing lists and alert messages sent by e-mail, a news feed on the provider's portal, and telephone contact in urgent or significant cases.

For the purposes of this clause, "relevant information" shall be understood as any planned or ongoing event in the vicinity of the Embassy and Consulate General main offices that could affect its operations or security. This includes, but is not limited to, demonstrations, major traffic accidents, disruptions to transport infrastructure, acts of violence (including shootings), and similar incidents.

This service shall not give rise to any charges.

The Security Guards **shall**:

- Record all incidents and notable events in an official watch log
- Report incidents to the Customer without delay

Lost-and-found items **shall**:

- Be documented in writing
- Be handed over to the workplace manager with a formal report

1.13 Duty Scheduling and Shift Management

The Security Guards **shall**:

- Comply with duty rosters and shift schedules prepared by the Security Company with the Customer's knowledge
- Conduct shift handovers safely and in accordance with the official handover logbook

Security Guards **shall not** leave their duty station before the next shift has arrived.

1.14 Supervision and Audits

Security Supervisors **shall** operate under the authority of the Security Company management while complying with the Customer's rules and discipline.

The Customer **shall have the right** to conduct inspections at any time to verify service quality and compliance.

1.15 Uniform, Appearance, and Identification

Security Guards **shall** wear the officially issued uniform:

- Fully compliant with Law No. 5188 and related regulations.

1.17 Identification

Photographed ID cards issued by the Governor's Office **shall** be always worn visibly during duty.

Accessories incompatible with the uniform (necklaces, bracelets, anklets, badges, etc.) **shall not** be worn.

1.18 Professional Conduct and Ethics

Guards must at all times act politely and courteously when dealing with visitors and staff members.

Guards will remain alert and vigilant at all times. The use of telephones for private purposes (telephone conversations, consultation of Internet pages, etc.) is not permitted, except in exceptional cases.

Guards will ensure that their workstation is tidy and will store all personal effects, other than those required for the performance of their duties, in the area designated by the Embassy or/and Consulate General. They will tidy up the kitchenette after use and follow the Embassy or/and Consulate General waste sorting instructions.

Security Guards **shall not**:

- Use mobile phones for private purposes during duty
- Read newspapers or books, chew gum, sleep, or engage in activities unrelated to security duties
- Perform off-duty or secondary work during working hours
- Accept gifts, donations, or loans from visitors, Customer personnel, or third parties
- Consume alcohol, drugs, or similar substances while on duty

If prescribed medication containing narcotic substances is required, the Security Guard **shall** immediately inform both:

- Their supervisor
- The Customer's Security Department

Security Guards **shall maintain** professional behavior and avoid close personal contact with Customer employees.

1.19 Operational Management

Coordination Meetings: The Security Operation Management **shall** hold coordination meetings with the Customer's Security Department monthly.

1.20 Training

All security guards must have the necessary training to provide professional guarding and reception services, including:

1. Conducting checks of incoming and outgoing persons and goods using security equipment such as metal detectors and scanners.
2. Responding appropriately in accordance with established emergency action plans.

Guards must be trained in firefighting and first aid and be capable of using a defibrillator. Any guards who do not already possess first aid training must meet this requirement within six months from the date they commence service.

These training requirements apply to all guards assigned to any position under this contract. This contract requires regular refresher training. The supplier will keep records of the training each guard receives.

The supplier shall bear all costs related to the required training and certification.

1.21 Misconduct

The Embassy or/and Consulate General reserves the right to request the replacement of any security guard who does not meet the criteria set out above or who fails to properly carry out the assigned duties. In the event of proven serious misconduct, the replacement shall take place no later than the next working day. In all other cases, the replacement shall be carried out within a maximum of three working days.

The Embassy or/and Consulate General has also the right to replace a guard in cases of cooperation difficulties without any extra charges for the Embassy or/and Consulate General.

1.22 Vetting and Confidentiality

The supplier shall implement and maintain a continuous staff vetting process to ensure that all personnel assigned to the Embassy or/and Consulate General meet the required standards of integrity, reliability, and security. This process shall include, but is not limited to, initial background checks, periodic re-assessments, and ongoing monitoring throughout the duration of the contract. As part of this process, security guards shall undergo individual interviews at least once a year aimed at assessing their conduct and any potential risk factors. In the event of any proven issues or identified risks that may impact the Embassy or/and Consulate General, the supplier shall take appropriate measures and, where legally permitted, shall inform the Embassy or/and Consulate General as appropriate.

The supplier, including security guards, shall use and retain any information entrusted by the Embassy or/and Consulate General solely for the purpose of ensuring the proper execution of the mission. The supplier and its personnel shall not disclose any information concerning the Embassy or/and Consulate General to any third parties.

For the purposes of this clause, “third parties” shall be understood to mean:

1. any person outside the supplier organisation; or any person within the supplier organisation who is not directly involved in the provision of the contracted services.

The principle of confidentiality applies to, but is not limited to, the Embassy or/and Consulate General premises and facilities, the services provided, its staff, as well as all visits and visitors.

The supplier shall include a confidentiality clause in the employment contracts of all guards assigned to the Embassy or/and Consulate General.

Furthermore, the supplier is prohibited from referring to the Embassy or/and Consulate General in any communication with current or potential clients without the prior written consent of the Embassy or/and Consulate General.

1.23 Other equipment and Services

Embassy or/and Consulate General shall have the option of hiring or/and purchase the following equipment or services from the supplier, either directly or via a subcontractor:

- CCTV management
- Xray (dual view) machine
- Walk – Thorough metal detector
- CCTV Cameras
- Other items/services

Short-term (including daily) and long-term rentals will be possible. The supplier shall include in its offer price list showing for each of the above Items/services.

During the contract period, in case of equipment needs, the Embassy or/and Consulate General will request a detailed quotation from the supplier. The quotation issued by the provider will be based on the prices given in the present invitation to tender, possibly adjusted for inflation, and sent to the Embassy or/and Consulate General within three working days.

The Embassy or/and Consulate General may require the guards provided by the supplier to use equipment supplied by a third party if it considers that the tariff conditions proposed by the latter are excessive or/and the quality checks are not met, chooses another provider after a tendering process, where applicable.

2. Staff list and scheduling (Only for Guarding services)

Before the start of the contract, the supplier will select regular guards who will be assigned to the Embassy or/and Consulate General service, replacement guards who will be mobilised in priority when the regular guards are absent.

The supplier will actively communicate with the Embassy or/and Consulate General whenever the list is subject to change. The use of guards other than regular and replacement guards will be permitted only in exceptional cases.

The supplier will ensure that both regular and replacement guards are familiar with the tasks requested by the Embassy or/and Consulate General.

The attendance schedule for the following month (including the names of the security guards) will be made available to the Embassy or/and Consulate General by the last day of the month. Any deviation from the communicated schedule, included staff changes, will be notified beforehand to the Embassy or/and Consulate General contact person.

Additional services in the case of an additional order, the supplier will ensure that the identity of the security guard(s) is communicated to the Embassy or/and Consulate General before the start of the service.

Additional services will be carried out primarily by regular or replacement staff. If the Embassy or/and Consulate General needs to call in more people than those included in the rotating schedule such as extra guards, armed guards or overtime, payment is governed by the prices set out in Appendix 3 Price schedule monthly cost. The monthly cost is broken down into an hourly rate and multiplied by 1.5 x the bill rate.

2.1 Required number of Unarmed - guards for Embassy:

Regarding the Embassy the need is four (4) Guards 24/7, with at least one female guard during daytime. The Embassy will specify the times at a later stage.

Additionally, at least one guard per shift at the main gate must speak English. Fluency in Turkish is required by all guards.

2.2 Required number of Unarmed - guards for Consulate General:

Regarding the Consulate General the need is four (4) guards daytime and two (2) guard's nighttime. The Consulate General will specify the times at a later stage.

For each shift, one female guard is required at each gate, and one of which who speak both English and Arabic. Fluency in Turkish is required by all guards.

2.3 Additional Guards services to other locations

The Embassy or/and Consulate General may occasionally have needs relating to other locations, such as nearby areas or those farther away.

The Embassy or/and Consulate General are not obligated to engage the supplier, and the supplier does not hold exclusive rights to these assignments, and therefore not obligated to perform these services.

If the supplier and the Embassy or/and Consulate General approves the supplier undertaking of one task`s related to other locations, the costs related to transportations and accommodation during the task will be refunded by the Embassy or/and Consulate General.

A fully transparent pricing structure must be approved and agreed upon by The Embassy or/and Consulate General before the supplier can undertake the assignment.