



REQUEST FOR PROPOSALS
SECURITY SERVICES

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PART 1:

INSTRUCTIONS AND CONDITIONS TO BIDDERS

1.1. INTRODUCTION

The Maasai Mara Wildlife Conservancies Association (MMWCA) is a membership organization of all the Mara conservancies, open to any existing or upcoming wildlife conservancy whose land is part of or integral to the greater Maasai Mara ecosystem. The MMWCA is one of the 12 regional associations forming the Kenya Wildlife Conservancies Association (KWCA) as envisaged in the Wildlife Conservation and Management Act 2013.

MMWCA's Mission is: 'conserving the greater Maasai Mara ecosystem for the prosperity of all: biodiversity and wildlife, the regional Maasai population, recreation and tourism for the nation of Kenya'.

The MMWCA has three key objectives:

1. Provide a space for open discussions, a hub for knowledge sharing and coordination driving policy in the interest of conservancies and conservation related issues.
2. Support the creation and development of conservancies and their neighboring areas across the greater Mara ecosystem, as a sustainable form of land-use and to provide mechanisms for equitable and value-based benefit sharing to sustain land under conservation.
3. Lead or/and implement development and conservation programs across member conservancies to facilitate coordination, collaboration and synergetic action.

1.2. SUMMARY

MMWCA invites consultants to submit financial and technical proposal for security services. The detailed description of the requirement can be found in Part 2 of this Request for Proposal (RFP).

1.3. PROCUREMENT PROCESS

The following key dates apply to this procurement process:

- RFP issue date: 23rd November 2019
- RFP closing date and time: 6th November 2019, 17:00 EAT
- Estimated contract award date: 8th November 2019

1.4. CONDITIONS

MMWCA is not bound in any way to enter into any contractual or other arrangement with any proposer as a result of issuing this RFP. MMWCA is under no obligation to accept the lowest financials proposal or any proposal. MMWCA reserves the right to terminate the procurement process at any time prior to contract award. By participating in this RFP, proposers accept the conditions set out in this RFP.

1.5. QUERIES AND QUESTIONS DURING THE RFP PERIOD

Proposers are to direct any questions regarding the RFP to the MMWCA contact Patrick Waringa patrick@maraconservancies.org. No other MMWCA personnel are to be contacted in relation to this RFP. Proposers must submit questions no later than 6th November 2019, 17:00 EAT.

As far as possible, MMWCA will share the responses to any questions, suitably anonymized, with all invited proposers. If you consider the content of your question confidential, you must state this at the time the question is posed.

1.6. AMENDMENTS TO RFP DOCUMENTS

MMWCA may amend the RFP document by issuing notices to that effect to all invited proposers and may extend the RFP closing date and time if deemed necessary.

1.7. PROPOSAL LODGEMENT METHODS AND REQUIREMENTS

Proposers must submit their proposal to MMWCA no later than 6th November, 2019, 17:00 EAT by email to: procurement@maraconservancies.org. The subject heading of the email should be 'RFP for Security services by [organizational name].' Electronic copies are to be submitted in PDF, or MS Word, formats. Proposals must be in English.

1.8. LATE AND INCOMPLETE PROPOSALS

Any proposal received by MMWCA later than the stipulated RFP closing date and time, and any proposal that is incomplete, will not be considered. There will be no allowance made by MMWCA for any delays in transmission of the proposal from proposer to MMWCA.

1.9. WITHDRAWALS AND CHANGES TO THE PROPOSAL

Proposals may be withdrawn or changed at any time prior to the RFP closing date and time by written notice to the MMWCA contact. No changes or withdrawals will be accepted after the RFP closing date and time.

1.10. VALIDITY OF PROPOSALS

Proposals submitted in response to this RFP are to remain valid for a period of 90 calendar days from the RFP closing date.

1.11. EVALUATION OF PROPOSALS

The evaluation of proposals shall be carried out exclusively with regards to the evaluation criteria and their relative weights specified in Part 3 of this RFP.

1.12. CONFIDENTIALITY

Any data, documentation or other business information furnished by or disclosed to the contractor shall be deemed the property of MMWCA and must be returned to MMWCA upon request.

1.13. SUBMISSION REQUIREMENTS

All interested person(s) should submit technical and price proposals by the deadline.

Deadline: 17:00 EAT, November 6th 2019

Proposals should be emailed to: procurement@maraconservancies.org and copy to contact@maraconservancies.org

PART 2:

REQUIREMENTS

1. OBJECTIVES

MMWCA is seeking a company that can provide security services for the organisation.

2. SCOPE OF THE WORK

The required services are the Deployment of Security Guards at:

- i. Our headquarters in Aitong, Maasai Mara
- ii. Our subsidiary office in Narok town located within Lenana Estate

MMWCA is looking for a security firm that will:

- a) Ensure 24-hour man guarding service at both of our offices – one guard at daytime and two at night at each office location
- b) Provide 24-hour QRF (Quick Reaction Force) service to respond to any emergency as required.
- c) Ensure that security officials on all sites are always equipped with a baton and torch-light.
- d) To comply with Standard Operation Procedures. These procedures will mainly include:
 - Site specific instructions for access control to address the movement of personnel, vehicles and equipment entering and leaving MMWCA premises;
 - Fire detection
 - Action to be taken when confronting a suspect
 - Emergency procedures and action to be taken upon any emergency
 - On-site re-training monthly
 - Management and supervision
 - Replacement of officials due to any reason, and of absentees
 - Monitoring of MMWCA premises for any criminal activity and reacting promptly in support to the affected staff and their property
 - Check the removal and movement of incoming/outgoing equipment and items.
 - Keep records of items going out of or coming into MMWCA Premises, as may be necessary.
 - To be in compliance with Access Control Procedures
- e) Monitor access to and movement within MMWCA premises, including restricted areas and report on procedures violation
- f) Verify that all MMWCA office doors and windows are properly locked and those left open inadvertently are properly locked, and reported thereafter
- g) To provide third party liability insurance to the value agreed between MMWCA and the company during the contracting period
- h) Provide trained, equipped and qualified security supervisors, with reasonable knowledge of a national language (English/Swahili) as well as Maa.

- i) Adhere to all national and local legislation regarding the legalization of the company, taxes, labour practice and any other regulation relevant to the security industry
- j) Conduct ad hoc inspections to ensure that all services are guaranteed by the security guards of the company
- k) Oversight of MMWCA official and staff vehicles parked in the parking lot
- l) Ensure timely payment of salaries of the guards posted at MMWCA premises. MMWCA reserves the right to impose a penalty to the contractor should the delay in payment of salaries to the guards' result in poor service quality.
- m) Ensure that the guards posted at MMWCA premises are properly dressed in uniforms to portray a good image to visitors.
- n) Advise MMWCA on possible security measures to improve security service delivery in MMWCA premises.

2.1. RESPONSIBILITIES OF THE SECURITY SERVICE PROVIDER

- i. The security company must be fully licensed and have in possession all required legal permits for provision of unarmed security services. Certified copies of these documents will be provided to MMWCA.
- ii. The security company security personnel will be unarmed and tasked to prevent unauthorised personnel or vehicle entry into MMWCA controlled areas.
- iii. Personnel movement in areas identified by MMWCA as “restricted” or “reserved” shall be closely controlled and monitored. MMWCA may install Access Card Devices for restricted areas at a later date.
- iv. Patrol Duties: The security company shall patrol the contracted installations, i.e. provide physical security of the exterior of all premise, monitor car parking and overall protection of MMWCA Facilities & Equipment. There will also be numerous visitors to various MMWCA activities, which will necessitate a screening/escorting process.
- v. Unauthorised Removal of Property. At each point of entry/exit, the company shall prevent the unauthorised removal of MMWCA properties from MMWCA premises. This will entail a visual, non-destructive and non-invasive search of vehicles entering and exiting MMWCA Premises, as well as a search of hand-carried items.
- vi. MMWCA Material and Package Passes are to be employed for the carriage of authorised MMWCA Owned Equipment. A copy of this pass will be collected by the security company's security personnel from the driver/pedestrian at the point of entry and submitted to the Office Manager along with the Daily Occurrence Book (DOB) for that shift.
- vii. The security company shall train its personnel to identify potentially unsafe conditions, such as fire or explosions and react to their occurrence.
- viii. Upon detection of fire in any MMWCA installation or vehicle, the security company shall ensure that the compound residents are immediately alerted, the incident reported to the Office Manager, and immediate action is taken to extinguish the fire.
- ix. The security company shall ensure that all its security personnel are fully trained in the use of “in-house” fire-fighting equipment and are aware of the actions necessary to minimise damage and expedite fire-fighting assistance, as required.

- x. The security company security personnel shall immediately report all unsafe conditions noted on their patrol routes to the Office Manager. These will be recorded in the Daily Occurrence Book at the end of each shift or be dealt with immediately, if required.
- xi. All the security company's personnel should hold a first-aid certificate
- xii. The security company shall ensure that all posts are continuously manned throughout the duration of each shift. Security guards will exercise maximum awareness and be fully alert during their shift.
- xiii. The security company is to immediately report to the Office Manager any evidence of theft, break-in, fire, vehicle accidents/incidents and any other occurrences affecting MMWCA personnel and/or property within and including the compound perimeter. The security company shall immediately mark and secure the scene of such occurrences in order to prevent unauthorised access prior to the arrival of the investigating officer.
- xiv. The security company shall enforce the policies established by MMWCA, to promote the safe operation of motor vehicles. Violations are to be immediately reported to the Office Manager.
- xv. A summary of required reports is listed below. The security company may utilise formats or combine reports for efficiency in preparation, insofar as the basic information is provided within the specified timeframe. All administrative files, including details of security personnel on duty at each location at any given time, complaints, incidents, investigations, post logs, shift reports, work schedules, equipment inventories, lost and found property etc., shall be maintained at MMWCA facilities and will be the property of MMWCA.
 - Security personnel attendance record
 - Daily Occurrence Book
 - Visitors' Log
 - Staff Working After Hours Log
- xvi. The security company shall maintain personnel files on all of its personnel assigned to perform under the contract. These files shall be maintained by the security company and are subject to inspection by the Responsible Officer, or his/her designated representatives at any time.
- xvii. The security company will ensure that the same personnel is continuously deployed at the same posts. In cases when designated personal cannot be deployed to its standard deployment post, the security company will consult with the Responsible Officer and MMWCA about adequate replacement minimum twenty-four (24) hour prior deploying. In cases when new staff has been deployed to the location without prior approval from the RO or MMWCA, services provided for that particular shift will not be compensated. The security company will on its' own cost provides a file with pictures of all security guards designated to the specific location.
- xviii. The security company will make every effort to ensure that deployed personnel:
 - Understand very basic instructions in Swahili
 - Have not been convicted of a felony or misdemeanour
 - Be at least 20 years of age

- Physically able to perform all general patrol duties, functions and activities
- xix. The security company shall provide all uniform apparel and equipment to its personnel. Uniformed personnel are expected to keep a clean, neat appearance and present a professional bearing.
- xx. The security company shall ensure that its personnel does not exceed working shift of eight (8) hours. The security company will make every effort that security guards are replaced on time.
- xxi. The security company shall ensure that its personnel are physically capable of standing watch, patrol i.e. not having consumed alcoholic beverages or other types of intoxicants within the previous twelve (12) hours, and are sufficiently rested for minimum of eight (8) hours before each shift.
- xxii. The security company shall ensure that its employees maintain satisfactory standards of competency, conduct, appearance and integrity. The security company shall take appropriate actions, as necessary, to ensure compliance with these standards.
- xxiii. Neither the security company nor any of its personnel is allowed to disclose or cause the dissemination of any information concerning the operations, staff or assets of MMWCA.
- xxiv. The Responsible Officer or his/her assignees has the authority to direct the security company for immediate removal of any employee from the work site should it be determined that an individual is not suitable to perform the guard duties.
- xxv. All assigned personnel must not be dependent on alcohol or other drugs.

2.2. PAYMENT TERMS

A contract of agreement will be issued between MMWCA and the contractor prior to commencing any job.

2.3. CONTRACT DURATION

The contract is expected to be undertaken within a period of 12 months.

2.4. APPLICATION REQUIREMENTS

Based on these Terms of Reference, the security company is expected to submit:

a) Mandatory Requirements

- i. Evidence of the company's Certificate of Incorporation (Legal structure)
- ii. Evidence that the firm is NHIF compliant (Provide compliance certificate issued by NHIF valid as at the Tender Opening Date)
- iii. Evidence that the firm is NSSF compliant (Provide compliance certificate issued by NSSF valid as at the Tender Opening Date)
- iv. Evidence of insurance covers for Contractual Liability and Work Injury Benefits Insurance Policy
- v. Attach payroll for the months of September and October 2019 to ensure that the firm is compliant with the Government of Kenya labour laws in respect to minimum wage

- vi. Attach certificates of Good conduct for at least 5 security guards currently in the firm's employment
- vii. Attach Trainee certificates for 5 security guards currently in the firm's employment

b) Technical Proposal

- i. Company profile with list of directors/owners
- ii. Office location within Narok county
- iii. Number of years the service provider has been in the business of Provision of Security Services
- iv. Provide the CV of the proposed supervisor with qualification and experience in a Security related field
- v. Provide a list of at least 5 clients (complete with address and telephone numbers) to which the company has provided similar services in the last 3 years within Narok county.

c) Financial Proposal

PART 3: EVALUATION OF PROPOSALS

Evaluation of submitted proposals will use a merit-point scoring system and be selected based on technical expertise. The evaluation will be carried out exclusively based on the weights specified in the table below:

The primary and sub-criteria for the evaluation are:

Criteria	Points
<p>Mandatory Requirements:</p> <ul style="list-style-type: none"> i. Evidence of the company's Certificate of Incorporation (Legal structure) – 5 Points ii. Evidence that the firm is NHIF compliant (Provide compliance certificate issued by NHIF valid as at the Tender Opening Date) – 5 Points iii. Evidence that the firm is NSSF compliant (Provide compliance certificate issued by NSSF valid as at the Tender Opening Date) – 5 Points iv. Evidence of insurance covers for Contractual Liability and Work Injury Benefits Insurance Policy – 10 Points v. Attach payroll for the months of September and October 2019 to ensure that the firm is compliant with the Government of Kenya labour laws in respect to minimum wage – 10 Points vi. Attach certificates of Good conduct for at least 5 security guards currently in the firm's employment – 5 Points vii. Attach Trainee certificates for 5 security guards currently in the firm's employment – 5 Points 	45 Points
<p>Technical Proposal</p> <ul style="list-style-type: none"> i. Company profile with list of directors/owners – 5 points ii. Office location within Narok county – 5 points iii. Number of years the service provider has been in the business of Provision of Security Services – 5 Points <i>5 years and above – 5 points</i> <i>3-5 years – 3 points</i> <i>Less than 3 years – 1 point</i> iv. Provide the CV of the proposed supervisor with qualification and experience in a Security related field – 10 Points v. Provide a list of at least 5 clients (complete with address and telephone numbers) to which the company has provided similar services in the last 3 years within Narok county. – 10 Points 	35 Points
<p>Financial Proposal</p> <p>The cost of three guards located at Aitong, Maasai Mara and three guards located at Lenana Estate in Narok town providing 24 hour guarding services, seven days a week.</p>	20 Points

The lowest cost proposal will be awarded 20 points.	
Other cost proposals will be awarded proportionate points as per formula:	
<i>Financial Weight = (Lowest Cost/Proposal's Cost) X 20</i>	
Total	100 points

The contract will be awarded to the proposal with the highest score and documented evidence for all responses.