

Terms of Reference (ToR) for Providing Security services

A. About SNV

SNV is a not-for-profit international development organization that applies practical know-how to make a lasting difference in the lives of people living in poverty. We use our extensive and long-term in-country presence to apply and adapt our top-notch expertise in agriculture, energy and WASH to local contexts. SNV has an annual turnover of €130 million, over 1,250 staff in more than 25 countries in Asia, Africa, and Latin America. We are proud to be a not-for-profit organization that uses project financing to implement our mission. This requires us to work efficiently and to invest in operational excellence.

B. Administrative information

SNV Netherlands Development organisation is interested in improving service delivery in all its office locations in Uganda and looking out for proposals from interested Potential and competent services/companies for Security services. It is the intent of this RFP to secure competitive proposals to select a security company to provide security services for SNV Uganda program offices in the following locations;

1. SNV Netherlands Development Organisation, Plot 36 Luthuli rise, Bugolobi
2. SNV Netherlands Development organisation, Enyau Road, Arua
3. SNV Netherlands Development Organisation, Plot 10, Hajji Kisaka Road, Mbarara
4. SNV Netherlands Development Organisation, Plot 3 Kabalega Road, Lira
5. SNV Netherlands Development Organisation, Plot 2/4, Rwenzori Road, Fort Portal

B.1) Administrative requirement to be submitted

The submitted proposal must include the following mandatory attachments. If any of the documents and information is missing, the proposal shall be rejected.

- i) Signature to comply with SNV policies and allow SNV conduct reference checks.
- ii) Copy of business registration documents (proof of legal operation in Uganda)
- iii) Insurance policies e.g workers compensation insurance etc.
- iv) Bid validity of 60 days from date of submission and state any additional services that SNV should consider in the bid.
- v) Company profile and qualification of senior managers and all staff to be deployed in SNV offices.
- vi) References from atleast three companies /organisations where similar security services have been or are provided by your company in the last five (5) years and shall include customer name, official email, address of company, telephone number.
- vii) Complete detailed pricing proposal based on the details in the RFP VAT exclusive
- viii) Valid trading licence
- ix) Tax clearance certificate from URA addressed to SNV

- x) Sample copy of contract and or standard terms and conditions generally associated with the requested services
- xi) Licence from the Uganda police allowing the security company to operate

The company

- A well-reputed, experienced and professional security services company having the work experience with large multinationals, international organizations and foreign diplomatic missions.
- The company must have efficient and effective logistics and communication supports and facilities.
- 'Security Personnel' shall be properly trained and licensed, in accordance with local law, to perform security services.
- 'Security Personnel' shall be uniformed and wear appropriate identification badges.
- All 'Security Personnel' must be the employees of the security company (not temporary contracted personnel).
- The 'Security Guard Company' must obtain necessary police verification of all the security personnel well in advance of assignment to perform services under this contract. The names of the 'Security Personnel' shall be shared with 'SNV Security Focal Point (SFP)' including letters from area local councils where the security staff reside and copies of their national ID's.
- The security Company will 'Inspect the Guard Posts' a minimum of once daily and immediately implement any observable measures for improvement.
- All security personnel should be in appropriate physical and mental state so as to be able to deliver the best possible services of the contract. The security guard company will have to ensure proper rotation of the duties as needed. As such, the 'Security Personnel Duty Roster' must be submitted to the authorized SNV SFP of the office for verification and further instructions (if any).
- The security service provider will have to maintain a pool of additional guards to cover for the absence of regular guards due to leave, sickness or other reasons.
- Potential 'Security Guard Company' must have a systematic reporting procedure on current risk/ threat analysis including any other factors/ situation having effect on safety and security of the personnel and office. The security company should make suggestions to the authorized SFP of the office well in advance on possible measures to be taken for any special occasion/ events with security implications for personnel and premises.
- 'Security Personnel' will ensure that any person removing equipment from the office premises presents and valid document with authorized signature which permits removal of that equipment. The gate passes will be submitted to the authorized SFP in the office location with a copy filed by the security personnel. This is to be done for record keeping, verification/scrutiny.
- All security personnel must be issued with appropriate identification card by the office which is to be kept visible always.
- 'Security Personnel' will ensure that all visitors coming inside office premises to visit/ meet any staff are respectfully searched as per set access control guideline irrespective of their identity. Visitors must be issued with visitor identification card and will be wearing the visitor identification card visibly.



- In case of any stranger/visitor, Security Guard Company with the help of security personnel on duty will behave politely, listen carefully to their requests and inform that their requests are going to be forwarded to appropriate official through reception. By all means, they won't allow to enter in any other area of the office and will follow instruction received from reception.
- 'Security Supervisor/Guard' shall in no case allow entry into the premises any visitor who does not have an appointment. In case the intended staff cannot be contacted, access will not be granted unless requested by any staff inside the office.
- In case of fire, the security personnel on duty of the potential 'Security Guard Company' will identify the place of fire and use nearest fire extinguisher of the floor to extinguish fire if possible. At the same time, request people near the scene to leave for safe area and close the area. In case the fire is beyond his control, the Security Supervisor will contact the authorized SFP of the office to notify about the incident so as to announce building evacuation and appropriate action is taken by the office. They will also check if anybody is there around the scene and request them to leave the area and inform Fire Brigade for assistance.
- In case of building evacuation is ordered during any disaster/emergency, the security personnel on duty of the potential 'Security Guard Company' will follow the instructions set in SOP or as received from the authorized SFP of the office/Fire Warden. The security personnel will not allow any unauthorized person to enter the premises during such evacuation.
- In case of office invasion, forced entry or any such situation, the security personnel on duty of the potential 'Security Guard Company' by all possible means will try to contain and immediately inform the authorized SFP of the office about the incident. In such a case, performance of the guards has to be prompt, smart and will try to give accurate and precise information as far as possible.
- The potential 'Security Guard Company' is to ensure that the post order is written clearly and is readily available in the post. Guards must know, understand and implement the post order.
- All SOPs and Post Order must be provided in writing by the potential 'Security Guard Company' to the authorized SFP of the office for vetting prior to implementation. This will also be applicable for any amendment to practiced orders.
- The potential 'Security Guard Company' shall have meetings on monthly, quarterly basis and as and when required with the authorized SFP of the office to discuss issues and for decisions on important issues.
- The potential 'Security Guard Company' will have to understand clearly and convey to the Security Supervisor that he receives all regular operational instructions directly in writing or verbally on ad-hoc basis, on urgent issues or in case of emergency from the authorized SFP of the office.
- The potential 'Security Guard Company' must employ adequately trained person (i.e. training on security duty, security equipment handling, incident management, firefighting, first aid, crowd control, suspicious pouch, bomb and telephone threat handling, communication equipment handling, etc.). Arrangement for refresher training (quarterly basis), on the job training, specialized training as needed and training for newly joined staff must also be catered for.
- The potential 'Security Guard Company' must be capable of deploying an Emergency Security Force at offices with a short notice of within 24 hours.



- The potential 'Security Guard Company' will be responsible for the safe custody and maintenance of equipment that are assigned to them for managing security of the office.
- The company and its security personnel must have ability to react and handle unforeseen security situations and hazards.
- The potential 'Security Guard Company' will have to perform any other duties assigned by the authorized SFP which forms part of security management.

C. Technical specifications

- Take charge of the Office premises both day and night Internal (provide unarmed guards), unless specifically asked for any one point in time at any site.
- Ensure safety and provide security to all SNV Property inside the office premises.
- Provide and share security incident reports in case of any incident, as well as weekly security report.
- Be flexible, vigilant and on standby to provide extra/swap security guards as requested by SNV and when needed.
- Be able to receive, inspect, check and record visitors at the gate before entering the office.
- Take temperature and record temperature readings for each staff and visitors and have it recorded.
- Make sure to verify and record every SNV items moving out of the gate, and copies of issues notes kept in the record file.
- Also check and record each SNV vehicle moving out of the gates.

Specific functional areas

C.1. Areas and places for security attention.

- Security services to office buildings, official residences, and vehicle parking areas.

D. Qualification requirements for competent companies.

- Bidders shall provide certificates and evidence of experience. A clear disciplinary procedure of the company and staff rotational plans on quarterly basis should also be provided on submission of bid documents. Security guards should be able to read and write in English.
- Over all premises supervisor preferably with a minimum of at least a diploma in business administration with good communication and interpersonal skills and proven ability to supervise Sites.
- Each office location should be provided security guards as indicated in ANNEX 1 below.
- Provide full uniform to security guards well identified with company logo and protective wear e.g. Jackets, raincoats, record books etc. (for their occupational health and safety).
- A company should be able to provide lunch and dinner meals to their guards on duty.

Requirements for Security Guard (Female):

- Age: Between 20 to 40 years.
- Qualification: Higher Secondary Certificate (HSC) or A level as minimum qualification.
- Communication Skill: Able to understand, write and speak English fluently and speak local language of the office location.
- Behaviour and Conduct: Should be polite, well groomed and well mannered.



- Training and Skill: Basic security training and job related training including access controls (i.e. issuance of visitors' passes, physical search, vehicle search, perimeter security, understanding SOPs guidelines and can implement those).
- Experience: Minimum 3 (three) years job experience with the security company.
- Working ability: Able to receive and dispatch letters and parcels.
- Additional Certifications: Certificate from local chairman, police clearance certificate and reference checks duly completed by the security company.

D.2 Equipment and Garget required

The service provider should provide a list of equipment and garget needed to provide the ultimate security services, and possible rotations plan if any.

D.3 Performance

- Providers who have worked with SNV in the portfolio of security services should provide a recommendation on performance from SNV on past performance especially on most recent contracts (running or expired)
- Providers who have not worked with SNV should provide at least three (3) recommendations on performance from their current/ most recent contracts from other clients.

D.4 Workplan price schedule

- The provider should provide a documented work plan specifying month schedule which would determine the fixed monthly payment for each of the five (5) office locations for the two years duration.
- The work plan should have and appendix of a list of costed food cost provided to the guards on duty at each site any one point in time. This should be provided monthly, separate from a main invoice.
- Should provide a plan for emergency response any locate if needed.
- The service provider should provide a list of equipment and garget needed to provide the ultimate security services, and possible rotations plan if any.

D.5 SNV obligations

- Provide access to premises, and relevant areas.
- Allocate a contract manager to liaise with the service provider
- Provide support, supervision, monitor performance and provide feedback to the service provider.
- Make follow up on timely payment.
- Provide information as and when required by the service provider.
- May take any other guidance as may be advised by the service provider

D.6 Joint obligation

- Continuous monitoring for quality management and improvement.

E. Evaluation process

- The service provider shall be subjected to strict supervision through observation of checklists for work schedules which will form the basis upon which payment will be effected.
- Payment will not be effected for the continuous rated poor performance of specified area/item, rated with a score of 2 and below for 2 consecutive months



F. Duration of contract

- Initial two years with renewal for one year with satisfactory performance based on quarterly inspection reviews.

G. Payment terms

- Monthly upon submission of accurate EFRIS invoice, and relevant documentation.
- Payment is made within 30 days of submission of accurate EFRIS invoice.
- All payments shall be made in Uganda shillings and by bank transfer.

H. RFP Evaluation criteria

For the proposal to be considered technically compliant, the applicant must provide copies of administrative documents e.g. registration certificates, trading license etc and MUST achieve a minimum score of 50% from the technical evaluation. Proposals which do not meet the minimum score of 50% will be given no further consideration. In addition, clarity and completeness of presentation will be considered during the evaluation.

Administrative evaluation will be based on pass or fail basis.

- Technical evaluation will be out of a score of 70.
- Financial evaluation will be out of a score of 30.

NOTE: Interested parties can contact us by mail on ugandatenders@snv.org for any clarification if required.

Delivery period

All interested companies should submit their proposals by 05: 00 pm on **06th October 2022**. Soft copy proposals should be sent to ugandatenders@snv.org with subject line indicating “**proposals for Security services**”.

Tender disclaimer.

SNV reserves the right to either accept or reject any or all bids submitted. SNV reserves the right to either increase or decrease the assignment scope depending on budget availability. SNV can stop this procurement at any time without need to give explanation or can extend the deadline for submission once it sees it fit. In case you do not hear from SNV within 3 weeks of closure of the bid receipt date, consider yourself unsuccessful. SNV also reserves the right to reject and cancel the tender in case any illegal, corrupt, coercive, or collusive practices are noticed. Late bids will be rejected. Please note that viewing, downloading or otherwise using the TOR constitutes acceptance on your part of all the above noted statements and conditions.



Annex 1

Price schedule

This price schedule should be signed by a person with the proper authority to sign documents for the service provider. The service provider in its bid should include it. The service provider may reproduce this in landscape format but is responsible for its accurate reproduction.

Date: [insert date as day, month and year of bid submission]

Name of service provider: [insert name of service provider company]

No	Office location	Required no. of guards per location	Monthly cost exclusive of VAT	Total annual cost excluding VAT
1	SNV Netherlands Development Organisation, Plot 36 Luthuli rise, Bugolobi	1 guard day time and 2 guards at nights		
2	SNV Netherlands Development organisation, Enyau Road, Arua	1 guard day and 1 guard night.		
3	SNV Netherlands Development Organisation, Plot 10, Hajji Kisaka Road, Mbarara	1 guard day time and 2 guards at nights		
4	SNV Netherlands Development Organisation, Plot 3 Kabalega Road, Lira	1 guard day and 1 guard night		
5	SNV Netherlands Development Organisation, Plot 2/4, Rwenzori Road, Fort Portal	1 guard day and 1 guard night		