

# REQUEST FOR PROPOSALS -FOR THE PROVISION OF SECURITY GUARDING SERVICES TO WORLD VISION INTERNATIONAL SOUTH SUDAN JUBA AND FIELD OFFICES.

## TERMS OF REFERENCE FOR PRIVATE SECURITY GUARD COMPANIES

### I. Objective:

The required services are the Deployment of Security Guards at WV SS Offices, warehouse and premises in Central Equatorial, Western Equatorial Zone, Greater Bahr el Ghazal Zone, and Greater Upper Nile Zone.

The selected security provider will be expected to provide protection for World Vision personnel and visitors, to protect World Vision Facilities and equipment from damage or loss due to violent attack and theft and to safeguard World Vision information from outside exploitation. The local guard force also will carry out specific actions as described in their general orders and the instructions for each individual Guard Post. The local guard force will consist of individual guards, a shift supervisor, and standby quick reaction force. All components will have the ability to communicate among themselves and to the World Vision designated security representative.

### II. Period of Services execution:

One year from Contract Signature, including the time needed for mobilization of personnel, equipment and other resources. This period is subject to extension upon needs assessment and upon agreement by both parties (the contractor and the service provider).

### III. General information:

1. Ensure 24-hour man guarding service at the following WV offices, warehouse and premises in the following WV facilities, offices, and compound in Central Equatorial, Western Equatorial Zone, Greater Bahr el Ghazal Zone, and Greater Upper Nile Zone.
  2. See attached excel sheet for details of guarding locations.
3. Provide 24-hour QRF (Quick Reaction Force) service to respond to any emergency as required.
  4. The security guards shall be equipped with suitable and functional security equipment including radios and torches.
  5. To comply with Standard Operation Procedures for security guarding services established by WV Security and safety department (Please refer to Section SOP for more details in this TOR). These procedures will mainly include:
    - Site specific instructions for access control to address the movement of personnel, vehicles and equipment entering and leaving the WV premises;
    - Fire detection,
    - Action to be taken when confronting a suspect,
    - Emergency procedures and action to be taken upon any emergency;
    - On-site re-training monthly.
    - Management and supervision.
    - Replacement of officials due to any reason, and of absentees.
    - Monitoring of the two adjacent streets to GAM compound (within the physical limits of the building) for any criminal activities and reacting promptly in support to the affected staff and their property.
    - Check the removal and movement of incoming/outgoing equipment and items. Keep records of items going out of or coming into the building, as may be necessary.
    - To be in compliance with Access Control Procedures (please refer to section Access Control procedures in this TOR).



6. Monitor access to and movement within the WV premises, including restricted areas and report on procedures violation,
7. Verify that all WV office doors and windows are properly locked and those left open inadvertently are properly locked, and reported thereafter.
8. Provide trained, equipped and qualified security supervisors, with reasonable knowledge of an international language (English).
9. Adhere to all national and local legislation regarding the legalization of the company, taxes, labour practice and any other regulation relevant to the security industry.
10. Conduct ad hoc inspections to ensure that all services are guaranteed by the security guards of the company.
11. Oversight of WV official and staff vehicles parked in the parking lot behind the WV premises and inside of the WV Compound and within the sight horizon of the boundaries of the compound including across the street.
12. Control of vehicle access into and out of the compound parking facilities.
13. Ensure that vehicles entering the parking space are parked in the appropriate space assigned to the WV vehicles.
14. Maintain control of the parking access.
15. Ensure timely payment of salaries of the guards posted at the WV premise. WV reserves the right to impose a penalty to the contractor should the delay in payment of salaries to the guard result in poor service quality.
17. Ensure timely delivery of food supplies (food and drinking water), hygiene supplies to the guards posted at the WV premises.
18. Ensure that the guards posted at the WV premises are properly dressed in uniforms to portray a good image to visitors.
19. Advise the WV on possible security measures to improve security service delivery in the WV premises.

IV. **Statement of Work and responsibility of services provider:**

- The security company must be fully licensed and have in possession all required legal permits for provision of unarmed security services. Certified copies of these documents will be provided to WV.
- All personnel to be provided by the security company for performance of work under this Statement of Work shall be fully qualified as Security Guards, in accordance with all relevant statues within the WV.
- The security company shall also be required to provide additional security personnel on an as-and when-required basis.

V. **Remarks:**

- Bidders must indicate in their pricing bids whether they have priced for 2 x 12hour shifts per 24hour period as indicated in the staffing tables attached.
- Bidders must ensure that they adhere to the Labour Laws and Practices of the country when formulating their shift structure and determining the hours each person is to work per 24hour period.
- The security service shall include control of entries and exits, body search and ID card check/verification of the incoming people other than WV staff working at the Office building and securing peace of the inhabitants at the building and overall security of the building with its entire premises.
- Description of the premises and responsibilities of the security guards are as mentioned in attached SOP.

**GUARD CONDUCT**

- The security guards will be required to follow the World Vision Code of Conduct and safeguarding policy which shall be shared with each guard at the post of assignment.
- The drinking of intoxicating beverages on duty, or eight hours prior to assuming duty will be prohibited. Guards will not appear drunk or drink alcoholic beverages on duty.
- Relief by an intoxicated person is prohibited if a guard has reason to believe that their relief is intoxicated, they will not allow themselves to be relieved and will immediately notify the Senior Guard, Shift Commander or World Vision security representative.
- The guards will be expected to be observant of all employees or visitors departing World Vision facilities to prevent unauthorized removal of any World Vision property.

**TECHNICAL PROPOSAL**





The bidder must submit the following documents:

- Audited financial statements for the past 3 years
- Project plan for the management of the contract
- Description of his relevant experience on this particular field, supported with an example of similar services provided
- Qualifications and level of competency of each key staff to be assigned to the execution of the contract.

N/S	Location	Service	Number of Guards
<b>A World Vision Aweil East and North</b>			
1	Wanyjok Warehouse	Day	3
		Night	6
2	Malual Bai Warehouse	Day	2
		Night	3
3	Malual Kuel Warhouse	Day	2
		Night	3
4	Warapei Warehouse	Day	2
		Night	3
5	Lieth Warehouse	Day	2
		Night	3
6	Gok Machar -Private guards now	Day	2
		Night	3
<b>B World Vision Warrap Zone</b>			
1	Kuajok Zonal Office	Day	2
		Night	3
2	Kuajok Resident	Day	3
		Night	6
3	Luonyaker	Day	1
		Night	2
4	Tonj North	Day	1
		Night	2
5	Tonj South	Day	1
		Night	2
6	Twic (Turalei)	Day	2
		Night	2
7	Manyangngok Warehouse	Day	2
		Night	2
8	Maluakon Private Guards Now	Day	2
		Night	3
<b>C World Vision Warrap zone- Warehouses</b>			
1	Mayen Pajok Warehouse	Day	2
		Night	2
2	Ajogo Warehouse	Day	2



		Night	2
3	Luonyaker Warehouse	Day	2
		Night	4
4	Aliek Warehouse	Day	2
		Night	2
5	Langkap Warehouse	Day	2
		Night	2
6	Kirrik Warehouse	Day	2
		Night	2
7	Akop Warehouse	Day	2
		Night	2
8	Marial-Lou Warehouse	Day	2
		Night	2
9	Rual-bet Warehouse	Day	2
		Night	2
10	Ngap-agok Warehouse	Day	2
		Night	2
11	Paliang Warehouse	Day	2
		Night	4
12	Thiet Warehouse	Day	3
		Night	4
<b>Total Number of Guards in the GBZ</b>			<b>124</b>

#	Location	Service	Number of Guards
A	Upper Nile Zone		
1	Malakal Water Point (Nile Palace)	Day	0
		Night	3
3	Fashoda(Kodok) Office	Day	2
		Night	3
5	Melut office	Day	2
		Night	2
Total Number of Guards in the GBZ			12



N/S	LOCATION	SERVICE	NUMBER OF GUARDS
A	CENTRAL EQUATORIA		
	Juba National Office	Day	4
		Night	3
	Core Group office	Day	1
		Night	2
	WVISS ECS Warehouse	Day	3
		Night	3
	WVISS Rajaf office	Day	2
		Night	2
	Alarm Response National office	Day/ Night	1
Alarm Response Juba W/H	Day/ Night	1	
B	WESTERN EQUATORIA		
	YAMBIO	Day	2
		Night	4
	Tambura	Day	3
		Night	4
	Ezo	Day	1
		Night	2
	TOTAL GUARDS		36
TOTAL ALARM		2	

Any Security Company will be selected in accordance with the procedures set out in World Vision International's procurement guidelines for selection of Vendors. Applications are invited from those applicants who meet the requirements provided in the Terms of Reference.

All applications should be sent through email ONLY to [sdno\\_scmquotations@wvi.org](mailto:sdno_scmquotations@wvi.org) or drop your proposal to Tender box at Plot 1, Block 2BX, Hai Cinema, WVISS, (next to MTN Office)

Date: Expressions of interest for provision of security services received after 5:00 pm Feb 22<sup>nd</sup>, 2022 will be automatically turned down.





## GUARDS S.O.P WVSS NATIONAL OFFICE

### **SPECIFIC POST ORDERS**

- Guard to be on duty inside the Compound (not outside) day and night.
- The gate to remain closed and at all times unless persons are entering or leaving the compound.
- Screen and log entries and exits of all visitor at the compound.
- All vehicles leaving WV office compound MUST be subjected to searching.
- All visitors must sign in, leave an identity card and be issued with WV visitor's pass prior to allowing entry to WV reception.
- No firearms/ weapons and individuals in military uniform are allowed inside WV compound.
- No items of whatever nature should be allowed to be passed over the fence but everything coming in or going out should be through the gate
- Report to WV Safety and security coordinator /security Admin or to senior Fleet and safety manager whenever there is any damage or repair work needed on fence or security light not working.
- Friends/colleagues of guards are not to be allowed Inside the compound unless for official reason.
- Guards who are not on duty are not permitted entry into WV compound.
- Guards are not allowed inside the office/ warehouse unless invited to address a security related matter.
- Guards should be in uniforms at all time when in World Vision Compound.
- All items leaving the property must have waybill / officially authorized.
- All WV vehicles Must be log in when exiting and entering the compound.
- All WV vehicles must be parked at only designated parking space.
- None WV vehicles are not authorized parking inside the compound unless authorized.
- Guards Must ensure that staffs are wearing their ID when accessing the office compound.
- All daily workers and suppliers must be given visitor pass before allowing them to carry on with any activities within the compound.

### **PATROL GUARD**

- Guard should regularly patrol inside the compound both front, the Unmask and rear gate.
- Change course and direction of patrol randomly.
- Be on a look out of risk, hazard, have a well develop curiosity, use his torch at night and look in to corners, behind building and into dark or concealed areas, in order to effectively ensure the quality of his patrol was the best as possible.
- Guards to asked people they do not recognize and confirm they are authorized to be inside WV compound.
- Report any suspicious persons or vehicles to World vision safety and security coordinator/ Security admin or to senior fleet safety and Security manager.



## GENERAL POST ORDERS

- Safeguard life and to protect property of World vision against theft, fire, flood and malicious damage
- Must ensure that they arrived for duty on time
- Guards room Must be kept clean and tidy at all time.
- Guards Must be in full company uniforms at all time when in WV compound.
- To provide a secure living environment to World Vision staffs and property.
- Guards must arrive 15 minutes before taking over duty so that proper handing and taking over is done correctly.
- All incident must be log in the occurrence book and reported to WV security coordinator or security admin.

### Communications

- Guards Must ensure that all Security related incidents are reported to WV safety and Security coordinator/ Security admin or to Senior fleet, safety and Security manager

### In General

The security patrol guard should *always* be actively on the lookout for risks, hazards, and any contravention of security rules and regulations. His eyes should be everywhere, he should have a well-developed curiosity, he should use his torch at night, and he should look into corners, behind buildings, and into dark or concealed areas, in order to effectively ensure the quality of his patrol was the best as possible.

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