TERMS OF REFERENCE FOR SECURITY GUARDS AND INTRUDER ALARM SYSTEM

Introduction to Pact and ACHIEVE Project

Pact is an international nonprofit that works in nearly 40 countries, building solutions for human development that are evidence-based, data-driven, and owned by the communities we serve. Founded in 1971, Pact works with partners to build resilience, improve accountability, and strengthen knowledge and skills for sustainable social impact. Visit us at www.pactworld.org.

The Adolescents and Children HIV Incidence Reduction, Empowerment, and Virus Elimination project, or ACHIEVE, is a five-year global effort to reach and sustain HIV epidemic control among pregnant and breastfeeding women, adolescents, infants, and children. The project is funded by the President's Emergency Plan for AIDS Relief (PEPFAR) through the United States Agency for International Development (USAID) and implemented by a Pact-led consortium of top global HIV/AIDS partners, including Palladium, No Means No Worldwide, and WI-HER.

Objective of the Assignment

Pact Tanzania is seeking an independent and qualified Security Services Company to provide unarmed but well-trained Security Guards and Intruder Alarm System (wired or wireless) for its new office premises at Masaki Peninsula, Plot No.1486, Off Mwaya Street, Kinondoni, Dar es Salaam and a field office in Dodoma, located at Dodoma Municipality, Plot No. 220, Block D, Swaswa Street.

This proposal could form the basis for a contract between your company and Pact Tanzania. The contract, if awarded, would be from October 01, 2023, and subject to annual renewal at Pact's discretion.

Scope of Work

A. Requirement

Pact Tanzania maintains office premises at Masaki Peninsula, Plot No.1486, Off Mwaya Street, Kinondoni, Dar es Salaam, and Dodoma, located at Dodoma Municipality, Plot No. 220, Block D, Swaswa Street. The current number of guards required at this location per 24-hour period is detailed below:

Guard Requirement per 24-Hour Period.

<table>
<thead>
<tr>
<th>Location</th>
<th>Facility</th>
<th>Guards per Shift</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Masaki Peninsula, Plot No.1486, Off Mwaya Street, Kinondoni, Dar es Salaam</td>
<td>Office</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Dodoma Municipality, Plot No. 220, Block D, Swaswa Street.</td>
<td>Office</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>
Please note that the number of guards specified above is for a single 24-hour period. To allow for rest, holidays, sickness, etc., you must maintain a roster of more guards. Each guard will be required to work in accordance with prevailing industry practice and Government of Tanzania Labour Laws. In addition to the number of guards, Guard Supervisors and other support staff will also be required. In your response, you are requested to clearly identify the number of staff you will employ to satisfy the requirement indicated in the Table above.

B. Minimum Guard Selection Criteria

Your company will be requested to select male and female guards to provide the security services. Your company will also be requested to provide detailed police background checks for each guard proposed. Pact Tanzania will reserve the right of final approval of the guards selected. All the guards selected must be:

i. Legally authorized to work in Tanzania. Your company will be required to provide proof that each guard assigned to the Pact office is legally authorized to work in Tanzania.

ii. Able to speak and write in English and Kiswahili. Pact Tanzania will interview each guard to assess his/her spoken and written language abilities.

iii. Able to perform physical tasks associated with the guard duties to which he/she is assigned. Your company will be required to certify the fitness for duty of each guard.

iv. Experienced in a supervisory and command role (sergeant or above) in a police force or military organization.

Your company will be required to furnish and maintain the following items:

i. Uniforms and weather-protective clothing, the color of which will need to be agreed with Pact Tanzania.

ii. Flashlights, batons, and whistles.

iii. Radio communications equipment; and

iv. Vehicles equipped with radio communications equipment. The vehicles will be used for supervisory functions, mobile patrols, or rapid response as required.

C. Guard Force Training

Your company will be required to train the guard force to enable it to carry out its duties effectively. Such training will include, but will not be limited to, basic guard duties, law, and powers of arrest, bodyguard duties, use of personal security equipment, self-defense, use of handcuffs, access control procedures, personnel identification, search procedures, communication (including radio communication), maintenance of various logbooks, firefighting, etc. Training shall be provided to new and replacement personnel, including regular refreshers and re-certifications.

D. Site Visit

Before submitting your proposal, officers of your company may wish to visit our office premises at Masaki Peninsula, Plot No.1486, Off Mwaya Street, Kinondoni, Dar es Salaam, and Dodoma Municipality, Plot No. 220, Block D, Swaswa Street. The site visit has been scheduled for the week starting 22 – 23 August 2023 from 1000 – 1600hrs. Pact Officials will be available to guide you on the site visit and provide any other clarifications you may need.
Submission Instructions

Interested dealers must submit the following information to Pact Tanzania:

- Quote, valid for at least 60 days.
- Current company profile.
- Copies of registration, certificate, and address of their registered office, valid business license, VAT, TIN certificates, and Tax clearance certificate.
- Item's specification is fully addressed in the quotation.
- Manufacturer authorization certificate for the quoted item/s.
- Evidence of similar assignments, and at least three (3) POs and names and addresses of clients served.
- Current Audited financial statement – for two consecutive years.

Eligibility

Vendors must be currently legally operating in Tanzania, and the quotation must include all the following information:

- Ability to meet or exceed the Requirements/Specifications outlined above.
- Ability to deliver the items/services no later than the date(s) required.

Evaluation Criteria:

The method of evaluation will be the Merit Point System. The evaluation criteria will be applied as indicated here below:

<table>
<thead>
<tr>
<th>1</th>
<th>MANDATORY REQUIREMENTS</th>
<th>(YES/NO)</th>
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</thead>
<tbody>
<tr>
<td>a)</td>
<td>Copy of certificate of incorporation/Registration</td>
<td></td>
</tr>
<tr>
<td>b)</td>
<td>Current company profile</td>
<td></td>
</tr>
<tr>
<td>c)</td>
<td>Copy of Valid and Relevant Tax Clearance Certificate</td>
<td></td>
</tr>
<tr>
<td>d)</td>
<td>A copy of VAT and TIN certificates</td>
<td></td>
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<tr>
<td>e)</td>
<td>Authorization certificate from Tanzania Police Force</td>
<td></td>
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<tr>
<td>f)</td>
<td>A valid copy of the Business License</td>
<td></td>
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<tr>
<td>g)</td>
<td>Submit copies of audited financial statements for the latest two (2) financial years.</td>
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<tr>
<td>h)</td>
<td>Must have been in existence for the last 5 years</td>
<td></td>
</tr>
<tr>
<td>i)</td>
<td>Copy of WCF and Social Security Fund registration</td>
<td></td>
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<td>j)</td>
<td>Proof of insurance cover, which must be a provision that will indemnify Pact Tanzania for possible loss due to negligence. (Attach Proof of Insurance Cover(s) or Guarantee Letter from the Insurer you work with).</td>
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</tbody>
</table>

NB: Bidders must meet all the mandatory requirements to qualify for technical evaluation.
<table>
<thead>
<tr>
<th></th>
<th>TECHNICAL EVALUATION</th>
<th>SCORES</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td><strong>Description of your company and the company’s qualifications.</strong> A brief description of your company and an outline of recent experience or projects of a similar nature. Attach at least 3 copies of contracts for the past five years. Contract coverage in Dar es Salaam – 5 points Contract coverage in Dodoma – 5 points</td>
<td>10</td>
</tr>
<tr>
<td>a)</td>
<td><strong>Understanding the requirements for security guard services, including assumptions and proposed methodology for maintaining a well-trained team, and minimizing staff turnover.</strong> Attach a brief methodology showing your understanding, including any assumptions as well as comments on the data as indicated in the TOR or as you may otherwise believe to be necessary. Please provide a description of your guard force training program and your methodology for minimizing the turnover of personnel.</td>
<td>15</td>
</tr>
<tr>
<td>b)</td>
<td><strong>Proposed personnel to carry out the assignment.</strong> The composition of the supervisory team that you propose to provide, with their qualifications and experience, is to be accompanied by their curriculum vitae. Personnel proposal for Dar es Salaam Office – 5 points Personnel proposal for Dodoma Office – 5</td>
<td>10</td>
</tr>
<tr>
<td>c)</td>
<td><strong>Emergency response capacity</strong> Fleet Capacity – 2 points for each. Max 10 points (Attach registration cards) Motorbike Availability – 1 point for each. Max 5 points (Attach registration cards) Integrated Emergency Response System – Integrating client's transmitters for quick notification &amp; response. – 5 points Team Composition, Structure, and Experience. <strong>Team Composition &amp; Structure</strong>: 5 points <strong>Team Experience</strong> – 1 point for every year of experience in emergency response. - max. 5 years</td>
<td>30</td>
</tr>
<tr>
<td>d)</td>
<td>Reliable and credible communication capacity. (Attach communication model/chain diagram to be used).</td>
<td>10</td>
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<tr>
<td>e)</td>
<td><strong>Financial capability for the last two years:</strong> Liquidity ratio (attach documentary evidence) • 2:1 ratio (5 points each year) • 1:1 ratio (3 points each year) • Less – 0 points</td>
<td>10</td>
</tr>
<tr>
<td>f)</td>
<td>Customer complaints and feedback management. Attach the model for handling customer complaints and feedback. Electronic Platform – 5 points Mobile Platform – 5 points Physical/In-person Structure – 5 points</td>
<td>15</td>
</tr>
<tr>
<td>g)</td>
<td><strong>TOTAL TECHNICAL SCORES</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>
NB: To qualify for financial evaluation, the bidder must score at least 70 percent.

FINANCIAL EVALUATION

The firm attaining the lowest financial proposal after surpassing the minimum technical score shall be recommended for award.

Interested bidders should submit their bids electronically to Pact Tanzania via email at tendertz@Pactworld.org, addressing to:

The Tender Committee,
Pact Tanzania,
P. O. Box 6348,
Dar es Salaam, Tanzania.

All quotes must be in Tanzanian Shillings.

Note:
1. Pact will open all bids on Monday, September 04. 2023 at 11.30 am in the presence of Bidder's Representatives who choose to attend.
2. Quotes must be in Tanzanian Shilling and must include taxes separately.
3. Proposals must be submitted electronically to Pact Tanzania.
4. Quotations received after that time or at a different address may not be accepted.
5. As mentioned above, all quotations and delivery dates shall be valid for at least 60 days following submission.

Terms and Conditions - Disclaimers

i. Late or incomplete bids will not be accepted.
ii. Pact reserves the right to modify by written notice the terms of this solicitation at any time in its sole discretion. Pact may cancel the solicitation at any time.
iii. Pact may reject any or all proposals received.
iv. Issuance of solicitation does not constitute award commitment by Pact.
v. Pact reserves the right to disqualify any quotation based on the vendor's failure to follow solicitation instructions.
vi. Pact will not compensate vendors for their response to the solicitation.
vii. Pact reserves the right to issue an award based on the initial evaluation of applications without further discussion.
viii. Pact may choose to award only part of the scope of work in the solicitation or to issue multiple awards of the scope of work.
ix. Pact reserves the right to waive minor proposal deficiencies that can be corrected prior to award determination to promote competition.
x. Pact may contact vendors to confirm the contact person and address and that the proposal was submitted for this solicitation.
xi. Pact may contact listed past performance references without notice to the vendor. Pact also reserves the right to contact other past performance information sources that the vendor did not list in the proposal.
xii. The vendor confirms they understand the terms and conditions by submitting a proposal.
xiii. Information pertaining to and obtained from the vendor because of participation in this solicitation is confidential. The vendor consents to the disclosure of the documents
submitted by the vendor to the reviewers involved in the selection process. Please note that all reviewers are bound by non-disclosure agreements.

xiv. The resultant award will be governed by Pact's standard terms and conditions and any applicable funder requirements.