



REQUEST FOR PROPOSAL (RFQ) Negotiated procedure / tender

TITLE: Provision of Security Guard Services for ZOA Dorcas Framework Agreement for a period of 12 months

RFQ reference number: 10002365

Wau field office

ZOA Dorcas is an international non-governmental organization implementing emergency and recovery responses in South Sudan. We work with internally displaced persons (IDPs), returnees, and host communities, focusing on addressing urgent humanitarian needs while supporting recovery and strengthening longer-term resilience.

Our sectoral specializations include Food Security and Livelihoods (FSL), WASH, Emergency Shelter/NFI, Peacebuilding, and Education (including Technical and Vocational Education and Training - TVET). All ZOA Dorcas programmes are designed and implemented on the foundations of the peace nexus, gender, diversity and inclusion, climate resilience and localisation, ensuring that interventions contribute to sustainable and systemic change in the lives of the most vulnerable and marginalized populations.

ZOA Dorcas currently operates in six states of South Sudan: Northern Bahr el Ghazal, West... Bahr el Ghazal, Warrap, Eastern Equatoria, Jonglei, and the Greater Pibor Administrative Area.

ZOA Dorcas is seeking to engage a qualified, licensed, and experienced security company to provide professional security guard services for its offices, facilities, personnel, visitors, and assets. The selected company shall provide trained security personnel and related security support services in accordance with national laws and international best practices.

Manner of Submission:

Bids to be submitted per e-mail to:

procurement.southsudan@zoadorcas.ngo

or delivered (in a sealed envelope) to the following address:

ZOA Dorcas at Hamza Inn, direct opposite to Notos, Juba town

RFQ/posting date: **16th July 2026**

Closing deadline: **29th July 2026, 5pm local time**

Important: Offers transmitted after the deadline or in any other manner than those indicated above will not be considered.

REQUEST FOR PROPOSAL (RFQ)

Negotiated procedure / tender

Requirements:

ZOA Dorcas invites your company to make a firm offer for the following.

No	Item Description	Unit	#Month	# Guard
1	Hire of 3 unarmed, uniform and trained Security Guards for a period of 12 months-Wau field office	Month	12	3
2	Hire of 1 unarmed, uniform and trained Guards' Supervisor for a period of 12 months-Wau field office	Month	12	1

support services in accordance with national laws and international best practices.

01: Purpose	Provision of Security Guard Services for ZOA Dorcas
02: Locations	ZOA Dorcas Office in Wau
03: Requirement	The companies / suppliers are required to provide office security services in order to ensure the safety and security of ZOA Dorcas staff, visitors, premises, vehicles, equipment, and other organizational assets through the deployment of competent and professional security guards.
3.1 : Detailed list of job requirement	• Provide professional, trained, and properly uniformed security personnel to safeguard designated ZOA Dorcas facilities. • Control and monitor access to office premises by verifying the identity and purpose of all visitors, contractors, and service providers. • Conduct routine patrols within and around the office compound to deter and identify potential security threats. • Monitor all entry and exit points to ensure the safety and security of staff, visitors, and organizational assets. • Protect organizational property, equipment, and facilities from theft, vandalism, damage, and unauthorized access. • Maintain accurate records of visitor movements, security incidents, and any unusual occurrences in the designated logbooks. • Respond promptly and appropriately to security incidents, emergencies, and breaches of security procedures. • Assist and support the implementation of emergency response and evacuation procedures when required. • Ensure that all office, warehouse, and store room doors and

REQUEST FOR PROPOSAL (RFQ)

Negotiated procedure / tender

	windows are securely closed and locked at the end of each working day, as well as during weekends and public holidays when offices are not in operation. • Regularly inspect fire extinguishers and other fire safety equipment and promptly notify the Security Focal Person or Head of Office of any maintenance needs or upcoming expiration dates. • Monitor vehicle parking areas to ensure vehicles are parked in an orderly manner and do not obstruct access routes, emergency exits, staff movement, or visitor access. • Report any safety, security, or maintenance concerns observed during duty hours to the designated focal person or office management without delay. • Maintain a visible security presence and promote a safe and secure working environment for staff, visitors, and partners at all times.
4. Bidder Eligibility and Qualification Requirements	4.1 Legal and Administrative Requirements Interested bidders shall submit the following valid documents: • Certificate of Company Registration/Incorporation. • Valid Business Operating License. • Valid Tax Clearance Certificate. • Valid Security Operations License issued by the Ministry of Interior or other competent authority. • Company Profile, including organizational structure and management team. • Bank account details and bank reference letter. • Bank statements for the previous twelve (12) months. • Copy of the National Identification Card or Passport of the Company Director/Authorized Representative. • Completed and signed ZOA Dorcas Supplier Registration Form. • Signed ZOA Dorcas Supplier Code of Conduct. 4.2 Experience and Organizational Capacity • The bidder shall demonstrate adequate experience and capacity to provide security services by submitting: • Evidence of at least five (5) years of continuous experience in the provision of private security services. • Details of similar contracts successfully executed within the

REQUEST FOR PROPOSAL (RFQ)

Negotiated procedure / tender

	last five (5) years, preferably with international NGOs, United Nations agencies, diplomatic missions, government institutions, or comparable organizations. • A list of at least five (5) current or former clients. • At least three (3) professional references from comparable assignments, including: <i>Organization name;</i> <i>Contact person;</i> <i>Telephone number;</i> <i>Email address; and</i> <i>Contract duration.</i> 4.3 Personnel Qualifications Security Guards All security guards proposed for deployment shall: • Have completed at least Senior Four (secondary education) or equivalent. • Be able to read, write, and communicate effectively in English and relevant local languages. • Have successfully completed recognized security guard training. • Maintain good physical fitness, discipline, and professional appearance. Security Supervisors Security supervisors shall: • Have completed at least Senior Four (secondary education) or equivalent. • Possess demonstrated supervisory experience in security operations. • Have strong communication, reporting, and incident-management skills. 4.4 Training and Certification The service provider shall ensure that all deployed personnel have received appropriate training and certification in the following areas: • First Aid; • Fire Safety and Fire Prevention;
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REQUEST FOR PROPOSAL (RFQ)

Negotiated procedure / tender

- Emergency Response Procedures;
- Emergency Evacuation Management;
- Customer Care and Professional Conduct; and
- Basic Security Operations.

Copies of relevant training certificates shall be provided upon request.

4.5 Personnel Screening and Background Verification

The bidder shall demonstrate that all security personnel undergo appropriate vetting and screening procedures, including:

- Criminal background checks;
- Identity and fingerprint verification;
- Character and employment reference checks; and
- Behavioral and professional suitability assessments.

Documentary evidence of compliance with these requirements shall be submitted.

- 5. Guard Supervision and Performance Monitoring
- 5.1 Guard Tracking and Attendance Management

The bidder shall provide details of the systems and procedures used to monitor deployed guards, including:

- Attendance management and reporting systems;
- Patrol monitoring and verification mechanisms;
- Communication equipment and reporting channels; and
- Procedures for monitoring guard performance during duty hours.

5.2 Supervisory Oversight

The bidder shall describe its supervision framework, including:

- Frequency and schedule of supervisory visits;
- Performance monitoring and evaluation procedures;
- Quality assurance measures; and
- Processes for addressing performance gaps and implementing corrective actions.

REQUEST FOR PROPOSAL (RFQ)

Negotiated procedure / tender

6. Uniforms and Equipment

The bidder shall provide information on the uniforms and equipment supplied to deployed personnel, including:

- Photographs or descriptions of guard uniforms;
- Identification badges and identification procedures;
- Communication devices and equipment;
- Personal protective equipment (where applicable); and
- Any additional security equipment available for service delivery.

7. Command and Control Capability

The bidder shall provide a description of its command and control arrangements, including:

- Central operations or command center facilities;
- Communication systems and escalation procedures;
- Emergency response coordination mechanisms; and
- Availability of 24-hour operational support and incident response services.

8. Mobilization and Deployment Schedule

The bidder shall clearly indicate:

- The time required to mobilize and deploy guards following contract award;
- The deployment schedule expressed in days or weeks; and
- Measures in place to ensure uninterrupted commencement of services.

9. Financial Proposal

The financial proposal shall include:

- Unit rates and total costs in United States Dollars (USD);
- Detailed cost breakdowns;
- Any additional charges or reimbursable costs;
- Validity period of the offer;
- Proposed payment terms and schedule; and
- Bank account details for payment purposes.

REQUEST FOR PROPOSAL (RFQ)

Negotiated procedure / tender

	10. Contract Management Responsibilities The successful contractor shall: • Maintain adequate staffing levels throughout the contract period. • Ensure uninterrupted security coverage at all assigned locations. • Promptly replace absent, underperforming, or unsuitable personnel. • Ensure all deployed personnel comply with professional standards, ethical conduct requirements, and organizational policies. • Cooperate fully with ZOA Dorcas management and designated security focal persons in the implementation and monitoring of security services. • Submit incident reports and periodic performance reports as required by ZOA Dorcas.
Other requirement	
	The security company shall provide a clear operational plan detailing how guards will handle: • Unauthorized entry attempts. • Theft, burglary, and vandalism. • Fire incidents. • Medical emergencies. • Civil unrest and security threats. • Staff and visitor emergencies. • After-hours security breaches
5: Communication and Reporting	Communication and Reporting • Maintain continuous communication between guards and the company's command center. • Submit daily occurrence reports. • Submit monthly performance and incident reports. • Immediately report critical incidents to ZOA Dorcas management

REQUEST FOR PROPOSAL (RFQ)

Negotiated procedure / tender

6: General Conditions	• This is an obligation-free request for quotation. • ZOA Dorcas reserves the right to accept or reject any quotation in whole or in part. • Incomplete submissions may be disqualified. • Quotations should preferably be submitted in United States Dollars (USD). • Payments shall be made in USD. • Contract payment terms will be specified in the final agreement. • ZOA Dorcas shall not be responsible for bank service charges. • Goods and services supplied to ZOA Dorcas may be exempt from VAT and other applicable taxes in accordance with relevant regulations.
Approved by:	<i>Thank you and regards,</i> Sign:  Date : 15th July 2026 ZOA Dorcas Management. 