



## TENDER FOR PROVISION OF SECURITY SERVICES

Reference number: **OPHID/TASQC/T01/2024**

**Closing Date & Time: 15 September 2024 at 1700 hours**

### **INSTRUCTIONS, TERMS AND CONDITIONS TO BIDDERS**

1. This tender was prepared by OPHID
2. The specifications prescribed are not in any way limited to any specific bidder as they are based on generally achievable requirements.
3. OPHID does not bind itself to accept the lowest bid price and reserves the right to reject all submissions, in whole or in part, enter negotiations with any party, and/or award multiple contracts.
4. Bids **MUST** be received on or before the **closing date** and **time** and those received after will not be considered.
5. The quotation **MUST** include and satisfy the following:
  - i. Bid Validity - at least 30 days.
  - ii. Unit Price and Total Price should include all taxes, logistical costs, and administrative costs. No submission will be considered for any discovered omissions from the bidders. Contract will be awarded a firm fixed price contract, without provision for price variations.
6. Any costs associated with the preparation and subsequent submission of a proposal shall remain the sole responsibility of the supplier irrespective of the outcome of the final selection process.
7. All documents including catalogues, instructions, and operating manuals, shall be in the English language, and will become the property of OPHID once submitted.

8. At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by OPHID

9. Quotations must be quoted in **USD**

## **TENDER SUBMISSION**

Interested service providers must submit their **typed** RFP on the company's letterhead in compliance with the following details.

**Means of submission:** Tender documents must be delivered electronically by the deadline to [tenderbox@ophid.co.zw](mailto:tenderbox@ophid.co.zw)

**Email Subject:** OPHID/TASQC/T01/2024

**Due date and time:** 15 September 2024 at 1700 hours

The successful bidder will be issued with a contract agreement specifying the terms and conditions.

## **TERMS OF REFERENCE**

### **TERMS OF REFERENCE: PROVISION OF SECURITY SERVICES.**

#### **Background**

OPHID is a Zimbabwean non-governmental organization (NGO) that seeks to innovate, lead and implement public health programs and services locally, across the African region and beyond.

Established as a local Trust in 2001, OPHID has over 20 years' experience in providing technical support to the Ministry of Health and Child Care (MOHCC) in Zimbabwe to implement quality and efficient health care services and development initiatives for diverse population groups, at public health facilities nationwide.

**Objective of the Service:**

OPHID is seeking for proposals from reputable security service providers for the provision of security services in Harare, Bulawayo and Matabeleland South district offices.

OPHID is based in Harare, Matabeleland South (Bulilima, Mangwe, Matobo, Insiza, Gwanda) and Bulawayo Province. The objective of this call for proposals is to select a suitable security service provider to offer high-quality security services that meets the needs of OPHID.

**Scope of Work and Deliverables:**

OPHID invites bids from eligible Suppliers for the supply of all the following items:

Security guards with good mental and physical capability for OPHID Offices in Harare, Bulawayo & Matabeleland South districts offices as shown below:

<b>LOCATION</b>	<b>SITE/ PREMISE</b>	<b>COVERAGE</b>
1) Harare	20 Cork Road, Belgravia	1x24 hrs coverage 1x 12 hrs night dog
2) Bulawayo	52 Townsend Road, Suburbs	1x24 hrs coverage 1x 12 hrs night dog
3) Gwanda	278 Chartoum Street, Gwanda	1x24 hrs coverage
4) Plumtree	595 Medium Density, Plumtree	1x24 hrs coverage
5) Insiza	932/13, Insiza, Filabusi	1x24 hrs coverage
6) Matobo	37 Mapisa, Matobo	1x24 hrs coverage

- Provision of security service (twenty-four hours, seven days a week, including on public holidays).
- Day and night shift.
- Un-Armed Security Guard.
- The effective and efficient provision of 24 hours 7 days a week security services all OPHID premises to protect departmental employees, information, and other physical assets.
- Patrolling the OPHID premises, recording, and reporting security breaches /incidents.

**REQUIREMENTS FOR THE SECURITY SERVICES AND RESPONSIBILITY**

➤ **Companies wishing to bid for this tender must submit a written offer that meets the following criteria:**

- Legally registered in Zimbabwe and submit copies of applicable licenses.
- Have at least 5 years' experience in providing building security services.
- Be able to meet the specifications of the nature of the services listed above.
- Have sufficient material and human resources to meet the requirements of this tender and provide all the services requested by OPHID in accordance with the provisions of this tender.
- Submit proof of worker's compensation insurance.
- Security should be enforced 24/7.
- Unarmed Security Guards to ensure security within the perimeter of OPHID facilities, according to the table above.
- Maintain periodic communication with the office and/or emergency response team.
- Report suspicious activity to the office and/or emergency response team as necessary.
- Patrol the inner perimeter.
- Inspect the integrity of all physical security systems (lights, walls, anti-climb devices, gates, doors), report any necessary maintenance.
- Be prepared to facilitate emergency response services (police, medical, fire).
- Be prepared to work with guards from other security companies in any case.
- Greet and register all employees, contractors, guests and visitors, and the name of the person to be contacted at OPHID and inform the receptionist.
- Keep a register of all visitors.
- Keep a register of all vehicles entering and exiting OPHID premises.
- Be prepared to accompany visitors through the building/ Reception.
- Armed emergency response.
- Emergency response team waiting time within 15 minutes.

**Equipment**

- All guards must be in uniform, including (boots, raincoats),
- All guards must be trained and in possession of a Self-defence baton
- Flashlight/torch.
- Radio to communicate with the head office and trigger an emergency rapid reaction force,
- Whistle.
- Mobile phone for emergency calls with credited airtime with our organisation point of contact.
- Vaccinated dog where applicable.

- To ensure that security officials on all sites are always equipped with a baton and torchlight.
- To check the removal and movement of incoming/outgoing equipment and items. Keep records of items going out of or coming into the OPHID Premises, as may be necessary.
- To verify that all OPHID premises doors and windows are properly locked and those left open inadvertently are properly locked and reported thereafter.
- To provide trained, equipped and qualified security guards, with reasonable knowledge of the English language.
- To conduct ad hoc inspections to ensure that all services are guaranteed by the security guards of the company.
- To have oversight of OPHID official and staff vehicles parked in the parking lot and inside of the OPHID Compound.
- To ensure that the guards posted at the OPHID premises are properly dressed in uniforms to portray a good image to visitors.
- To advise OPHID on possible security measures to improve security service delivery in the OPHID premises.
- In case of premises where there is need for a night dog, it's the responsibility of the security service provider to provide food and vaccinations required for the dog.

### **Personal Appearance**

- The security company shall provide all uniform apparel and equipment to its personnel. Uniformed personnel are expected to keep a clean, neat appearance and present a professional bearing. On a duty shift, they shall be cleanly shaven and with their uniform items in good order, clean and properly pressed, with black shoes or boots properly polished. Sport or training shoes are not to be worn.
- The security company shall ensure that its personnel are physically capable of standing watch, patrol i.e. not having consumed alcoholic beverages or other types of intoxicants within the previous twelve (12) hours and are sufficiently rested for minimum of eight (8) hours before each shift. The security company will make every effort to ensure that security guards are replaced on time. OPHID will not be charged for guard services where guard duty exceeds eight (12) hours shift.
- Smoking and drinking while on duty is not permitted.
- The security company shall ensure that all its personnel are informed of and understand the guard assignments and special instructions.

- Only conservative prescription eyeglasses may be worn with the uniform. Sunglasses may be worn, provided however that eyeglasses that are faddish in style or in colour (bright, iridescent, or fluorescent orange, yellow, red, etc.) shall not be worn. Mirrored or opaque sunglasses may not be worn. Sunglasses or darkly tinted glasses shall not be worn inside the buildings, unless deemed medically necessary by a licensed physician.
- No lettering, design or coloured undergarment shall be visible through the uniform shirt.
- No visible body piercing or tattoos are permitted.

## EVALUATION CRITERIA

OPHID will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all the following criteria:

<b>Sequence</b>	<b>Submission requirement</b>	<b>Marks Awarded</b>
<b>1)</b>	<p><b>a) Value and Cost</b></p> <p>Bidders will be evaluated on the cost of their solution(s) based on the work to be performed in accordance with the scope of this project</p>	<b>60%</b>
<b>2)</b>	<p><b>b) Technical Expertise and Organizational Experience</b></p> <p>Bidders must provide descriptions and documentation of staff technical expertise and experience. Bidders also need to provide their experiences as an organization which include but not limited to years of experiences, financial stability, expertise and edge to other competitors</p>	<b>15%</b>

<b>3)</b>	<p><b>c) Previous Work and Awards</b></p> <p>Bidders will be evaluated on examples of their work pertaining to the requirement as well as client testimonials and references.</p>	<b>15%</b>
<b>4)</b>	<p><b>d) Overall Proposal Suitability</b></p> <p>proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner.</p> <p>Submission of <b>all</b> necessary company documents and licenses.</p>	<b>10%</b>

**Failure to provide any of the above specifications and requirements may lead to the bid being considered non-responsive and will result in disqualification.**

**NB : Contact email for clarifications only – [procurements@ophid.co.zw](mailto:procurements@ophid.co.zw)**