



THE AFRICAN CAPACITY
BUILDING FOUNDATION

FONDATION POUR LE RENFORCEMENT
DES CAPACITES EN AFRIQUE

TENDER: REQUEST FOR QUOTATION (RFQ): ACBF/RFQ/002/24/NRF

Provision of Security Services Management for ACBF for the period 2024-2027

The African Capacity Building Foundation based in Harare, Zimbabwe, is hereby inviting you to submit your quotation for the ***Provision of Security Services Management for ACBF for the period 2024-2027***

Delivery to African Capacity Building Foundation is in accordance with the scope of services detailed in **Appendix I**.

Your quotation should be submitted electronically by e-mail to procurement@acbf-pact.org by **Friday, 29 March 2024 at 17.00hours local Harare time**.

TERMS AND CONDITIONS	
Quotation Reference No.	ACBF/RFQ/S/002/24/NRF
Submission	<p>Electronic bids should be submitted on the email address below before the indicated deadline: Email: procurement@acbf-pact.org</p> <p>Quotation Reference should be clearly marked: Tender RFQ No.: ACBF/RFQ/001/24/NRF - Provision of Security Services Management for ACBF for the period 2024-2027</p> <p>Electronic quotations should meet the following minimum requirements;</p> <ul style="list-style-type: none">(i) Quotation should specify the services being quoted for;(ii) Quotation documents are duly signed and scanned;(iii) Softcopies are in PDF format and are compressed using zip or rare;(iv) A single email must not exceed 4.9MB including attachments. <p><i>*Shall not consider any quotation that arrives after the deadline for submission as stated above.</i></p> <p><i>*Any quotation received after the deadline for submission of bids shall be declared late, rejected</i></p>
Scope of work for a Security Services Management	Provision of a quotation for 24/7 physical security services, rapid alarm services and access tag features to its main offices and designated staff residences

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	<p>Minimum Products and Services required by ACBF</p> <ul style="list-style-type: none"> a) Provide at ACBF's place of business, designated staff residence security services to safeguard the safety and security of premises, residences and assets. Security guards must be alert and diligent by providing a security service as would be expected from a security service provider. b) At ACBF headquarters, security guards must secure the premises, assets and control access by visitors and in particular to ensure that visitors sign in on a logbook and register to be kept at the reception in case of the office as well as ensure compliance with visitor check-in protocol, maintain a daily log of all activity on the premises that may have a material bearing on safety and security considerations. c) At ACBF staff residences, security guards must screen all visitors, check for intruders, broken doors, windows and perimeters as well as ensuring that properties, residents, their families and their assets are safe. d) The scope of work will include a provision to ACBF a monthly report, and when necessary, to communicate any issues of concern to the ACBF focal security personnel within the Corporate Services Unit or such other designated official relating to all critical/emergency situations. e) Provide monthly critical/general security advisory and information on local security issues in and around Zimbabwe f) Monthly feedback of complaints and security incidents that have been raised, investigated, follow up and closed
Required Administrative Documents	<p>Your quotation will be considered upon the provision of the below documents. Failure to provide these documents may constitute grounds for disqualification of your quotations:</p> <ul style="list-style-type: none"> 1. Appendix 1 - FORM RFQ 001 2. Appendix 2 - FORM RFQ 002 – Completed and signed Price Schedule (Mandatory) 3. Appendix 3 - FORM RFQ 003 – Signed Quotation Letter (Mandatory)
Language	All documentations shall be in English
Preliminary Examination / Eligibility	<ul style="list-style-type: none"> 1. Eligibility Criteria <ul style="list-style-type: none"> i. Certificate of registration ii. Financial capability of the entity/organization (audited books of accounts for the last two years financial statements -2021 and 2022) iii. Completeness of Administrative Documents. <p><i>Please note: Partial Bids are not permitted.</i></p>

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Evaluation Criteria	<ol style="list-style-type: none"> 1. Compliance with Terms of Reference and quality standard of services. 2. Compliance with pricing conditions set in the RFQ (detailed pricing). 3. Compliance with delivery deadlines set in the RFQ. 4. Lowest quoted prices.
Award Criteria	Lowest price technically acceptable
Pricing	<p>All taxes levied and statutory payments shall be presented separately from the base price in the quotation. Itemized price schedule should include as a minimum:</p> <ul style="list-style-type: none"> - Detailed unit and total pricing for the Provision of services as per schedule of requirements Appendix I. - The price shall include the cost of any other incidental services. - In case of discrepancy between unit price and total, the unit price shall prevail.
Payment Terms	<p>Within 30 calendar days from delivery of service and confirmation of satisfactory performance.</p> <p>The African Capacity Building Foundation will make payment upon written sign-off from the Requesting ACBF Department to attest conformance of the service to required quality and performance standards, as well as submission of original invoices.</p> <p>Please note: ACBF is a VAT exempted institution.</p>
Validity of Quotation	<p>90 calendar days from deadline of submission of offers</p> <p>In exceptional circumstances, The African Capacity Building Foundation may request the Consultant to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Consultant shall then confirm the extension in writing, without any modification whatsoever on the Quotation.</p>
Currency of Quotations / Offers	Quotations submitted shall be denominated in United States Dollars
Request For Clarification	<p>Requests for clarification must be communicated in writing via e-mail to: procurement@acbf-pact.org</p> <p>Replies to any requests for clarification will be transmitted to all bidders.</p>
Amendments of RFQ	The African Capacity Building Foundation reserves the right to add, deduct or alter the scope of the service at its own discretion. Prior to the deadline for submission of Quotations, may, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFQ documents or extend the deadline for submission of Quotations by an amendment.

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Corrections	If any amendment should be made by crossing out, the submission should be initialed and dated or re-written.
Contract Conditions	The proposed Contract agreement shall be a Purchase Order as per the Terms of Reference. The services shall be purchased through a Contract agreement local purchase order.

**Notwithstanding the above, the Foundation reserves the right to accept or reject any quotations and to cancel the bidding process and to reject all quotations at any time prior to the award of the contract/ order.*

**ACBF Procurement Unit
Harare**

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www.acbf-pact.org

APPENDIX I

SCHEDULE OF REQUIREMENTS / TERMS OF REFERENCE

TENDER RFQ No.: ACBF/RFQ/002/24/NRF

Provision of Security Services Management for ACBF for the period 2024-2027

SECTION III: TECHNICAL SPECIFICATION AND SCHEDULE OF REQUIREMENTS

The African Capacity Building Foundation (ACBF), an international organisation based in Harare seeks the provision of Security Services Management for its Headquarters and designated staff residence as detailed in the schedule of requirements. The contract to provide Security Services Management is for a period of two (2) years renewable for one additional year upon satisfactory services.

ACBF Headquarters is in a private compound in the low-density suburb of Mt Pleasant and is enhanced by the continuous provision of 24/7 physical security services, rapid alarm services and access tag features to its main offices. Home security services are currently allocated for the Executive Secretary which include but not limited to Security guards' deployment, Rapid response systems, Guard Monitoring Units as well as the enhancement of security features.

Security is a critical concern of the ACBF premises and some of its staff residences, therefore regarded as a primary concern for a better working professional environment. Thus, this exercise is aimed at ensuring the close monitoring, safety and security of staff, visitors as well as all ACBF assets/facilities/properties, from injury, damage, loss or threats to the standards of diplomatic and embassy security offices.

1. The vendor shall ensure that security personnel properly carry out the primary duty of safeguarding ACBF employees, their dependents and property.
2. The Vendor shall provide all labour, supervision, material, and equipment necessary to perform and complete the Services

1.1 MINIMUM PRODUCTS AND SERVICES REQUIRED BY ACBF

The vendor shall provide the range of services below to ACBF

1. Scope of work;

The vendor shall allocate a focal person to be liaising with ACBF on the related security matters:

- a) Provide at ACBF's place of business, and staff residences 24/7 security services to safeguard the safety and security of premises, residences and assets. Security guards must be alert and diligent by providing a security service as would be expected from a security service provider.
- b) At ACBF headquarters, security guards must secure the premises, assets and control access by visitors and in particular to ensure that visitors sign in on a logbook and register to be kept at the reception in case of the office as well as ensure compliance with visitor check-in protocol, maintain a daily log of all activity on the premises that may have a material bearing on safety and security considerations.

- c) At ACBF staff residences, security guards must screen all visitors, check for intruders, broken doors, windows and perimeters as well as ensuring that properties, residents, their families and their assets are safe.
- d) The scope of work will include a provision to ACBF a monthly report, and when necessary, to communicate any issues of concern to the ACBF focal security personnel within the Corporate Services Unit or such other designated official relating to all critical/emergency situations.
- e) Provide monthly critical/general security advisory and information on local security issues in and around Zimbabwe
- f) Monthly feedback of complaints and security incidents that have been raised, investigated, follow up and closed

2. Provision of vetted, trained and equipped male/female security guards

The description of services below is not intended to be exhaustive, the vendor shall provide whatever is reasonably necessary to protect ACBF employees, their dependents, and their designated properties by providing the following services:

- a) Provision of One (1) Senior Supervisory Guard
- b) Roving security patrols
- c) Monitoring security systems
- d) Monitoring contractor's security personnel
- e) Maintaining security infrastructure
- f) Manning emergency temporary posts and carrying out such other basic security tasks as required from time to time.

3. Security guards equipment minimum requirements

The guard's equipment of the Security Personnel working for the Vendors shall include the following:

- a) A neat and professional uniform
- b) A picture ID badge
- c) A logbook
- d) A jacket (including a raincoat)
- e) A pair of handcuffs
- f) VHF Radio linked to the Vendor's control room
- g) An Extra battery
- h) A Torch
- i) A Baton stick
- j) A Whistle
- k) A Defence spray

4. Rapid response/alarm unit capability

- a) The vendor shall provide detailed information on the rapid response/alarm unit section
- b) The staffing
- c) The organogram
- d) The roving security patrols

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- e) The vehicle fleet and its deployment around Harare and Zimbabwe
- f) The control room equipment
- g) The alarm monitoring systems
- h) List of afterhours contact numbers
- i) Reporting system of the alarm section

5. Guard monitoring units (GMU) complementary service

- a) The vendor shall provide detailed information on the Guard Monitoring Unit (GMU) section
- b) Install and monitor the Guard Monitoring Units (GMU) systems at the ACBF office and designated staff residence
- c) List of contact numbers and afterhours contact numbers of the security supervisor's team
- d) Reporting system of the Guard Monitoring Units (GMU)

The vendor should be flexible to provide upon request additional services and products such as the following:

6. Security enhancement at staff residences

- a) Electric fencing system
- b) Internal and external alarm systems
- c) Security lights
- d) Additional details on a security installation system and enhancement products

7. CCTV features and monitoring services at ACBF Headquarters HQ

- a) Remote CCTV monitoring system at designated areas
- b) Supply, Installation, and maintenance of the CCTV devices
- c) CCTV tracking in real time and as per request
- d) Monthly and customized reporting system of the vehicles tracking

8. Additional security services

Provision of additional security services upon request such as following

- a) Security evaluation and surveys
- b) Facilitation of police clearance, vetting and profiling
- c) Cash in transit service
- d) Trained guards with dog's services
- e) Any other relevant security service

9. Invoicing, cancellation & refunds

The vendor shall provide with a focal point within its finance department to handle the ACBF account, payment and refunds

The security vendor shall provide:

- a) Accurate monthly invoices to ACBF for the service fees during the current month
- b) Invoices shall clearly separate each item quoted for security guards deployment
- c) Rapid Response services, CCTV features and tracking system with payment being made within 30 days
- d) Issue the invoices due for payment together with related and accurate statement
- e) Undertake the account reconciliation, issue credit note related to cancellations or

- f) Overcharge of fees incurred with the ACBF focal point monthly

10. Guards' instruction at ACBF office and staff residences

A. General guard post instructions

- a) Control traffic at the main entrance gate
- b) ensure that both ACBF and the Govt of Zimbabwe's flags are lifted up during the day shift and folded down during the night shift.
- c) Book all incoming and outgoing pedestrian visitors and vehicles in the register logbook
- d) Always check the identity document, note the reference, the vehicle details (make, plate number) to issue with a visitor's tag which will be retrieved from the visitor upon the exit
- e) Conduct random searches for both incoming and outgoing visitors' vehicles.
- f) Direct all visitors to the reception where they will be redirected to their intended destinations
- g) The communicated list of ACBF staff member's names and vehicles details shall exempt them from searches
- h) Book in all staff members vehicles coming in and out of the ACBF premises afterhours and weekends.
- i) ACBF staff member should always produce his/her ACBF identity card
- j) Do not allow vendors inside ACBF premises
- k) Maintain courtesy to staff members and visitors but avoid over familiarization
- l) At the end of duty, conduct proper hand over and takeover with incoming guard
- m) If not sure about what to do contact the guard force supervisor for guidance and assistance
- n) The main gate must always remain closed
- o) Never leave the point of guard unsecured

B. Reception Areas and Escort Guard

- a) Guard shall be posted by the reception to clear all incoming and outgoing visitors and assets
- b) Contact the focal person based at the reception who will contact the concerned staff member to collect the visitor or contractor from the reception area
- c) Only contact concerned staff member to collect the visitor or contractor from the reception area after hours or over weekends
- d) Book personal equipment brought by staff members
- e) Register every item or assets moved through reception area and ensure such movement is supported by a note from an authorized person from Corporate Service Department
- f) Ensure equipment and assets left outside after hours are properly secured and reported to the guard force supervisor.
- g) Control the escorted contractors and ensure that they keep within the defined area of work/activity.
- h) Conduct random searches of bags and baggage

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C. Patrol and specific areas of attention (e.g. parking, gazebo and generator areas)

- a) Conduct the patrol of the ACBF compound and specific areas as per instructions
- b) Guard vehicles parked in the parking lot and record all vehicles left after hours

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Appendix 2

PRICE SCHEDULE - FORM RFQ 002
Tender RFQ No.: ACBF/RFQ/002/24/NRF
Provision of Security Services Management for ACBF for the period 2024-2027

(To be completed by the Bidder and submitted with Quotation)

Date of Price Quotation __/__/__

The Procurement Specialist
Institution
Addresses

NOTE TO BIDDERS: Bidders are required to quote for ALL items as listed below.

No.	Service to be Procured (The services listed below shall be under the guidance of the Corporate Services Unit)	Price	VAT	Total Price
1	ACBF Staff residences – Security Guard Services, monitoring and management 12 hour per guard			
2	ACBF Staff Residences – Rapid Response/alarm features fees per month			
3	ACBF Offices – Security Guard Services, monitoring and management fees per unit with breakdown			
4	ACBF Offices – Rapid response/alarm features per month			
	Additional services that ACBF may require			
5	ACBF Office - CCTV monitoring services per month			
6	Monthly rate for vehicle tracking system for four (4) vehicles. One Toyota Hiace minibus, one 4x4 Toyota Landcruiser Prado, One Toyota Corolla, One Toyota Camry Hybrid			
TOTAL				

- (i) Any ancillary security related services to be provided under this contract, but not specified in the price schedule above, shall be requested by an official request for quotation and upon approval, the issuance of an official Call Order using the ACBF Call Order Form which shall be issued by the Purchaser
- (ii) Call Orders may be issued at any time during the contract period from the effective date of contract as per ACBF requirements

Name of Consultant: _____
Full Name: _____
Signature: _____
Date: _____

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Appendix 3

Quotation Letter - FORM RFQ 003 Tender RFQ No.: ACBF/RFQ/002/24/NRF

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(To be completed by the Bidder and submitted with Quotation)

Date: _____ [insert date]

The Procurement Specialist

Having examined the documents regarding the Request for Quotations, the receipt of which is hereby duly acknowledged, I _____, the undersigned, offer for the Request for Quotation No.: **ACBF/RFQ/S/002/24/NRF**, in conformity with the said Request for Quotations, the sum of [total bid amount in figures] **USD** _____ [total bid amount in words]

(_____
_____) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of the Quotation.

I undertake, if our Quotation is accepted, to deliver the services in accordance with the delivery schedule specified in the Schedule of Requirements.

I agree to abide by this Quotation for the period specified in the Request for Quotations as of the date of the opening of the Quotations and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Quotation, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

I understand that you are not bound to accept the lowest or any bid you may receive.

Dated this _____ day of _____ 2024 _____

[signature]

[in the capacity of]

Duly authorized to sign this Quotation for and on behalf of

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