

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

Security Services at the GIZ office premises in Maseru, Lesotho	Project number/ cost centre:
	21.2101.0-030.00

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0. List of abbreviations

AG	Commissioning party
AN	Contractor
AVB	General Terms and Conditions of Contract for supplying services and work
FK	Expert
FKT	Expert days
KZFK	Short-term expert
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 four projects; The Support to Integrated Catchment Management (ICM) Project, Global Energy Transformation Programme (GET.invest) project, Cooperation for Enhancement of SADC Regional Economic Integration (CESARE) and the second phase of the Regional Programme Partnerships for the Prevention of Violence against Women and Girls in Southern Africa (PfP) flagship projects in Lesotho.

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 up to four 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 up to four office buildings specifically as follows:

24 months * 24-hour security guard incl. alarm system & rapid response at 2 offices

24 months * 12-hour (06h00-18h00) security guard/receptionist (provides security to the office, also manages visitors, keeps visitors book, ensures office/GIZ protocol is followed upon entry to the office, etc) incl. rapid response at 1 office

24 months alarm system & rapid response at 1 office

The contractor generally 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 office on a 24-7 basis.
- Security guard checking in at several checkpoints on the office premises in 15-minute intervals.
- Monitor effectiveness of security guards, through internal system which enable regular feedback.
- Ensures armed fast response (within 10mins) 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.
- Provide fixed panic buttons connected to the operations room and quick reaction team.
- If requested provide a guard house/shelter for each object of guarding.

Onsite gear shall include at least.

- A standard corporate uniform in good shape 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 **01 September 2024** until **31 August 2026**.

3. Concept

The contractor 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, describe the project management system for service provision.

Technical-methodological concept

Strategy (1.1): The contractor 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 tenderer is required to present the actors relevant for the services for which it is responsible and describe the **cooperation (1.2)** with them.

The tenderer is required to describe the key **processes** for the services for which it is responsible and create an **operational plan** or schedule (1.4.1) that describes how the services according to Chapter 2 (Tasks to be performed by the contractor) are to be provided. In particular, the tenderer is required to describe the necessary work steps and, if applicable, take account of the milestones and **contributions** of other actors (partner contributions) in accordance with Chapter 2 (Tasks to be performed) (1.4.2).

Project management of the contractor (1.6)

The contractor 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 (including incidents that were recorded).
- 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 contractor 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 selected security company
- 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

4. Personnel concept

The contractor is required to provide personnel who are suited to filling the positions described, based on their CVs (see Chapter 8), 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 (2.1)

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, identifying the need for short-term assignments within the available budget, as well as planning and steering assignments.

Qualifications:

- Qualifications (2.1.1): The team leader must have an advanced qualification from an accredited institution in a security services-related field.
- Language (2.1.2): The team leader must be fluent in English language (basic English – level C), to be able to coordinate and ensure communication (both written and verbally) with GIZ, partners and others involved in the project
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- General professional experience (2.1.3): 10 years working in a professional capacity
Specific professional experience (2.1.4): 10 years in security service provision in Lesotho

- Leadership/management experience (2.1.5): 6 years of management/leadership experience as project team leader or manager in a company
- Development cooperation experience (2.1.7): 3 years security service provision for international / development cooperation organisations
- Other (2.1.8.): no criminal record (certificate of good conduct)

Pool of Security guards/experts (2.6) minimum of 10 guards (1 main day guard, 1 main night guard, 1 relief day guard, 1 relief night guard at 2 office locations (=8) and 1 main day guard/receptionist and 1 relief day guard/receptionist (Mo-Fri 06h00-18h00) at 1 office location) and maximum of 10 guards

Tasks of the security guards/experts

- To provide security services at two identified locations, on 24 hour-basis
- To provide security/receptionist services at one identified location, Mo-Fri, 06h00-18h00

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.

Qualifications:

The following qualifications are required of team members/experts (security guards):

- Qualifications (2.6.1): training certificate in security services, fire fighting and first aid.
- Language (2.6.2): Be able to communicate in English (basic English – level C) and Sesotho fluently.
- General professional experience (2.6.3): Must have 5 years general working experience.
- Specific professional experience (2.6.4): Must have 3 years working as a security guard
- Development Cooperation Experience (2.6.6): must have been attached to an international organisation
- No criminal record (certificate of good conduct) (2.6.7)

5. Eligibility Criteria

The bidder should fulfil following minimum eligibility criteria:

5.1 Commercial register entry

5.2 Average annual turnover for the last three financial years of at least LSL 1,966,090 (€ 100,000)

5.3 Number of employees and managers in the previous calendar year: At least 200 persons

5.4 The bidder must also provide examples of two (2) projects (in security services) and four (4) projects in Lesotho with a minimum commission value of LSL 884,740 (€ 45,000) in the past 3 years through a brief description of the project, the dates and who the services were provided for.

5.5 The company must have at least 5 years of experience in local security services provision and a minimum of 3 years security services provision to international organizations

5.6 Security guards should be paid at least the minimum wage as per the Lesotho Labour Law requirements,

5.7 Health insurance/health care provision, 13th cheque and basic first aid / firefighting training provided to guards

5.8 Company is registered with PSOB Private Security Officers Board

5.9 Company has a fully-fledged control room (where they monitor alarm systems and dispatch the required rapid response), a rapid response unit, and a security installation department that is in the position to install security systems, e.g. alarm system, access control and CCTV.

6. Costing requirements

Assignment of personnel

Specification of inputs

Fee	Number of months	Comments
24 months * 24-hour security guard incl. alarm system & rapid response at 2 offices	24	
24 months * 12-hour (06h00-18h00) security guard/receptionist incl. rapid response at 1 office	24	
24 months alarm system & rapid response at 1 office	24	

- For a period of 24 months 24-hour security services are required at 2 office locations, a 12-hour (day only) security/receptionist services are required at 1 office location.
- Regular monitoring visits to the sites.

Travel

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

Workshops, training

N/A

Other costs

N/A

Flexible remuneration item

7. Inputs of GIZ or other actors

N/A

8. 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.

9. Option

After the services put out to tender have been completed, important elements of these tasks can be continued or extended. Specifically:

Type and scope

The contractor is responsible for providing the following optional services:

- 24 hour security guard incl. rapid response and alarm system for an additional period of 24 months

Requirements

Exercising the option will depend on whether an additional office will be occupied or whether any of the Lesotho projects are extended and current office security needs to be extended. The exercise of the option may also involve an extension of the contract term by 24 months.

The option will be exercised by means of a contract extension/amendment on the basis of the individual approaches already offered.

Quantitative requirements for the optional services

Fee	Number of months	Comments
Additional provision of 24-hour security guard services incl. rapid response & alarm system	24	If the option is exercised, it will be decided how these additional 24 months 24-hour security guard service will be distributed, depending on the needs at the given time.

Requirements on the format of the tender for the option

Please complete both spreadsheets in the price schedule, i.e. one for the main service and one for the optional service.

10. Documents to be submitted in addition to the technical and financial bid

- Company registration
- Proof of registration with the PSOB Private Security Board
- Valid Tax Clearance Certificate
- Copy of ID documents of directors/owners
- Detailed company profile
- A description of employee conditions, demonstratable staff welfare policies and evidence of reasonable salary/pay range.
- Evidence of security guards' training certificates
- Financial statements for the years 2021, 2022 and 2023
- List of reference projects, with contract values
- List of both local and international companies served over last 3 years