



## **Preparation of proposals**

Interested organizations should prepare their proposals in response to this Request for Proposal and of the scope of work attached. The proposals shall contain the following sections:

### **A. Annex Letter**

A one-page annex letter in English will provide further relevant details about the organization submitting the proposal. This letter will be signed by the President/Director of the organization submitting the offer and will include its name, address and phone number, as well as the President/Director's contact information in regard to this Request for Proposal.

The annex letter of the organization should state that the submitting organization will carry out the activities in accordance with the specifications contained in the scope of work, should the submitting organization be selected.

### **B. Introduction**

The offerors will write a short review of proposed methodologies according to their understanding of the Request of Proposal and a declaration of their technical approach. In this section, the offeror will have to demonstrate that it will be ready to implement effectively the specific methodological activities stipulated in the Scope of Work, by indicating how it will implement each specific proposed approach and by highlighting each specific step. The offerors will have to show that it has a clear comprehension of the requested mission.

### **C. Detailed technical plan**

The offerors will have to describe the detailed plan of the described tasks. The offeror will have to propose a work plan which defines the principal phases and activities of the mission, as well as the possible suggestions which contribute to obtaining expected results. The operational and technical part of the Proposal should not contain any information on the costs of the services offered. This financial information must be provided separately in the cost proposal.

### **D. Calendar of the activities**

The offerors will have to submit a calendar of the activities, with the dates of accomplishment. To support this, the offeror will have to present a planning and methodology of how they will execute the mission, along with a precise calendar for their intervention.

### **E. Qualifications and competency of key staff**



The offerors will have to list the key staff, their role, and function, the amount of time allocated for the project, as well as their CV. In this section, the offeror will indicate the various members of the personnel to be assigned to the project and their personal experience of their tasks.

#### **F. Material capacity of the organization**

The offerors will have to submit material capacity of their organization and any important information which qualifies them to undertake the Scope of Work. In this section, the offerors will provide detailed explanations about the level of human and material resources that will be made available to ensure the proper and effective execution of the mission.

#### **G. Justification of budget**

The financial proposal will have to be separate from the technical proposal. The two separately enclosed proposals will be included in separate email notifications. A detailed justification of the budget and cost of achievement of the activities will have to be submitted. Each budgetary heading must be justified in a narrative format and the cost for each task will include (but not be limited to): i. Administrative and management costs, ii. Personnel costs assigned to the project, iii. Transport costs, and iv. All other related costs.

#### **H. Ethical and Business Conduct Requirements**

IntraHealth is committed to integrity in procurement, and only selects suppliers based on objective business criteria such as price and technical merit. IntraHealth expects suppliers to comply with our [Code of Ethics](#).

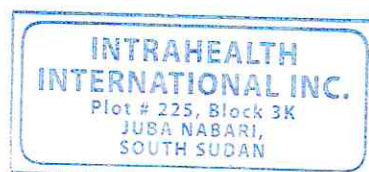
#### **I. Proposal Validity Period**

Proposals shall remain valid and unit cost prices unchanged for **90 days** after the proposals are submitted. A Proposal valid for a shorter period shall be rejected as non-responsive.

#### **J. Administrative documents**

All important documents need to be submitted, such as curriculum vitae (CVs), or any other information, that the offeror feels relevant to be considered in the technical proposal such as:

- The contact information for the organization's Headquarters
- Dun & Bradstreet Number
- At least three references of clients for whom the offeror has recently provided services similar to those described herein



- Copy of offeror’s legal registration documents or business license
- Resumes for all personnel to be considered for security consultant positions

**K. Evaluation and comparison of the Proposals**

International IntraHealth, Inc. will compose a team to evaluate each proposal received by the deadline given. Considering that the proposals are sent separately, the evaluation of the proposals will be processed in two phases. The evaluation of the technical proposal will be done before the opening and the comparison of the financial proposals.

Financial proposals will be opened only for those proposals which will have received the minimal technical score of **70%** (based on the grade coefficients below). The technical proposal is evaluated based on how the organization responds to the requirements of the RFP summarized on page two.

During the second phase, the financial proposals of all the offerors that have obtained the minimal technical score of **70%** during the technical evaluation will be evaluated but will not be assigned a rating. The evaluation of cost will include a determination of cost realism, completeness, and reasonableness. Cost realism is defined as the offeror’s ability to project costs which are realistic for the work to be performed; reflect a clear understanding of the requirements; and are consistent with the offeror’s technical capacity.

**Criteria of evaluation as a whole**

Summary of the proposals’ technical assessment forms		Grade coefficient	Maximum grade	Offerors				
				A	B	C	D	E
1.	Organization’s experience, professional experience, and references/Past Performances	25%	25					
2.	Suitability of the work plan and the proposed methods for the scope of work	50%	50					
3.	Qualifications and competencies of key staff as part of the mission	25%	25					
<b>Total</b>								



## L. Attribution of the Contract

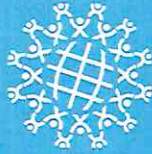
International IntraHealth, Inc. will award the contract to the offeror whose proposal, after evaluation, is considered as the most responsive to the needs of the organization and the requirements of the activity, and that provides the best value to IntraHealth, technical and financial factors combined. IntraHealth reserves the right to award in whole or in part, or to make no award at all.

The contract will stipulate the terms and conditions of IntraHealth International, Inc.



**Attachment A - Scope of Work**





## INTRAEALTH SOUTH SUDAN

# REQUEST FOR PROPOSAL (RFP) / TERMS OF REFERENCE (TOR)

Policy Name: 301A7 SECURITY: STAFF CAPACITY (PSS)

## 1. AIM OF PROPOSAL

At IntraHealth, we know that health care is about people—not just those who need it, but those who deliver it. The people who provide health care need to feel safe at work. IH staff need training that's up to date, and need access to the supplies, equipment, and technology that will help them reach even the most remote and vulnerable communities in a fast-changing world.

- Our mission is to improve the performance of health workers and strengthen the systems in which they work.
- Our vision is that everyone everywhere has the health care they need to thrive.

To achieve this, IntraHealth create a safe and secure working environment for our staff in safe and fragile contexts.

### 1.1. Service Requirements

IntraHealth International in South Sudan (IHI-SS) requires the services of a local Country Security Officer that will be based in Juba, with field travel to IH Project areas in South Sudan. Eligible Private Security Firms, or Security – Risk Service Providers licensed to operate in South Sudan, are invited to to provide a proposal based on the requirements as outlined in this document and annexures.

### 1.2. Description

The Country Security Officer is responsible for developing and maintaining security management and risk mitigation tools, supporting field teams to analyze and address security risks, providing country-level security information and analysis and building the capacity of staff members regarding security and risk mitigation. This position interacts with all other functions, including field-based program teams. The position requires an excellent communicator that can effectively collaborate with IntraHealth internal and external stakeholders, and includes on-site security support and capacity building for staff in Juba and field office locations.



### 1.3. Reporting / Chain of Command

IntraHealth Project Leads; dotted reporting line to the regional IntraHealth International Safety and Security Advisor.

### 1.4. Decision Making Authority

All decisions related to security management must be in line with IHI and IHI South Sudan policy and procedures.

Decision making will be done in consultation with the Project Leads and International Safety and Security Advisor where appropriate

### 1.5. Geographical Area; Country Programs and Locations

IHI-SS currently runs projects in almost 18 locations throughout South Sudan, respectively in Western Equatoria, Eastern Equatoria, Central Equatoria, Lakes, Jonglei and Western Bar El Ghazel. To enhance safety and security management to staff and projects, IHI-SS record areas of operation in the SRA as the Security Point of Contact for SS are accountable for all projects. IHI-SS USAID/Advancing HIV & AIDS Epidemic Control (AHEC) staff operate from IHI offices in Juba, however, are also located in various counties in the South Sudan Ministry of Health (MoH) facilities, except for Yambio where the AHEC staff is located in a small, rented office. The CDC funded SI project has an office in Juba, separate from the AHEC office, and has Field Officers at state level working in health facilities.

Office safety and security settled in MoH facilities are interlinked because of security arrangements by the Government of SSD. IHI staff is accountable for their own safety and security as well as IHI Assets in multi-tenant facilities.

#### 1.5.1. Current Projects and Locations

Currently two projects i.e., AHEC and SI, function in various States as indicated below. In locations where more than one IHI-SSD project function, staff co-ordinate to strengthen information sharing on safety and security and to support in crisis.

#### **USAID/Advancing HIV & AIDS Epidemic Control (AHEC)**

The AHEC Project have Staff and Operations in Juba with six (6) further locations in Wau; Yambio; Rumbek; Nimule; Bor; Tambura.

#### **Strategic Information Project (SI)**

The SI Project have Staff and Operations in Torit; Juba; Yei; Kapoeta; Nimule; Yambio; Rumbek; Yirol; Wau; Ezo; Magwi; Maridi; Mundri; Nzara; Tambura; Morobo and Nandi.

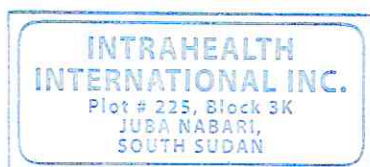




ROLE DIMENSION / DESCRIPTION	End Results Expected	Time Spent
<b>Strategy &amp; Planning</b>		
<ul style="list-style-type: none"> <li>Develop and implement the Country Office security strategy in alignment with IH security policy to ensure the operational priorities of the Country Office are appropriately supported.</li> <li>Ensure Security Risk Assessments, Country Risk Ratings and Primary Security Standards, processes and procedures are completed in accordance with current IH Global Security guidelines and training</li> <li>Provide leadership/ management of the security team in country.</li> <li>Assist International Safety and Security Advisor to carry out Security Risk Assessments and Country Risk Ratings as required/directed.</li> </ul>	Country Office is aligned with all current IntraHealth International security policies and strategies and with any project donor requirements	20%
<b>Security Operations</b>		
<ul style="list-style-type: none"> <li>Work with the Project Leads and International Safety and Security Advisor to carry out Security Risk Assessments as required/directed.</li> <li>Country Risk Ratings are established and updated as required</li> <li>Ensure Primary Security Standards are implemented in line with Country Risk Ratings</li> <li>Provide input and support to management in crisis situations and critical incidents</li> <li>Conduct security investigations when required.</li> </ul> <p><b><i>In-extremis support</i></b></p> <ul style="list-style-type: none"> <li>Capable of mobilizing a team 24/7 to respond to a distress call by the soft skin vehicle with a driver or staff therein in case of security incidents, road traffic accidents, and vehicle breakdowns.</li> <li>Capable of moving project staff to pre-identified safe locations.</li> </ul> <p><b><i>Travel Management and Site Assessments</i></b></p> <ul style="list-style-type: none"> <li>All venues assessed and approved prior to IntraHealth's staff conducting meetings at identified locations. Locations that have never been assessed a site assessment must be completed with a recommendation of whether the location is a safe one.</li> </ul>		25%

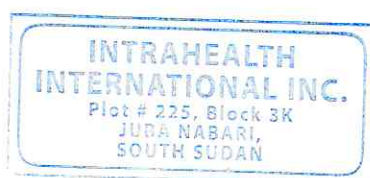


ROLE DIMENSION / DESCRIPTION	End Results Expected	Time Spent
<ul style="list-style-type: none"> <li>• Incident Reporting – As necessary, disseminate information via email and/or text to staff on real time threats and incidents.</li> <li>• Daily Movement Reports – daily status and movement reports to both the in-country team and the designated IntraHealth’s point of contact at the end of each day’s activities.</li> <li>• Conduct nightly check-ins either in person or remotely with the in-country team to plan for the coming day/s and brief him/her on any changes to the security situation.</li> <li>• Send daily status and movement reports to both the field office country team and the designated IntraHealth’s point of contact at the end of each day’s activities.</li> <li>• When program teams are actively travelling throughout the country, daily information updates are required to be submitted before COB.</li> </ul>		
<b>Networking and External Liaison/Engagement</b>		
<ul style="list-style-type: none"> <li>• Represent IHI at local and international NGO security network meetings and ensure information from these groups is disseminated to relevant staff.</li> <li>• Build ongoing networks for sharing security information and coordination.</li> </ul>	Security relationships with other NGO’s and relevant partners are established and maintained.	20%
<b>Capacity Building and Technical Training</b>		
<ul style="list-style-type: none"> <li>• Coordinate the assessment, development and implementation of the Country Office capacity building plan for security management based on local security risk assessments.</li> <li>• Seek to develop a culture of security awareness and monitor staff compliance.</li> </ul>	National staff are trained in alignment with the IH global security and current international good practice standards.	20%
<b>Reporting and Documentation</b>		
<ul style="list-style-type: none"> <li>• Provide regular security reports to the Country Office, Country Projects and International Safety and Security Advisor.</li> <li>• Ensure that all security incidents are reported in accordance with IH Security Policy and donor reporting requirements.</li> <li>• Establish and manage a network of field-based security focal persons.</li> </ul>	All documentation is prepared in a clear and concise manner and disseminated in accordance with IntraHealth International policies and procedures.	15%



<b>ROLE DIMENSION / DESCRIPTION</b>	<b>End Results Expected</b>	<b>Time Spent</b>
<ul style="list-style-type: none"> <li>Collect, analyze and disseminate security information appropriately.</li> </ul>		

<b>Important Functional Relationships:</b>		
<b>Contacts</b>	<b>Reason for Contact</b>	<b>Frequency of Contact (Daily, Weekly, Monthly)</b>
Internal stakeholders: <ul style="list-style-type: none"> <li>Project Leads</li> </ul>	Direct Reporting	As required
<ul style="list-style-type: none"> <li>International Safety and Security Advisor</li> </ul>	Matrix reporting – to provide security updates, seek guidance and technical support for security related issues	As required
<ul style="list-style-type: none"> <li>Senior Country Management Team</li> </ul>	Inform – to assist and provide security support and advice in situations of increased insecurity	As required
<ul style="list-style-type: none"> <li>Country Office and Field Program managers</li> </ul>	Trainer/Facilitator – to provide support, security advice, staff training and to obtain localized security information	As required
<ul style="list-style-type: none"> <li>South Sudan Project Staff (AHEC / SI) staff</li> </ul>	Trainer/Facilitator – to conduct training and orientation, provide updates and advisories, obtain information and provide support	As required
External (to IH) stakeholders:	Maintain close working relationship & share information in relation to security issues in regular	As required



<ul style="list-style-type: none"> <li>INGO community, United Nations and Embassies</li> </ul>	security briefings and meetings	
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**Knowledge, Skills, Abilities:**

*(The following knowledge, skills, and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training.)*

<b>Education</b>	<ul style="list-style-type: none"> <li>Bachelor's degree / Higher Diploma or equivalent experience.</li> </ul>	Preferred
	<ul style="list-style-type: none"> <li>Police/Law Enforcement or military training</li> <li>Other: _____</li> </ul>	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>No previous criminal record or convictions</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>If previous Police/Law Enforcement, military or Private Security letter of service, discharge</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>REQUIRED: Confirmed employment of the Security Officer is contingent on him/her passing IH Mandatory Security Training(s) HEAT training course within 90 days of employment (probation period)</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>At least <b>3 years'</b> experience in a proven security field (public, private, and government or NGO sectors in military, security or law enforcement services). <ul style="list-style-type: none"> <li>Operational experience</li> <li>Strategic / Managerial experience</li> </ul> </li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Minimum two (2) years' experience working with UN Agency / NGO</li> </ul>	Preferred
	<ul style="list-style-type: none"> <li>Radio and/or Satellite phone communications experience, operations and management</li> </ul>	Desirable
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>Demonstrated experience in designing and delivering training.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Demonstrated ability to work effectively under pressure (particularly in a crisis)</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Ability to communicate well in English &amp; _____ (Verbal and written) – particularly in a crisis</li> </ul>	Essential



	<ul style="list-style-type: none"> <li>Valid Passport and Driver's License (<i>choose appropriate</i>) <ul style="list-style-type: none"> <li>Local</li> <li>International</li> </ul> </li> </ul>	Essential
	<ul style="list-style-type: none"> <li>First Aid qualified</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Computer literate (Word, Excel, PowerPoint)</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Practical knowledge of tools, mechanisms, and procedures for personal and organizational security.</li> </ul>	Desirable
	<ul style="list-style-type: none"> <li>Professional - always behave in professional manner and demonstrate ability to represent the organization well at interagency meetings</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>Demonstrated personal values, attitudes and behaviors that are consistent with IntraHealth International Primary Values</li> </ul>	Essential
<b>Primary Competencies</b>	<p><b>THINKING CAPABILITY:</b></p> <p><b>Strategic Thinking</b></p> <ul style="list-style-type: none"> <li>Proven leadership /management skills</li> <li>Ability to understand/assess and provide recommendations on all standards contained within the Primary Security Standards framework</li> <li>Ability to understand and apply the Security Risk Analysis process</li> <li>Previous security related work experience</li> <li>Have completed or current HEAT/SRMT training.</li> </ul> <p><b>Humanitarian</b></p> <ul style="list-style-type: none"> <li>Has a working knowledge of Primary humanitarian principals as it is vital to IH Security function and is what makes Security both highly specialized in comparison to other elements within the security industry.</li> </ul>	
	<p><b>ACHIEVING CAPABILITY:</b></p> <p><b>Sound Judgment</b></p> <ul style="list-style-type: none"> <li>Responds quickly and decisively in emergency situations.</li> </ul>	



	<ul style="list-style-type: none"> <li>• Identifies risks and acts accordingly</li> <li>• Demonstrates an ability to seek alternative solutions to problems using initiative, experience and consultation with others.</li> <li>• Proven leadership /management skills</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Good verbal/written communication skills.</li> <li>• Communicates clear direction to others.</li> <li>• Delegates tasks/responsibilities to others.</li> <li>• Assumes responsibility on security related issues in times of necessity, uncertainty and crisis.</li> <li>• Demonstrates basic Microsoft skills.</li> </ul>	
	<p><b>SELF-MANAGING CAPABILITY:</b></p> <p><b>Physical / Mental</b></p> <ul style="list-style-type: none"> <li>• Candidates require a high level of physical and mental fitness particularly within high-risk environments where 'usual channels' of exercise and relaxation may be unavailable or extremely limited.</li> </ul>	
	<p><b>RELATIONAL CAPABILITY:</b></p> <p><b>Engagement</b></p> <ul style="list-style-type: none"> <li>• Ability to build and maintain internal and external networks in order to ensure an informed and coordinated security operation within the local context.</li> </ul> <p><b>Influence</b></p> <ul style="list-style-type: none"> <li>• Given limited resources (both financial and human) security staff need the ability to influence leadership both formally and informally with their technical and professional judgment to ensure there is a shared understanding of the contextual situation so as to gain needed support and resources to respond quickly.</li> </ul>	
<p><b>Work Environment</b></p>	<ul style="list-style-type: none"> <li>• This position requires regular travel between <i>IH South Sudan</i> field-based offices and programming areas.</li> <li>• International / Regional travel may also be required.</li> <li>• Non-standard work hours due to the nature of the security occurrences – may be asked outside of normal office hours.</li> </ul>	



**How to apply**

Qualified security firms should send their expression of interest via this email: AHEC Tender Mailbox [AHECTender@intrahealth.org](mailto:AHECTender@intrahealth.org) by January 31, 2022, at 4:00PM, Juba South Sudan local time.

