

TERMS OF REFERENCE (TOR)

Provision of Security Guard Services for ZOA Dorcas

Wau field office

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.

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	<ul style="list-style-type: none"> • 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 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

	<p>duty hours to the designated focal person or office management without delay.</p> <ul style="list-style-type: none"> • Maintain a visible security presence and promote a safe and secure working environment for staff, visitors, and partners at all times.
<p>4. Bidder Eligibility and Qualification Requirements</p>	<p>4.1 Legal and Administrative Requirements</p> <p>Interested bidders shall submit the following valid documents:</p> <ul style="list-style-type: none"> • 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. <p>4.2 Experience and Organizational Capacity</p> <ul style="list-style-type: none"> • 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 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> <p>4.3 Personnel Qualifications</p>

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;
- 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

	<ul style="list-style-type: none"> • Behavioral and professional suitability assessments. <p>Documentary evidence of compliance with these requirements shall be submitted.</p> <ul style="list-style-type: none"> • 5. Guard Supervision and Performance Monitoring • 5.1 Guard Tracking and Attendance Management <p>The bidder shall provide details of the systems and procedures used to monitor deployed guards, including:</p> <ul style="list-style-type: none"> • Attendance management and reporting systems; • Patrol monitoring and verification mechanisms; • Communication equipment and reporting channels; and • Procedures for monitoring guard performance during duty hours. <p>5.2 Supervisory Oversight</p> <p>The bidder shall describe its supervision framework, including:</p> <ul style="list-style-type: none"> • Frequency and schedule of supervisory visits; • Performance monitoring and evaluation procedures; • Quality assurance measures; and • Processes for addressing performance gaps and implementing corrective actions. <p>6. Uniforms and Equipment</p> <p>The bidder shall provide information on the uniforms and equipment supplied to deployed personnel, including:</p> <ul style="list-style-type: none"> • 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. <p>7. Command and Control Capability</p> <p>The bidder shall provide a description of its command and control arrangements, including:</p> <ul style="list-style-type: none"> • Central operations or command center facilities; • Communication systems and escalation procedures; • Emergency response coordination mechanisms; and
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	<ul style="list-style-type: none"> • Availability of 24-hour operational support and incident response services. <p>8. Mobilization and Deployment Schedule</p> <p>The bidder shall clearly indicate:</p> <ul style="list-style-type: none"> • 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. <p>9. Financial Proposal</p> <p>The financial proposal shall include:</p> <ul style="list-style-type: none"> • 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. <p>10. Contract Management Responsibilities</p> <p>The successful contractor shall:</p> <ul style="list-style-type: none"> • 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	
	<p>The security company shall provide a clear operational plan detailing how guards will handle:</p> <ul style="list-style-type: none"> • Unauthorized entry attempts. • Theft, burglary, and vandalism.

	<ul style="list-style-type: none"> • Fire incidents. • Medical emergencies. • Civil unrest and security threats. • Staff and visitor emergencies. • After-hours security breaches 																
<p>5: Communication and Reporting</p>	<p>Communication and Reporting</p> <ul style="list-style-type: none"> • 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 Dorcac management 																
<p>6: Evaluation Criteria</p>	<p>Evaluation Criteria</p> <p>Bids will be evaluated based on:</p> <table border="1" data-bbox="464 965 1406 1301"> <thead> <tr> <th style="text-align: center;">Criteria</th> <th style="text-align: center;">Weight (%)</th> </tr> </thead> <tbody> <tr> <td>Legal Compliance Documents</td> <td style="text-align: center;">15</td> </tr> <tr> <td>Company Experience and References</td> <td style="text-align: center;">20</td> </tr> <tr> <td>Personnel Qualifications and Training</td> <td style="text-align: center;">20</td> </tr> <tr> <td>Security Management and Monitoring Systems</td> <td style="text-align: center;">15</td> </tr> <tr> <td>Operational Capacity and Deployment Plan</td> <td style="text-align: center;">10</td> </tr> <tr> <td>Financial Proposal</td> <td style="text-align: center;">15</td> </tr> <tr> <td>Compliance with Submission Requirements</td> <td style="text-align: center;">5</td> </tr> </tbody> </table>	Criteria	Weight (%)	Legal Compliance Documents	15	Company Experience and References	20	Personnel Qualifications and Training	20	Security Management and Monitoring Systems	15	Operational Capacity and Deployment Plan	10	Financial Proposal	15	Compliance with Submission Requirements	5
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<p>7: Bid submission</p>	<p>Submission checklist</p> <p>Bidders must submit the following:</p> <ol style="list-style-type: none"> 1. Company profile. 2. Company registration certificate. 3. Valid operating license. 4. Tax clearance certificate. 5. Business license. 6. Organogram. 7. Bank statements. 8. Bank account details. 9. Director's ID copy. 10. Evidence of five years' experience. 11. List of five clients. 																

	<p>12. Three professional references. 13. Staff qualifications and certifications. 14. Criminal background verification procedures. 15. Guard tracking and supervision procedures. 16. Uniform description/photos. 17. Command center description. 18. Deployment timeline. 19. Financial proposal in USD. 20. Offer validity period. 21. Signed Supplier Registration Form. 22. Signed Supplier Code of Conduct</p>
8: General Conditions	<ul style="list-style-type: none"> • 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.
Bid submission deadline and address	<p>The bidding documents must be submitted on or before date: 26th, June 25, 2026 to 10th , July, 2026.</p> <p>By email: procurement.southsudan@zoadorcas.ngo</p> <p>In person: ZOA Dorcas office in Wau / ZOA Dorcas office in Juba (Hamza Inn compound)</p>
9: Authorization	<p>Name: Thomas Anei Deng Title: Country Security Focal Point Sign:  Date: 25th June 2026</p>

Approved by:	Name: Title: Country Director Signature: † Date: 25-06-2026
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