



CALL FOR EXPRESSION OF INTEREST (EOI)

FOR THE PROVISION OF COMPREHENSIVE UNARMED SECURITY SERVICES ON LONGTERM AGREEMENT (LTA) BASIS TO THE UNCT IN ZIMBABWE

Title of the EOI:

Call for Expression of Interest: Pre-qualification for the provision of comprehensive unarmed security services on long-term agreement (LTA) basis to the UNCT in Zimbabwe.

Date of the EOI: 3rd September 2019

Closing date and time for submission of EOIs: 17:00 hours on 18th September 2019
Zimbabwe, Harare local time

EOI Reference: PRC/ZWE/EOI/0001/01/07/2019: Provision of Comprehensive Unarmed Security Services

Email for submission of EOI: bidstechnical.zw@undp.org

1. Background

The United Nations Development Programme (UNDP), on behalf of the United Nations AFPs represented in Zimbabwe, intends to engage a Private Security Services Company for the provision of professional unarmed security services for the UN System in Zimbabwe in accordance with the terms and conditions set forth in the Terms of Reference (TORs) attached as Annex ii. The successful service provider will be required to provide 24/7 security services to mitigate against, but not limited to crime, civil unrest, fire, and the protection of life of UN staff and assets of the organization.

As an International Organization, the United Nations has its own security standards, in addition to those of dress code and conduct, which are regularly reviewed to meet the requirements of UN security policies enunciated by United Nations Department of

Safety and Security (UNDSS) and represented by the Security Advisor/Deputy Security Adviser (UNDSS SA/UNDSS DSA) who will inform the SC of changes in security standards as and when changes occur.

2. Scope of Work

The SC shall provide high quality unarmed security services to and protection of personnel and premises of the United Nations located in Harare and other provinces in Zimbabwe that are related to access control posts, foot patrols, security of infrastructure, and safety of parked vehicles within UN premises.

The SC shall provide day and night security guards who will, in addition to guarding the premises, undertake frequent patrols within and around specified areas of the premises. The security guards shall be responsible for enforcing the rules and regulations governing access to UN premises. The SC shall ensure the perimeter integrity of the premises and no unauthorized access shall be allowed to ensure adequate security and protection of UN staff, visitors and assets. The scope of services to be performed by the selected SC is as follows:

- Search, and control access of vehicles and screening of persons and packages entering UN premises;
- Provide static guard services and patrol services within the premises;
- Monitoring installed CCTV systems in accordance with post instructions issued by UNDSS;
- Initiate immediate actions in the event of a security incident in accordance with established procedures;
- Initiate crowd control measures in the event of demonstrations or protest activities at or in the vicinity of the UN premises in accordance with the relevant UNDSS SOP;
- Implement any other ad hoc security related task considered essential to ensure or to maximize the security and safety of UN staff communicated to the SC by UNDSS in advance or at the time of the incident;
- Provide static guards services at UN premises;
- Operate available fire suppression systems and related provided equipment in accordance with the approved fire safety plans for the respective UN premises;
- Implement new and maintain existing physical and procedural security measures as guided by UNDSS.

The above is a general description of the services required. On appointment, the SC will be provided with a more detailed instructions and standard operating procedures under which the guard force will be expected to operate. The UN reserves the right to review and modify site procedures on a continuous basis to adapt to new and emerging threats.

3. Eligibility Criteria

Companies/Entities applying need to meet the following eligibility criteria:

| # | Selection criteria | Additional comments |
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| 1 | Established Company/Entity | <p>The Company should be a legally registered entity, operating for at least 5 years and licensed to provide security guard services. Copies of the following documents should be provided:</p> <ul style="list-style-type: none"> • Certificate of Incorporation / Business Registration; • List of directors/Equivalent form; • Tax Clearance/Payment Certificate evidencing that the Company is updated with its tax payment obligations; • License to Operate as a Security Guard Company; • Company Profile, which should not exceed fifteen (15) pages. |
| 2 | Presence in Areas where UN operates. | <p>The Security Company should have a presence in the areas where UN operates namely:</p> <ul style="list-style-type: none"> • Harare • Bulawayo • Masvingo • Mutare (also required to service Tongogara) |
| 3 | Previous Experience in the provision of security services. | <ul style="list-style-type: none"> ➤ Minimum 5 years of relevant experience. ➤ Minimum 3 similar contracts of significant value (at least US\$200,000.00) implemented over the last 5 years. Provide contact details of top five clients that received similar services from your organization showing: <ul style="list-style-type: none"> • Client/Company Name; • Project name & area/location of Assignment; • Contract Value (Monthly); • Number of Guards involved; • Period of contract and status; • Type of activities undertaken; • Reference Contact Details (Name, Phone Number and Email address); <p>Provide Statements of Satisfactory Performance from the Top 3 (three) Clients or more.</p> |

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| 4 | Guard Force / Staff compliment of at least 700 security guards. | The Company should have a guard force of 700 or more. A pay sheet not more than six months old must be provided to confirm the number of guards employed. |
| 5 | Financial Standing/Soundness | Minimum average annual turnover of USD750,000.00 for the last 3 years. The company should provide: <ul style="list-style-type: none"> ➤ Audited financial statements (balance sheets, including all related notes, and income statements) for the past three years. If the statements are not audited, they should be certified by a public accountant for authenticity. ➤ Banker's reference letter |
| 6 | Motor vehicles for reaction and effective arrangements for timely deployment of guards. | <ul style="list-style-type: none"> ➤ At least 5 rapid response/reaction vehicles in Harare ➤ At least 1 rapid response/reaction vehicles in each of the other cities where UN Operates, namely Bulawayo, Masvingo and Mutare. (Copies of registration books for the vehicles should be provided). ➤ The company should demonstrate capacity to provide reliable transport for the deployment of guards in each of the areas where the of UN Operations. |
| 7 | Effective control room / communication centre. | The Company should have a 24-hour 7-days a week (24/7) radio room/communication centre for communicating with deployed guards/reaction teams with the following equipment at the minimum: <ul style="list-style-type: none"> • City wide radio network coverage; • Telephones/Landlines; • Mobile phone system; |

4. General Instructions and Submission Details

UNDP invites Security Companies to express their interest in providing the required services. The EOI should be submitted by e-mail to: bidstechnical.zw@undp.org no later **17.00 Hours**, Harare local time on **Wednesday 18th September 2019** with the subject **PRC/ZWE/EOI/0001/01/07/2019: Provision of Comprehensive Unarmed Security Services**. The size of the e-mail and attachments should be no more than 15 MB per single email. If the submission exceeds 15MB, prospective suppliers are advised to split submission into a maximum of 3 e-mails, with each submission bearing the full EOI reference above and indicated as Part x of 3.

Interested Companies must provide information indicating that they are qualified to perform the services and meet the eligibility criteria listed in this Call for Expression of Interest. The following documents must be submitted at the minimum:

- Completed, signed and date stamped Application Form (Annex i);
- Copy of Certificate of Incorporation/ Business Registration;
- List of directors/Equivalent form;
- Tax Clearance/Payment Certificate evidencing that the Company is updated with its tax payment obligations;
- Copy of License to Operate as a Security Guard Company;
- Company Profile, which should not exceed fifteen (15) pages.
- Statements of Satisfactory Performance from the Top 3 (three) Clients or more.
- A pay sheet not more than six months old must be provided to confirm the number of guards employed.
- Copies of registration books for reaction vehicles.
- Audited financial statements (balance sheets, including all related notes, and income statements) for the past three years. If the statements are not audited, they should be certified by a public accountant for authenticity.
- Banker's reference letter.

The EOIs will be evaluated in two stages. The first stage will involve a desk review of the submitted documents to check compliance with the minimum eligibility criteria on a pass/fail basis. Only those organizations that provide all the requested documents and information will be considered for Short Listing. The second stage will entail site visits to the premises of companies that meet the basic minimum requirements based on review of documents submitted. The site visits will be aimed at ascertaining information contained in the submission, effectiveness of rapid response mechanism and the communication centre.

Companies will be selected in accordance with the procedure set out in the UNDP Procurement Guidelines and UNDP Financial Rules and Regulations.

All documents should be presented in the English language and presented in an orderly manner. UNDP reserves the right to reject Expression of interests from applicants failing to provide the requested information.

Eligible entities meeting all requirement stipulated in this EOI will be short listed for the upcoming Request for Proposals (RFP). Requests for Proposals and any subsequent contract will be issued in accordance with the rules and procedures of UNDP.

This EOI does not entail or imply any commitment either financial or otherwise on the part of the UNDP. UNDP reserves the right to accept or reject any or all EOIs without incurring any obligation to inform the affected applicant/s of the grounds.

Any requests for clarification about the contents of this Expression of interest shall be sent via email to procurement.zw@undp.org. Any request for clarification shall be received no later than 05 days before the deadline for submission of applications as stipulated above. No phone calls will be accepted. Answers to questions/inquiries will be posted on UNDP corporate website (<http://procurement-notice.undp.org/>)

APPLICATION FORM

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| Legal name of Entity | [Complete] |
| Legal address of Head Office | [Complete] |
| Main Contact Person | Full Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete] |
| Alternative Contact Person | Full Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete] |
| Number of Years in operation / Since Registered | Number of years Since Registered: [Complete] Number of years operating as a Security Guard Company: [Complete] |
| Tax payment obligations | Do you have a Tax Clearance/Payment Certificate evidencing that the Company is updated with its tax payment obligations [Complete] If so, provide a copy of the certificate. |
| Is the Company Licensed to Operate as a Security Guard Company; | [Yes/No] provide copy of license. |
| What is the main business of the Company | [Explain] and provide company profile not more than 15 pages. |
| Presence in Harare | Full Physical Address: [Complete] Contact Person Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete] |
| Presence in Bulawayo | Full Physical Address: [Complete] Contact Person Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete] |

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| Presence in Masvingo | Full Physical Address: [Complete] Contact Person Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete] |
| Presence in Mutare | Full Physical Address: [Complete] Contact Person Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete] |
| Guard Force Size | Number of guards: [Complete] a pay sheet not more than six months old must be provided to confirm the number of guards employed. |
| Annual Turnover for the last 3 years | Year 2018 USD Year 2017 USD Year 2016 USD Provide: a) Audited financial statements (balance sheets, including all related notes, and income statements) for the past three years. If the statements are not audited, they should be certified by a public accountant for authenticity. b) Banker's reference letter. |
| Motor vehicles for reaction and deployment of guards | Number of rapid response vehicles in Harare: [Complete] Number of rapid response vehicles in Bulawayo: [Complete] Number of rapid response vehicles in Masvingo: [Complete] Number of rapid response vehicles in Mutare: [Complete] (Provide Copies of registration books for the vehicles). |
| Deployment of guards | Explain how the Company ensures reliable transport for the deployment of guards [Complete] |
| Effective Communication Equipment | Does the organisation have a communication centre/control room in each of the areas of operation? [Complete] Explain how the communication centre/control room operates. |

PREVIOUS RELEVANT EXPERIENCE

Please list previous similar assignments successfully undertaken in the last 5 years.

List only those assignments for which your firm was legally contracted or sub-contracted by the Client as a company. You should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP. Statements of Satisfactory Performance from the Top 3 (three) Clients or more should be provided.

| Client/Company Name; Project name & area/location of Assignment | Monthly Contract Value | Number of guards involved | Period of contract and status | Types of activities undertaken | Reference Person (Name, Phone Number and Email address) |
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CHECK LIST FOR DOCUMENTS TO BE SUBMITTED

| Have you attached the following documents? | |
|---|--------------------------|
| ▪ Copy of Certificate of Incorporation/ Business Registration | <input type="checkbox"/> |
| ▪ List of directors/Equivalent form | <input type="checkbox"/> |
| ▪ Tax Clearance/Payment Certificate evidencing that the Company is updated with its tax payment obligations | <input type="checkbox"/> |
| ▪ Copy of License to Operate as a Security Guard Company | <input type="checkbox"/> |
| ▪ Company Profile, which should not exceed fifteen (15) pages | <input type="checkbox"/> |
| ▪ Statements of Satisfactory Performance from the Top 3 (three) Clients or more. | <input type="checkbox"/> |
| ▪ A pay sheet not more than six months old must be provided to confirm the number of guards employed. | <input type="checkbox"/> |
| ▪ Copies of registration books for reaction vehicles. | <input type="checkbox"/> |
| ▪ Audited financial statements (balance sheets, including all related notes, and income statements) for the past three years. | <input type="checkbox"/> |
| ▪ Banker's reference letter. | <input type="checkbox"/> |

Name:

Signature:

Date:

Stamp:
