



## **Terms of Reference Tender for Security services**

### **BACKGROUND**

CARE Zimbabwe is a humanitarian non-governmental organization committed to working with poor women, men, boys, girls, communities, and institutions to have a significant impact on the underlying causes of poverty. CARE seeks to contribute to economic and social transformation, unleashing the power of the most vulnerable women and girls. CARE has been actively working in Zimbabwe since 1992 in response to the regional drought. CARE's programming has since expanded to reach an average of one million Zimbabweans annually with humanitarian, recovery, and development programming. Through strategic local partnerships, CARE is implementing both short-term and long-term programming to empower Zimbabwe's vulnerable households to meet their basic needs through sustainable livelihoods. CARE's long-term programming efforts ensure measurable, lasting change is achieved for specific marginalized and vulnerable populations. CARE works through and in collaboration with government and the private sector with the vision to eradicate poverty and achieve social justice.

### **OBJECTIVE**

CARE Zimbabwe would like to engage a service provider for the provision of Security and Rapid Response Services at its offices in Harare, Mutare – 2 Offices, Buhera, Masvingo, Zaka, Chivi and Bikita.

### **Hired Security Company TORs for Supervisors:**

- Liaison with the CARE supervisory staff (PSO /PSA) on day-to-day activities at CARE offices.
- Share updates, intelligence, and threat status matters.
- Administration of security personnel in his/her area/region.
- Ensure that deployed staff are adequately equipped with security equipment.
  
- Accountability and Time sheet tracking for the guard forces/staff daily.
- Plan and be responsive to guard force postings and rotations.
- Conduct irregular checks of the sentinel guards' positions over a 24/7 period
- Follow up and responsive to emergencies, procedures, facility attack.
- Quick reaction in the event of an incident.
- Keep records of all checks and inspections

### **Hired Guard - Terms of Reference**

Guards provided by a contracted security company will be required to perform the following core duties:

- To control access into the CARE compound and familiarize with it.
- Control restricted vehicle access.

- Direct all non-approved access vehicles to the visitor parking area.
- Direct pedestrians/drivers/passengers to the civilian screening point if required.
- Check all personnel for proper identification and visually inspect their vehicles.
- Log all incoming and departing personnel and vehicles into the appropriate record log.
- Verify or check food and non-food items movement in and out of offices
- Reception duties include recording visitors, checking ID, issue visitor's card and escorting to the Receptionist office.
- Vet incoming post for suspicious packages.
- Record and report incidents and suspicious activity.
- Alert staff to dangerous incidents and direct staff to safe areas.
- Alert emergency services during or following an incident.
- To conduct roving patrols of the office/compound especially on night shift.
- Guards are to be especially vigilant at night, to challenge all persons on or near any post and to allow no one to pass through without proper identification
- Ensure the office compound is secure.
- To prevent the theft of CARE property by the community, visitors, and staff.
- Ensure CARE vehicles and visitors vehicles are parked correctly and are secure.
- To act as fire wardens for the compound.
- Act as an immediate fire piquet
- To liaise with neighbours to improve the security of the street.
- To be polite, wear a clean smart uniform and conduct duties professionally.
- Ensure the office compound and the area to the front of the office is clean of rubbish and debris. Leave the work area clean and tidy at the end of each guard shift.
- To maintain their duty until replaced by a colleague and conduct a full handover on being relieved.
- To carry out any additional duties requested by the Administration and Logistics Manager provided they do not detract from the above core duties.

### **Guard Discipline on Duty**

- To stand by the post in a professional manner, keeping always on the alert and observing everything that takes place within sight or hearing.
- There will be NO sleeping while on post.
- Stay inside the guard post while eating lunch/dinner.
- Weapons will be "Made Safe" with the safety catch always applied.
- During shift changes the off-going guard will conduct weapon prior to handing over weapon to the on-going guard.
- Guards will keep the gate always closed unless its needs opened to allow

- vehicles in.
- Preferably no or minimal number of visitors are authorized to visit guards whilst on duty

### **The guard shift must be 12 hours.**

The guard must be equipped with the following equipment:

- A. Logbook.
- B. Visitor's Book.
- C. Clock or watch.
- D. Mobile phone and contact numbers (programmed into phone and hard copy kept in the Logbook).
- E. Torch and spare battery.
- F. Umbrella or raincoat.
- G. Whistle
- H. In addition, it is required that the guard be visited once during day light hours and twice at
- I. night by a supervisor.

CARE requires the same guards to be assigned on permanent basis and they should be from the office neighborhood if possible. If dissatisfied with a guard's work, CARE will require the guard to be replaced within 24 hours.

### **Security Guard Equipment**

Each Guard on duty is to be equipped with the following:

- Notebook and pen
- Identification card

### **Equipment and registers to be held in the guard shelter:**

- A. Guard Security Manual including staff and emergency telephone numbers
- B. Clock
- C. Whistle
- D. Handcuffs
- E. Logbook
- F. Duty mobile phones
- G. Table and Chairs
- H. Refreshments
- I. First Aid Box
- J. Umbrella

K. Torch and spare batteries

### **Security guard weapons**

- Security guard button stick
- Pepper spray

### **Recommended Parameters to Evaluate Guards Performance on A Security Patrol**

To ensure top-class efficiencies and value for money as well as strengthen service delivery CARE will recommend the hired security company to adopt some of the recommended parameters as outlined below to evaluated security guards' performance on their assigned duties.

#### **1. Appearance**

It has been known that properly dressed & equipped private security guards can effortlessly send a powerful message from afar. Their appearance, their uniform, casual, or uninformed is the reflection of their professionalism, their dedication towards their job. Thus, making it a vital part of the evaluation.

The following should be visible:

- The presence of a badge, with the word "Security."
- The guard's name plate.
- The company patch.

#### **2. Punctuality**

Criminals are always on the lookout for opportunities to commit crimes & create chaos. They might as well be counting on your private security guards to be late even by 5 minutes. Which, in that case, makes this aspect far more important than others to consider for evaluating the performance of the private security guards to be on a security patrol. Also, because it's that aspect which is responsible for the high productivity of the guards.

To ensure that deployed guards are always on time, they are notified of the schedules beforehand using the agreed internal communication means. Any changes in it are also immediately brought to their notice, so they never miss a security patrol/shift.

#### **3. Attitude**

Private security guards or companies work in different environments where they meet the unique requirements of the clients. Attitude has been measured by considering the following factors which can also be used by you to evaluate the performance of guards on a security duty.

The factors are as follows:

- Private security guard's self-image & opinion of others.
- Their sense of responsibility.
- Their ability to accept criticism & admit mistakes.
- Whether they are prone to complaining or not?

- Do they adhere to all policies, orders, & regulations imposed by you?
- In addition to these factors, viewing guard, production of tour reports, time logs, & time entries can provide valuable insight to a whole new level.

#### **4. Knowledge**

Without extensive knowledge, private security guards can't do their job appropriately hence the need to ensure the impartation of knowledge on safety and security issues to hired staff.

Specific things that can be evaluated based on the knowledge of private security guards on a security patrol includes:

- a. How well the deployed staff understands the organizational culture, protocols, systems, and procedures.
- b. How well do they know the emergency plans & operational procedures?
- c. How well are the guards aware of their surroundings & the property they are protecting?
- d. Attention to detail & their ability to identify security violations.
- e. The knowledge of de-escalation skills & their implementation.
- f. How well do they coordinate with law enforcement agencies?
- g. Their knowledge about medical aid/CPR/first aid techniques.

#### **5. Reports**

Real-time reporting is important, and it should be a key performance indicator to be considered.

Hence their reports should be:

- a. Real time based
- b. Accurate
- c. Detailed
- d. Worth noting is documentation in the observations book.
- e. Evaluation of their technological skills, where technological sound equipment has been installed for use to enhance security systems provided.

#### **6. Public Relations**

Security guards act as public relations representatives not only for their security guard company but also for CARE. Hence, their performance on duty can be evaluated based on several factors that include:

- Their behaviour with the people they're interacting with.

- If they are cooperating with the people around them?
- Their efficiency in visitor check-in & out.
- Their ability to guide the visitors through the building.
- Their ability to communicate effectively & work within a team.
- Handling incidents & irate people on-site, as it's their core responsibility.
- The number of complaints or negative reports from the people on-site.
- And, finally, self-control.

## 7. Response Time

Efficiency in security services is also determined by how security guards can identify security threats but also how to act fast to take control of the situation while minimizing the impact often caused in the process. Time should be considered as a part of the evaluation because it is the ultimate measure of efficiency. Coordination with all the stakeholders at the offices is imperative and timely alerting superiors or an emerging security threat. The guards should be able to timeously respond by:

- Keeping emergency contacts and making use of them.
- Send alerts/reports timeously to their rapid response team.
- Incident management skills (coordination & composure etc.).

### Specifications Security

OFFICE	Number of security guards	Period of cover	Number of days
Harare Office	1	24hrs	7
Harare Gunhill	1	12hr(6pm-6am)	7
Masvingo	2	24hrs	7
Zaka	1	24hrs	7
Chivi	1	24hrs	7
Buhera	1	24hrs	7
Mutare Arcadia Office	1	24hrs	7
Mutare Murambi Office	1	24hrs	7
Bikita	1	1200hrs-1800hrs	Fridays
	1	6pm-6am	Monday, Tuesday, Wednesday, Thursday
	1	24 Hrs	Weekends and public holidays

## Specifications for Alarm

OFFICE	Service to be provided
Harare Office	Alarm response services
Harare Mt Pleasant	Alarm response services
Harare Gunhill	Alarm response services
Masvingo	Alarm response services
Zaka	Alarm response services
Chivi	Alarm response services
Buhera	Alarm response services
Mutare Arcadia Office	Alarm response services
Mutare Murambi Office	Alarm response services
Bikita	Alarm response services

## FINANCIALS

- Submit Quotation together with the Price schedule for both Security and Alarm response services (attached)
- All payments are made after confirmation of service

## EVALUATION CRITERIA FOR SECURITY SERVICES

The suppliers will be evaluated based on the following criteria

Scoring %	#	REQUIREMENTS	Guiding Notes
20%	A	<b>Overall Proposal Suitability (as based in the RFP)</b>	
5.00%	1	Company Profile and Declaration form submitted	Vendor must complete and submit the declaration form (section 3 of the RFQ)
5.00%	2	CARE PRICE SCHEDULE SUMMARY SUBMITTED	Vendor must fully complete and submit CARE PRICE SCHEDULE SUMMARY together with the quotation
5.00%	3	Security company capacity to provide quality services	The vendor should have the capacity to provide security services, rapid response or have a partner with rapid response in remote areas, alarm services and employees have security industry experience. The vendor should have

			adequate insurance cover with a reputable Insurance company
5.00%	4	Technical Bid Submitted	The security services vendor should provide a detailed overview of their operational processes and procedures. This includes outlining their security protocols, the hierarchy of operations within their team, and the training processes for security personnel, equipment used and response fleet size
<b>20%</b>	<b>B</b>	<b>Previous Work and Awards</b>	
10.00%	2	Vendor's previous records of performance and service.	Client experiences or testimonials and references from other customers.
10.00%	3	Years of experience in supply of security services	The supplier should state years of experience in the provision of security services
<b>40%</b>	<b>C</b>	<b>Technical Expertise and Organizational Experience</b>	
13.33%	1	A detailed list of equipment and regalia that will accompany the Security Guard on duty and support services available for supervision	The supplier should provide a full list of equipment adhering to the required specifications (conformity to CARE security requirements)
13.33%	2	Availability of support services	The vendor should demonstrate their ability to provide support services, including regular supervision of security personnel, alarm response and implementing quality control measures. This will ensure the maintenance of consistent security standards across all CARE offices
13.33%	3	Compliance with regulations	The Vendor should be authorized to supply security Services as regulated by the Zimbabwean government( an authorization letter/ Operating License to be attached). Compliance with EMA, NSSA, NEC, ZIMRA Regulations etc
<b>20%</b>	<b>D</b>	<b>Financial Proposal (Value and Cost)</b>	
			Competitive Prices Payment terms
<b>100%</b>		<b>TOTAL</b>	