

Terms of Reference (TOR) for Unarmed Security Guard Service Provision

Project Title: Provision of Unarmed Security Guard Services for CAFOD and Trocaire Partnership Office in Hai-Malakal, Juba, South Sudan

1. Introduction: CAFOD and Trocaire, in partnership for their operations in South Sudan, seek a reputable and qualified security service provider to supply unarmed security guard services for their office located in Hai-Malakal, Juba, South Sudan. The goal is to ensure the safety and security of the office premises, personnel, and assets.

2. Scope of Work: The security service provider will be responsible for the provision of four (4) security guards. The duties of the guards will include, but are not limited to, the following:

- **Day Shift (2 Guards):** Two guards will be assigned to the day shift. One guard will be stationed at the reception area at all times to monitor visitors and manage security access. The second guard will be responsible for patrolling the premises, ensuring security across the office, and managing vehicle access for both entry and exit.
- **Night Shift (2 Guards):** Two guards will be deployed during the night to monitor the premises, prevent unauthorized access, and ensure the safety of the property.

Guards must be highly disciplined, smart, hard-working, and presentable at all times. They should possess strong verbal and written communication skills in English, and be able to communicate in Arabic as well.

3. Security Service Provider Responsibilities:

- Provide and maintain four (4) qualified, disciplined, and trained security guards.
- Ensure the guards are punctual, adhere to the code of conduct, and execute their duties diligently.
- Provide uniforms and equipment to the security personnel.
- Conduct regular training and capacity-strengthening sessions for the guards.
- Ensure guards can speak and write in English and communicate in Arabic.
- Provide daily or weekly activity and incident reports.
- Ensure that security personnel are well-versed in responding to emergencies and crisis situations.
- Maintain proper supervision and management of the guards during their shifts.

4. Minimum Qualifications for Security Service Provider:

- The security service provider must have a valid registration and operating license in South Sudan.
- Provide a valid tax clearance certificate.
- The company should have a minimum of five (5) years of operational experience in South Sudan.
- Interested bidders must be certified with at least two of the following certifications:
 - ISO 9001:2015 (Quality Management System)
 - ISO 18788:2015 (Management of Security Operations)
 - UNDSS approval for security services.
- Submit references from at least three (3) INGOs or NNGOs with a demonstrated record of service in South Sudan.

5. Proposal Submission Requirements

Bidders are required to submit the following documents for consideration:

1. **Company Profile:** A detailed profile, including the company's history, years of operation, and core services offered.
2. **Valid Registration and Operation License:** Include a valid registration and operation license, as well as a tax clearance certificate.
3. **Certification:** Interested bidders must hold at least two of the following certifications: ISO 9001:2015, ISO 18788:2015, or UNDSS approval. Proof of these certifications must be provided with the submission.
4. **References:** At least three (3) references from INGOs or NNGOs, with evidence of similar past security service contracts.
5. **Signed CAFOD Documents:**
 - CAFOD Terms and Conditions
 - CAFOD Supplier Code of Conduct
 - CAFOD Safeguarding Policy
 - CAFOD Antibribery Policy
6. **Pricing Breakdown:** A detailed pricing breakdown for the provision of security services for four (4) guards, including uniforms and necessary equipment.
7. **CVs of Proposed Security Guards:** Include CVs for each proposed security guard, showing at least two (2) years of experience, with evidence of relevant training.
8. **Proposed Work Plan:** A detailed work plan outlining staffing, scheduling, and reporting.

Please ensure that all required documents are submitted as part of your proposal. Incomplete submissions may not be considered.

6. Duration of Contract: The contract will be for an initial period of one (1) year, with the possibility of extension based on performance and mutual agreement between both parties.

7. Payment Terms: Payments will be made on a monthly basis, upon submission of invoices and satisfactory performance evaluation of the security services provided.

8. Reporting and Monitoring: The security service provider will be required to submit a weekly or monthly report detailing the activities of the security personnel, any incidents or security concerns, and suggestions for improvement. Regular meetings with CAFOD and Trocaire management will be held to review performance and address any issues or concerns.

9. Evaluation Criteria: Bids will be evaluated based on the following criteria:

- Compliance with the minimum qualifications and submission requirements.
- Experience and reputation in providing security services to INGOs or NNGOs.
- Qualifications of the security guards, including their ability to speak and write in English and Arabic.
- Price competitiveness and value for money.
- Certification and registration in accordance with South Sudan laws and international standards.

10. Submission Deadline: All bids must be submitted in hard copy by **14th February 2025**. Please ensure that your submission is placed in a sealed envelope and delivered to the CTP office at the following address:

CTP Office
Plot 19 | Block XIII
P.O. Box 7
Hai Malakal
Juba, South Sudan

11. Conclusion: CAFOD and Trocaire are committed to ensuring the safety and security of their staff and operations in South Sudan. The successful bidder will provide essential services that are professional, efficient, and in line with international security standards.