

REQUEST FOR PROPOSALS

SECURITY SERVICES

INTRODUCTION

The African Guarantee Fund - for Small and Medium-Sized Enterprises Ltd (AGF) is a Pan-African non-bank financial institution founded by the Danish International Development Agency (DANIDA), Spanish Agency for International Development Cooperation (AECID) and the African Development Bank (AFDB). AGF has since been joined by the French Development Agency (AFD), Nordic Development Fund (NDF), Investment Fund for Developing Countries (IFU) and KFW Development Bank.

AGF's primary mandate is to assist financial institutions (FIs) in Africa to scale up their SME financing through the provision of partial loan guarantees and capacity development assistance. It seeks to bridge the financing gap between financial institutions and SMEs across the continent. AGF products and services provide FIs with the means, which they can leverage in bringing their African SME financing interventions to the required scale.

AGF operates according to market principles and is a commercially viable venture with operations in 40 countries in Africa and is gradually expanding to other countries to cover the whole of Africa.

AGF is rated 'AA-' by globally renowned Fitch Ratings Agency.

OBJECTIVE OF THE ASSIGNMENT

African Guarantee Fund wishes to procure security services from a renowned company, which will provide the most visionary and cost-effective security solutions for the AGF building (Africa House), situated along Muthangari Road in Lavington. The successful security company will be expected to:

- Provide protection to AGF personnel, other building tenants and visitors;
- Protect the building facilities and equipment from damage or loss due to violent attack or theft and;
- Safeguard AGF information from outside exploitation.

The local guard force will consist of individual guards, a shift supervisor, and a quick reaction force. They will carry out specific actions as described in their general orders and the instructions for each guard post.

DURATION OF THE ASSIGNMENT

One year with possibility of extension/renewal depending on the agreement made between the parties.

SCOPE OF WORK

A. Scope of Work and Deliverables

| <u>Post Location</u> | <u>Day Shift</u> | <u>Night Shift</u> | <u>Total Number</u> |
|-------------------------|------------------|--------------------|---------------------|
| Main entrance gate | 2 | 1 | 3 |
| Dog & handler | | 1 | 1 |
| Pedestrian entrance | 1 | | 1 |
| Walkthrough machine | 2 | | 2 |
| Walkthrough basement | 2 | | 2 |
| Reception | 1 | 1 | 2 |
| Control room | 1 | 1 | 2 |
| Cumulative Total | 9 | 4 | 13 |

The security services company will be required to provide full security services in the facility. The Security Manager will be responsible for regularly assessing the building's security and its systems; developing and implementing adequate security operations, preventive security measures and establishing security plans necessary to maintain high level of security & safety for occupants.

The Security Manager's duties are expected to be consistent with professional industry standards; Duties will be performed in a reasonable, diligent and responsible manner. Security services shall be provided in accordance with the highest standards of professionalism, skill, workmanship and applicable trade practices and shall conform to all applicable codes and regulations.

DELIVERABLES

- The security services company shall deploy the required personnel in two shifts (day & night) on a regular basis within the scope of operation.
- Observe behavior in common areas, ensuring rules and regulations are adhered to e.g., smoking in a non-smoking area and report to the caretaker in a timely manner for appropriate action to be taken.
- Maintain a daily log listing all occurrences and/or incidents with significant data pertaining to all activities.
- Periodically inspect during the day & after hours of all property spaces including all exits, all parking lots, apartment blocks including fire staircase ways, outside perimeter of the property for any intrusion marks, and respond to alarms indicating unauthorized use.
- Investigate fire, burglar and emergency notification alarms for entire property.
- Inform resident guests and other visitors of policies and procedures as necessary and ensure they are properly signed in.
- Notify the respective resident or staff promptly when visitors arrive.
- Notify property management, or another property management staff member promptly when unusual or disruptive behavior occurs in the intake area or outside.
- The security team should be in proper uniform and equipment to enable delivery of services.
- The security services will be provided 24/7 at Africa House i.e., all weekdays, weekends and holidays to ensure overall safety and security of the site including machines, structures and equipment therein.
- Access control to the property on entry and exit, verifying entries and exit of any personnel, materials and vehicles and permit only authorized personnel to enter or exit premises round the clock.
- Proper registration of vehicles and visitors entering and leaving the property – filling of Visitors Book and Occurrence Book.

- Any material/equipment/machine etc. should not be allowed to be taken out of the premises by any person without proper information and/or gate pass from the property management team.
- The security services company shall ensure that the Security guards maintain proper communication systems so that they can assemble quickly in case of emergency situations and report the same immediately.
- The security services company should prevent any unwanted/illegal activities and gather intelligence on unauthorized movements/activities and report any illegal activities/movement to the property management team.
- To restrain trespassers/intruders and immediately inform the same to the property management team.
- The security team shall conduct regular inspections on the property to ensure the property remains secure. The inspection shall be done daily/regularly and a report submitted to the Property Manager indicating the status of the property.

B. Record Keeping

- Have a record of property inspections in every critical area.
- Logs – A written log shall be kept for all activities taking place during each shift.
- Incident reports – A report with photos or similar evidence shall be submitted to the property management team for all incidences of suspected criminal activity and disturbances within 24 hours of occurrence of such incidences.

C. Training and Qualifications

- The successful agency shall be required to ensure training of the guards in security related laws and procedures in Kenya. They shall also be required to provide onsite training and crime prevention techniques and other assigned security related duties.
- Pre-employment screening and evaluation of the security guards shall be required to assess suitability of prospective guards to the property prior to assignment to the facility and provide the pre-screened forms upon successful bidding.

COMPETENCIES

A. Mandatory Security Services Company Firm Requirements

- i. Certificate of Incorporation/ Business Registration Certificate (Attach copy)
- ii. Verified Business PIN (Taxpayer Registration Certificate)
- iii. Copy of Current Valid Tax Compliance Certificate

- iv. Other Business Registration Certificates (NCA, OSHA, ERC, CAK)
- v. Evidence of having a Registered office – provide either copy of lease agreement together with copies of receipts for payment of rent for the last three months **OR** copy of ownership document of the property indicated as the registered offices.
- vi. Copy of Current Valid County business permit
- vii. Company CR12 (Last 12 months)
- viii. Statement of non-performance
- ix. Statement of litigation
- x. Specify the scope of work and estimated cost

The above documents must be submitted together with the proposals.

B. Personnel must meet the following requirements regarding personal behavior and ability.

- i. Write reports to document incidents as they occur;
- ii. Ability to meet and deal tactfully with AGF employees, building tenants and the general public;
- iii. Ability to understand, explain, interpret and apply rules, regulations, directives and procedures;
- iv. Possess self-confidence and an ability to make sound decisions and react quickly under stressful conditions;
- v. Ability to prepare clear and concise reports;
- vi. Ability to learn and adapt to changing situations;
- vii. Ability to accept and respond to instructions and direction.

CONFIDENTIALITY

By accepting to take part in the invitation, you agree to keep in confidence all information provided to you, whether written or oral, in relation to the invitation and/or in relation to the organization's business generally which is not already in the public domain, to use it only for the purposes of this bid and for no other reason and not to disclose any of the said information to any third party.



APPLICATIONS

The closing date for submission of proposals is **Friday, 24th June 2022**

Proposals can be hand delivered to AGF offices or sent by email to: info@africanguaranteefund.com

Our Address

**Africa House
Muthangari Road
Lavington**

We invite you to learn more about us on: www.africanguaranteefund.com