

Terms of reference (ToRs) for the procurement of services below the EU threshold

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| Security Services at the GIZ offices premises in Maseru, Lesotho | Project number/ cost centre: 18.2194.1-004.00 |
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0. List of abbreviations

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| AVB | General Terms and Conditions of Contract (AVB) for supplying services and work 2018 |
| ToRs | Terms of reference |

1. Context

The Deutsche Gesellschaft für Internationale Zusammenarbeit GmbH (GIZ) provides services in the field of international development cooperation and international education work. We are working with partners in national governments, actors from the private sector, civil society and research institutions. Our goal is to deliver effective solutions that offer people better prospects and sustainably improve their living conditions.

GIZ has been supporting international cooperation between Germany and the Kingdom of Lesotho since 1976. Currently, GIZ is supporting the implementation of three projects; The Integrated Catchment Management (ICM) Support Project, Global Initiative for Disaster Risk Management (GIDRM) and the second phase of the Regional Programme Partnerships for the Prevention of Violence against Women and Girls in Southern Africa (PfP) flagship project in Lesotho. GIZ is working out of two office premises and provides technical and commercial support to the above projects.

GIZ is looking for a reputable, registered, and experienced security firm which is familiar with the security context in Lesotho and can provide excellent security services at two GIZ office buildings in Maseru.

2. Tasks to be performed by the contractor

The Contractor shall ensure the safeguarding of premises, people, vehicles and contents of GIZ at two office building. The contractor is responsible for providing the following services:

- 24 hr daily security guarding service on site, including screening and registering of GIZ visitors.
- Day- and Night- shift Monday to Sunday: one security guard on property at main entrance patrolling of the entire premises of the offices and residential premises on a 24-7 basis.
- Monitor effectiveness of security guards, through internal system which enable regular feedback.
- Ensures fast response vehicle/ team capability support for cases of emergencies on a 24/7 basis.
- Cordoning off from areas under investigation/ detaining suspects during or after criminal acts.
- Taking immediate and basic statements during security related incidents/ events.
- Communicating with GIZ Security Officer during emergency situations that may arise.
- Detailed roles and responsibilities will be provided to all security officers on site and successful bidder company.
- Act as first responder(s) during any incident/ event that may occur during or after working hours when staff are not present any office building.
- Supports evacuation measures, where required.

Onsite gear shall include at least.

- A standard corporate uniform and work ID cards
- 1 X Baton Stick
- 1 X Two-way Radio including working connection to the company's operational center
- Standard GSM enabled mobile phone as a redundant communication device.
- At least 1x remote panic button connected to service provider operational center.
- 2 X Hand Cuffs
- 1 X Occurrence Book
- 2 X Register Book for visitors
- 2 x Torches
- 1x heater

Period of assignment: From **November 2022** until **31 December 2023**.

3. Concept

In the bid, the bidder is required to show how the objectives defined in Chapter 2 are to be achieved, if applicable under consideration of further specific method-related requirements (technical-methodological concept). In addition, the bidder must describe the project management system for service provision.

Technical-methodological concept

Strategy: The bidder is required to consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 1). Following this, the bidder presents and justifies the strategy with which it intends to provide the services for which it is responsible (see Chapter 2).

The bidder is required to present the actors relevant for the services for which it is responsible and describe the **cooperation** with them.

The bidder is required to present and explain its approach to **steering** the measures with the project partners and its contribution to the results-based monitoring system.

The bidder is required to describe the key **processes** for the services for which it is responsible and create a schedule that describes how the services according to Chapter 2 are to be provided. In particular, the bidder is required to describe the necessary work steps and, if applicable, take account of the milestones and contributions of other actors in accordance with Chapter 2.

The bidder is required to describe its contribution to knowledge management for the partner and GIZ and promote scaling-up effects (**learning and innovation**).

Project management of the contractor

The bidder is required to explain its approach for coordination with the GIZ project.

- The contractor is responsible for selecting, preparing, training and steering the experts (international and national, short and long term) assigned to perform the tasks.
- The contractor makes available equipment and supplies (consumables) and assumes the associated operating and administrative costs.
- The contractor manages costs and expenditures, accounting processes and invoicing in line with the requirements of GIZ.
- The contractor shall submit a monthly summarized written report to the GIZ Lesotho Security Officer.
- The contractor shall ensure monthly meetings with the GIZ Lesotho designated officer, (in-person or virtually). Agenda items shall include, but not limited to, current security challenges, suggestions, improved methods, remedial action and other matters connected with the assignment.

The bidder is required to describe its backstopping concept. The following services are part of the standard backstopping package, which (like ancillary personnel costs) must be factored into the fee schedules of the staff listed in the bid in accordance with section 5.4 of the AVB:

- Service-delivery control
- Managing adaptations to changing conditions
- Ensuring the flow of information between GIZ and field staff
- Contractor's responsibility for seconded personnel
- Process-oriented technical-conceptual steering of the consultancy inputs
- Securing the administrative conclusion of the project
- Ensuring compliance with reporting requirements
- Providing specialist support for the on-site team by staff at company headquarters
- Sharing the lessons learned by the contractor and leveraging the value of lessons learned on site

4. Personnel concept

The bidder must;

- Be qualified registered security services firm with at least 5 years of experience in security services is required.
- Comply with the Private Security Industry Regulation (PSIRA) Act 56 of 2001 (Lesotho).
- Comply with Lesotho's labour Act, and ensure quality working conditions, dignity and respect for security guards.

The Bidder is required to provide personnel who are suited to filling the positions described, based on their CVs (see Chapter 6), the range of tasks involved and the required qualifications.

The below specified qualifications represent the requirements to reach the maximum number of points.

Team leader

Tasks of the team leader

- Overall responsibility for the service packages of the contractor (quality and deadlines)
- Coordinating and ensuring communication with GIZ, partners and others involved in the project
- Personnel management, in particular identifying the need for short-term assignments within the available budget, as well as planning and steering assignments and supporting local and international short-term experts
- Regular reporting in accordance with deadlines

Qualifications of the team leader

- Good business language skills in English
- Specific professional experience: 10 years in security service provision management
- Leadership/management experience: 6 years of management/leadership experience as project team leader or manager in a company

Security guards/experts

All security staff shall be well trained, disciplined and knowledgeable about their work. Individual training files to be presented to GIZ Lesotho's Security Officer for discussion with Security Management in South Africa/ Lesotho/ Eswatini before any deployment of security officers commences.

Soft skills of team members

In addition to their specialist qualifications, the following qualifications are required of team members:

- Team skills
- Initiative
- Communication skills
- Sociocultural competence
- Efficient, partner- and client-focused working methods
- Interdisciplinary thinking

Assignment of personnel

- Day- and Night- shift Monday to Sunday: one security guard on property at main entrance patrolling the entire premises of the offices premises on a 24-7 basis.
- Regular monitoring visits to the sites, by team lead or management

Travel

The bidder is required to ensure daily and timely commute to the office premises.

Workshops, training

N/A

Other costs

N/A

Flexible remuneration item

2.600 EUR

5. Inputs of GIZ or other actors

N/A

6. Requirements on the format of the bid

The structure of the bid must correspond to the structure of the ToRs. In particular, the detailed structure of the concept (Chapter 3) is to be organised in accordance with the positively weighted criteria in the assessment grid (not with zero). It must be legible (font size 11 or larger) and clearly formulated. The bid is drawn up in English.

The complete bid shall not exceed 10 pages (excluding CVs).

The CVs of the personnel proposed in accordance with Chapter 4 of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 4 pages. The CVs must clearly show the position and job the proposed person held in the reference project and for how long. The CVs can also be submitted in English.

If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment.

Please calculate your price bid based exactly on the aforementioned costing requirements. In the contract the contractor has no claim to fully exhaust the days/travel/workshops/ budgets. The number of days/travel/workshops and the budget amount shall be agreed in the contract as 'up to' amounts. The specifications for pricing are defined in the price schedule.

7. Option

N/A

8. Annexes

- Company registration
- Valid Tax Clearance Certificate
- Copy of ID documents of directors/owners
- Detailed company profile and CVs of staff and security guards involved in the assignment
- A description and proof of training and experiences of security team.
- A description of employee conditions, demonstratable staff welfare policies and evidence of reasonable salary/pay range.
- Details and references of similar assignments previously undertaken

9. Other Requirements

- Please submit your proposal (technical and price proposal) in separate files/folder to ZA_Quotation@giz.de no later than **18th November 2022** all documents must be in PDF.
- Please do not mention any price for this measure on your cover letter/Technical proposal.
- Please submit your tax clearance certificate with the bidding documents.
- Please submit your price proposal in **LSL**.
- Our General Terms of Conditions (attached) shall not be changed/amended should you be the winner of this tender. These General Terms and Conditions will form part of the contract should you be awarded this contract. By submitting your proposal, we will conclude that you have read and accepted these terms and conditions.
- Participating more than once in same tender is not allowed and it will lead to your proposal as well as that of the company where you appear more than once being disqualified. The responsibility rests with the companies to ensure that their partners/experts are not bidding/participating more than once in same tender.
- **Bidders are not allowed to communicate directly with any other person regarding this bid other than the procurement official/s. Failure to comply with this requirement may lead to your bid being disqualified.**
- Bidders must strictly avoid conflicts with other assignments or their own interests. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this EOI and tender process, if they:
 - a) are or have been associated in the past, with a firm or any of its affiliates which have been engaged by GIZ or the Interim Supply Chain Management Council to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the services in this selection process;

- b) were involved in the preparation and/or design of the programme/project related to the services requested under this EOI and tender;
- c) are serving or have been serving in the past three months in the structures of the Interim Supply Chain Management; or
- d) are found to be in conflict for any other reason, as may be established by, or at the discretion of GIZ.

Scientific data

In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to GIZ, and seek GIZ's confirmation on whether or not such a conflict exists.

- Similarly, the Bidders must disclose in their proposal their knowledge of the following:
 - a) if the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of GIZ staff involved in the procurement functions and/or the Interim SCM Council or any Implementing partner receiving services under this EOI or tender; and
 - b) all other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.
- **Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.**
- **Questions & Answers will be placed on the link provided.**
- **Bids sent via Dropbox and WeTransfer will not be accepted.**