

REQUEST FOR QUOTATION (RFQ)

RFQ Number:	RFQ0041
Issuance Date:	January 20, 2022
Submission Deadline:	January 27, 2022, 17:00 hours (South Sudan, UTC+2 Time zone)
Description:	Provision of Static Guards and Security Services to DT Global United States Agency for International Development (USAID)
Funded By:	Contract Number: 72066820C00003
For:	Shejeh Salam Activity, implemented by DT Global

Section I: Instructions to Offerors

1. **Introduction:** The Shejeh Salam is a five-year USAID funded Activity, implemented by DT Global, and has been operational in South Sudan since September 30, 2020. Shejeh Salam will help the process toward its overall goal to strengthen the foundation for a more self-reliant South Sudan by empowering citizen and community actors who have been deeply affected by current conflict.

The purpose of this RFQ is to solicit proposals from eligible vendors for as-needed, ad-hoc purchases of the goods and/or services as described in **Section 2 – Scope of Work**. This RFQ will be used to solicit quotes from potential suppliers/vendors for an award of Service Contract to the best bidder.

2. **Offer Deadline and Submission Protocol:** Offers must be received no later than the date and time specified in the “Submission Deadline:” section above. Offers are to be received in electronic version only and by email. Offers must be emailed to shejehsalam-procurement@dt-global.com

Please reference the RFQ number in any response to this RFQ. Offers received after the specified submission time and date will be considered late, hence disqualified. Late submissions will be considered only at the discretion of DT Global.

3. **Questions:** Questions regarding the technical or administrative requirements of this RFQ may be submitted no later than **January 24, 2022[17:00] hrs. (South Sudan, UTC+2 Time zone)** by email to shejehsalam-procurement@dt-global.com. Phone calls will not be accepted. Questions and requests for clarification—and the responses thereto—that DT Global believes may be of interest to other offerors, will be circulated to all RFQ recipients who have indicated an interest in bidding. DT Global would make efforts to provide responses to any questions within 24 hours.

Only the written answers issued by DT Global will be considered official and carry weight in the RFQ process and subsequent evaluation. Any verbal information received from employees of DT Global or any other entity, should not be considered as an official response to any questions regarding this RFQ.

4. **Scope of Work:** Section 2 contains the Scope of Work for the required goods and/or services that may be ordered under the Firm Fixed Price Purchase Order (FFP PO) and technical qualifications that the selected offeror must possess.

5. **Quotations:** Quotations in response to this RFQ must be priced on a fixed-price, all-inclusive basis. Prices must be presented in United States Dollars (USD). Prices must be inclusive of all costs. Offers must remain valid for not less than ninety (90) calendar days after the offer deadline. If your offer results in a Purchase Order (PO), prices quoted must remain fixed for the entire period of 12 months of the validity of the said Purchase Order. Offerors are requested to provide quotations on their official quotation format or letterhead.
6. **Required Documentation:** The offerors responding to this RFQ are requested to submit the following documentation, all in the **English language**:
- Valid Company Registration Certificate.
 - Tax Identification Number Certificate.
 - Current, valid Tax Clearance Certificate.
 - Valid Operational License.
 - Company certification and subscription from recognized international bodies dealing with security services i.e., ICoCA (International Code of Conduct Association) certification/PCSI or ISO18788
 - Company profile or brief introduction to company's areas of expertise.
 - Provide at least three (3) full names of your company Directors as they appear in your company's Article of Association and copy of their IDs or passports.
 - A minimum of three (3) references (with name and contact information) relevant to the requested goods and/or services Section 2 – Scope of Work and carried out in the last two (2) years. References from USAID-funded or similar donor-funded projects are preferred. Independent verification of the references may be carried out. DT Global reserves the right to obtain past performance information from sources other than those identified by the offeror.
 - USD Bank Account Details (Issued on a Bank Letterhead with Bank name, Bank branch name, Bank Address, Company Name that match the offeror's name, Account number, and swift code); and
 - DUNS Number

The price quotation must be submitted separately from above documents but in the same submission email. All other parts of this quotation must not refer to pricing data in order that the technical evaluation may be made strictly based on technical merit.

If any of the above documents are not in the English language, an original along a notarized official translation in the English language should be submitted.

7. **Delivery:** The delivery location for the items described in this RFQ is Juba in South Sudan. The delivery period for the required services shall be as from February 15, 2022 to September 14, 2023. As part of its response to this RFQ, each offeror is expected to provide required service (after receipt of a Purchase Order). The delivery estimate presented in an offer in response to this RFQ must be upheld in the performance of any resulting contract.
8. **Source/Nationality/Manufacture:** All goods and/or services offered in response to this RFQ or supplied under any resulting award must meet **USAID Geographic Code 937** in accordance with the United States Code of Federal Regulations (CFR), [22 CFR §228](#). The cooperating country for this RFQ is South Sudan.

Offerors may not offer or supply goods and/or services or any commodities that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Cuba, Iran, North Korea, Syria, (North) Sudan, Burma (Myanmar).

9. **Taxes and VAT:** The agreement under which this procurement is financed does not permit the financing of any taxes, VAT, tariffs, duties, or other levies imposed by any laws in effect in the Cooperating Country. No such Cooperating Country taxes, charges, tariffs, duties, or levies will be paid under Service Contract award from this RFQ.
10. **Data Universal Numbering System (DUNS) Number:** Companies or organizations, whether for-profit or non-profit, shall be requested to provide a DUNS number, if selected to receive a PO award in response to this RFQ valued greater than or equal to USD \$30,000 (or equivalent in other currency). If the Offeror does not have a DUNS number and is unable to obtain one before the submission deadline, Offeror shall include a statement noting their intention to register for a DUNS number should it be selected as the successful offeror or explaining why registration for a DUNS is not possible. Contact Dun & Bradstreet through this webform to obtain a number: <https://fedgov.dnb.com/webform> to obtain DUNS. Further guidance on obtaining a DUNS is available from DT Global upon request.
11. **Eligibility:** By submitting an offer in response to this RFQ, the offeror certifies that it and its principal officers are not debarred, suspended, or otherwise considered ineligible for an award by the U.S. Government. DT Global will not award a PO to a firm that is debarred, suspended, or considered to be ineligible by the U.S. Government. If the entity becomes debarred, suspended or otherwise ineligible after an award of PO, DT Global will cancel such PO and will not continue any cooperation with the said offeror.
12. **Evaluation and Basis for Award:** The award will be made to a responsible offeror whose offer follows the RFQ instructions, meets the eligibility requirements, and meets or exceeds the minimum required technical specifications, as laid out in Section 2 – Scope of Work and below.

This RFQ will use reasonable and technically acceptable price source selection process to determine best value as set forth in FAR 13: Simplified Acquisition Procedures. That means that each offer will be evaluated on whether it meets or exceeds the minimum required technical specifications and is judged to be the best value for Shejeh Salam activity.

Please note that if there are significant deficiencies regarding responsiveness to the requirements of this RFQ, an offer may be deemed “non-responsive” and thereby disqualified from consideration. DT Global reserves the right to waive immaterial deficiencies at its discretion.

Best-offer quotations are requested. It is anticipated that award will be made solely based on these original quotations. However, DT Global reserves the right to conduct any of the following:

- Negotiations with and/or request clarifications from any offeror prior to award of PO.
- DT Global may cancel this RFQ at any time; and
- DT Global may reject any and all offers, if such action is considered to be in the best interest of DT Global.

13. **Evaluation Criteria:**

As per this RFQ requirements, all offers will be subjected to a preliminary examination to verify the overall completeness and responsiveness of the offers received. Any offer that will be found to be incomplete, invalid, or substantially unresponsive will be disqualified. Technical specification requirements are mentioned below and will be evaluated using adjectival rating method.

- Evidence (Contacts and Recommendations) of work experience with USAID-funded or similar

- donor-funded projects for at least two (2) years
- Detailed specification of proposed security services
- Guards' qualification and training
- Security equipment and tools owned and proposed
- Approach to response to incident and customer services

For additional information, please refer to **Section 2: Scope of Work**.

In line with Donor's rules and DT Global Procurement Policy, the winning offer will be selected for an award of PO based on the best offer and reasonable price quotation that meets the minimum technical specification.

14. **Terms and Conditions:** This is a Request for Quotations only. Issuance of this RFQ does not in any way obligate DT Global, the Shejeh Salam Activity, or USAID to make an award or pay for costs incurred by potential offerors in the preparation and submission of an offer.

DT Global will not in any way assist Offerors in preparing their bids nor reimburse any bid preparation costs incurred by the Offeror.

Offerors are responsible for ensuring that their offers are received by DT Global in accordance with the instructions, terms, and conditions described in this RFQ. Failure to adhere with instructions described in this RFQ may lead to disqualification of an offer from consideration.

This request for quote does not constitute an order. Buyer may accept other than the best priced offer based on trade-offs between cost and other selection criteria, or to further its socioeconomic programs. Buyer reserves the right to reject offers (a) received after the date and time specified, (b) not responsive to the solicitation, (c) with unbalanced line-item pricing, or (d) from vendors restricted from doing business with the U.S. Government.

Notwithstanding the terms of this Request for Quote/Proposal, offeror acknowledges that DT Global reserves the right to reject any or all Quotes/Proposals for whatever reason DT Global determines, in its sole discretion, to be in its best interests. Offeror further acknowledges that DT Global may for whatever reason waive any or all formalities and terms of this Request for Quote/Proposal and that nothing in the terms of this Request for Quote/Proposal shall give rise to any claim or cause of action, including without limitation any claim for breach of implied-in-fact contract to treat Quotes/Proposals in accordance with the terms herein.

This solicitation is subject to DT Global standard terms and conditions. Any resulting award will be governed by these terms and conditions; a copy of the full terms and conditions is available upon request.

Please note the following terms and conditions will apply:

- DT Global' standard payment terms are net 30 days after receipt and acceptance of any commodities, services or deliverables. Payment will only be issued to the entity submitting the offer in response to this RFQ and identified in the resulting Service Contract award; payment will not be issued to a third party.
- The Vendor shall furnish the goods and/or services described in Service Contract by the DT Global. The Shejeh Salam is only obligated to pay for the goods and/or services to the extent Service Contract are issued resulting from this RFQ.
- No goods and/or services may be supplied that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Cuba, Iran, North Korea, Syria, (North) Sudan and Burma (Myanmar).

- (d) Any international air or ocean transportation or shipping carried out under any award resulting from this RFQ must take place on U.S.-flag carriers/vessels.
- (e) United States law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. The Vendor under any award resulting from this RFQ must ensure compliance with these laws.

15. **Privity:** Please note that in submitting a response to this RFQ, the offeror understands that the United States Agency for International Development (USAID) is not a party to this solicitation and the offeror agrees that any protest hereunder must be presented—in writing with full explanations—to DT Global and the Shejeh Salam Activity for consideration, as USAID will not consider protests regarding procurements carried out by implementing partners. DT Global, at its sole discretion, will make a final decision on the protest for this procurement.

DT Global has zero tolerance for fraud. Fraud is any act or omission that intentionally misleads, or attempts to mislead, to obtain a benefit or to avoid an obligation.

If you suspect that fraud has been committed, please contact the DT Global Shejeh Salam Chief of Party, or please use DT Global's anonymous third-party complaint reporting system that can be accessed by phone at +61 2 9053 9285, online at qrs.ly/DTGlobalEthicsHotline or via email at speakup@coreintegrity.com.au

Your complaint should include the details of the incident or incidents, the names of the individuals involved and the names of the witnesses. Thereafter, DT Global South Sudan Management or their designee will undertake a full and effective investigation of the allegations. This investigation will be completed, and a summary of the findings will be made and communicated to you as soon as practical.

Section 2: Scope of Work and General Requirements

DT Global South Sudan is seeking to select the best supplier/vendor for Provision of Static Guards and Security Services to DT Global office in Juba, South Sudan.. This RFQ will be used to solicit offers from potential suppliers/vendors for an award of PO to the best bidder. The following items below constitute the scope of work.

A. Scope of Work Details

- (i) **Period of Contract:**
 - The security services shall commence from February 15, 2022, and end on September 14, 2023.
- (ii) **Location of Operations:**
 - The main office in Juba is located at 5 Kololo Rd, Plot 57, Block 3K South, Tong Ping, Juba, South Sudan. The grid for the office is 4° 51' 28.26" N, 31° 35' 12.84" E.
- (iii) **Static Guards and Supervisor:**
 - The bidder shall provide well trained unarmed static guards 24/7 and supervisor guard.
 - Total 8 x unarmed security guards working Monday to Friday 0700Hrs to 1900Hrs
 - Total 1 x site supervisor working Monday to Friday 0700Hrs to 1900Hrs
 - Total 1 unarmed guard working weekends (Saturday and Sunday) from 0700Hrs to 1500Hrs
- (iv) **Guards Qualification and Trainings:**
 - The Contractor will ensure that their Guards and Supervisor meet the following qualifications:
 - Speak and write in English.
 - Must be qualified and competent and have the appropriate training, professional experience, and the relevant license(s) for the fulfillment of the functions defined in this Scope of Work.
 - Completed proper vetting to include identity and criminal background checks, monitor against applicable watch lists, and maintain documentary evidence of such checks along with qualifications and licenses of all security team members.

- At a minimum, the Contractor will ensure that their Guard and site Supervisor has completed the following training prior to providing service to DT Global:

1	Nature and Role of Guards	<ul style="list-style-type: none"> • Security awareness • Crime and loss prevention • Use of force and force continuum • Guard conduct to include professionalism, ethics, honesty
2	Observation and incident reporting	<ul style="list-style-type: none"> • Observation techniques • Surveillance detection • Note taking • Roving patrol techniques
3	Communication	<ul style="list-style-type: none"> • Verbal communication skills • Customer service and public relations • Dealing with conflict • Radio communication
4	Access Control	<ul style="list-style-type: none"> • Ingress/ egress control procedures • Electronic security systems • Personnel, vehicle, and baggage search (including use of metal detector wand)
5	Incident/ Emergency Response Procedures	<ul style="list-style-type: none"> • Critical incident response (armed conflict, manmade hazard, natural hazards, terrorism, crime (to include active assailant)) • Building evacuation processes
6	Life Safety Awareness	<ul style="list-style-type: none"> • Safety hazards in the workplace • Emergency equipment placement • Fire safety, prevention and response
7	Medical	<ul style="list-style-type: none"> • Basic first aid and CPR
8	Guard Post Duties and Responsibilities	<ul style="list-style-type: none"> • Site and post orientation, policies, and procedures

(v) **Guard Supervision:**

- The contractor shall have a robust system of supervising static guards managed by a professional, appropriately trained In-Country Manager.
- Contractor shall ensure that its employees who perform the guard services implement, maintain, and comply with Shejeh Salam standard operating procedures (SOPs), and any procedural requirements additional to those SOPs, including all special instructions, written or verbal, issued by DT Global and or Shejeh Salam representatives.
- In addition to site-specific SOPs, the Contractor must have written, established policies and procedures for general operations. These policies and procedures shall be shared with DT Global before commencement of the Contract and whenever it is amended or changed.

(vi) **General Appearance and Behavior:**

- The guard must be dressed in uniforms that fit correctly and are in good condition, clean, and properly pressed.
- Footwear will be appropriate for the roles and duties of a security guard.
- Contractor's company badges must identify them by name in Latin alphabet. Emblems and badges shall be displayed in accordance with any applicable local law or, in the absence of such a law, in

accordance with the direction of the DT Global Chief of Party and/or Project Risk Manager.

- Guard will maintain an appropriate level of personal hygiene.
- Guard will be polite and courteous to all Shejeh Salam staff and visitors.

(vii) Mobile Response:

- The bidder shall demonstrate capability and reliability of 24/7 mobile rapid response services to incidents in DT Global Office in Juba

(viii) Customer Inquiry and Services:

- The bidder shall demonstrate capability and reliability of 24/7 customer inquiry and services support.

(ix) Equipment and Tools:

- The Contractor will supply all equipment necessary for the delivery of services.

At a minimum: Guard:

- Phone with credit (functional)
- Panic button
- Flashlight
- Baton
- Hand-held radio (would be a plus)
- Basic first Aid kit

Office:

- 1 x Search metal detector
- 1 x Search Mirror

(x) Warning and Alerts:

- The bidder should demonstrate ability to provide warning and alerts to safeguard lives and property of client.

(xi) Past Performance and Experience:

- The offeror shall provide documented evidence indicating at least two years' experience in provision of security service contracts, preferably to USAID funded organizations, INGO, Embassies, UN Agencies, and corporates. The said documented evidence shall include contact list, recommendation letter and past successfully completed security service contract details as required in **Section 3**

Reference – Past Performance and Experience.

(xii) Basic policy and procedures:

- The bidder shall provide the detailed description of their security policy and procedures that applies to proposed security services.

B. Quotation:

The bidder shall provide price quotation in relation to the scope of work. The Quotation template is available in **- Section 4 - Price Quotation.**

C. Certification and Subscription

DT Global adheres to international security standards when engaging security services. For that reason, bidders with international security certification and subscription will be given priority during selection. DT Global therefore expects bidders to provide evidence of international security certification, i.e., **ISO18788, PSCI, ICoCA registration** etc., which draws on provisions from and provides mechanism to demonstrate compliance with relevant principles, legal obligations and voluntary commitments and good practices of:

- The International Code of Conduct for Private Security Providers (ICoCA) 2010
- Guiding Principles on Business and Human Rights, Implementing the United Nations “Protect, Respect and Remedy” Framework, 2011
- The Montreux Document on Pertinent International Obligations and Good Practices for States Related to Operations of Private Military and Security Companies During Armed Conflict, 2008

Section 2: Offer Cover Letter

The following cover letter must be placed on letterhead and completed/signed/stamped by a representative authorized to sign on behalf of the offeror:

**To: Shejeh Salam
DT Global South Sudan
Kololo Road, Plot 57, Block Number 3K
2nd Class area, Tong Ping, Juba, South Sudan**

Reference: RFQ No: RFQ0041 _ Provision of Static Guards and Security Services to DT Global

To Whom It May Concern:

We, the undersigned, hereby provide the attached offer to perform all work required to complete the activities and requirements as described in the above-referenced RFQ. Please find our offer attached.

We hereby acknowledge and agree to all terms, conditions, special provisions, and instructions included in the above-referenced RFQ. We further certify that the below-named firm—as well as the firm’s principal officers, and all goods and/or services offered in response to this RFQ—are eligible to participate in this procurement under the terms of this solicitation and under USAID regulations.

Furthermore, we hereby certify that, to the best of our knowledge and belief:

- We have no close, familial, or financial relationships with any DT Global or Shejeh Salam staff members.
- We have no close, familial, or financial relationships with any other offerors submitting quotes in response to the above-referenced RFQ; and
- The prices in our offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.

All information in our quote and all supporting documentation is authentic and accurate.

We understand and agree to DT Global’s prohibitions against fraud, bribery, and kickbacks.

We hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

Authorized Signature: _____

Name and Title of Signatory: _____

Date: _____

Company Name: _____

Company Address: _____

Company Telephone and Website: _____

Company Registration or Taxpayer ID Number: _____

Company DUNS Number: _____

Company Bank Account Number: _____

Official Company Name Associated with Bank Account: _____

Section 3: Reference - Summary of Past Performance and Experience

(The offeror shall fill the form below and submit details of at least 3 past orders successfully completed to determine past performance and experience. DT Global allows offeror to add more than three past performance and experience as required by this RFQ. Information required below is for contracts related to provision of static guard and security services to DT Global)

Past Performance/Experience # 1	
Contract Number	
Description of Supply/Provision	
Geographical Cover (Contract Delivery Location)	
Client	
Contact Person	
Position	
Email Address	
Phone Number	
Contract Value (USD)	
Contract Duration (Start and End period)	

Past Performance/Experience # 2	
Contract Number	
Description of Supply/Provision	
Geographical Cover (Contract Delivery Location)	
Client	
Contact Person	
Position	
Email Address	
Phone Number	
Contract Value (USD)	
Contract Duration (Start and End period)	

Past Performance/Experience # 3	
Contract Number	
Description of Supply/Provision	
Geographical Cover (Contract Delivery Location)	
Client	
Contact Person	
Position	
Email Address	
Phone Number	
Contract Value (USD)	
Contract Duration (Start and End period)	

Section 4: Price Quotation

(The table below contains the list of services that required as per RFQ - Provision of Static Guards and Security Services to DT Global. Offerors are requested to provide per-unit price quotations containing the information below on official letterhead or official quotation format).

No.	Item Description	Quantity	Unit	Unit Price (USD)
1	Unarmed Security Guards working Monday to Friday 0700Hrs to 1900Hrs	8	Guard	
2	Site Supervisor working Monday to Friday 0700Hrs to 1900Hrs	1	Guard	
3	Unarmed Security Guards working weekends (Saturday and Sunday) from 0700Hrs to 1500Hrs	1	Guard	
4	Mobile Rapid Response Services, 24/7	1	Team	

Non-Cost Factors

Payment Terms	
Payment Method	
Price Validity	

Section 5: Offer Checklist

(To assist offerors in preparation of the quotation, the following checklist summarizes the documentation to include an offer in response to this RFQ)

Please check ☒ on each item below to acknowledge that it has been submitted together with the quotation. Do not check ☐ any item that has not been included in your submission.

- ☐ Cover letter, signed by an authorized representative of the offeror, (see **Section 2: Offer Cover Letter**)
- ☐ Company or individual business profile, (see **Section 1.6 Required Documents**)
- ☐ Provide at least three (3) full names of your company's Directors, (see **Section 1.6 Required Documents**)
- ☐ Company legal documents, (see **Section 1.6 Required Documents**)
- ☐ Technical specification requirements, (see **Section 1.13: Evaluation Criteria**)
- ☐ Documents to support evaluation criteria of offers (see **Section 1.14: Evaluation Criteria**)
- ☐ A minimum of three (3) references relevant to the requested goods and/or services Section 2 – Scope of Work and carried out in the last two (2) years, (see **Section 1.6 Required Documents**)
- ☐ Company Bank Account Details in USD currency, (see **Section 1.6 Required Documents**)
- ☐ DUNS Number (see **Section 1.6 Required Documents**)
- ☐ Certification and subscription from recognized international bodies (see **Section 2.B: Certification and subscription**)
- ☐ Document supporting past performance and experience (see **Section 3: Reference**)
- ☐ Official quotation including proof of technical requirements, (see **Section 4: Scope of Work**)