

TENDER FOR PROVISION OF SECURITY SERVICES AT EAC-CASSOA OFFICES AND EXECUTIVE DIRECTOR'S RESIDENCE (CAS/SRVCS/003/2017-2018)

1. Introduction

The East African Community Civil Aviation Safety and Security Oversight Agency (EAC CASSOA), has set aside funds during the financial year 2018/2019 for **PROVISION OF SECURITY SERVICES AT EAC-CASSOA OFFICES AND EXECUTIVE DIRECTOR'S RESIDENCE** and wishes to invite eligible firms to submit bids for 'PROVISION OF SECURITY SERVICES AT EAC-CASSOA OFFICES AND EXECUTIVE DIRECTOR'S RESIDENCE'. The Agency 's headquarters are located in Plot No 41/43 Circular Road Entebbe and the Executive Director's Residence will be located in Entebbe.

2. Scope of Services

2.1. General

EAC-CASSOA operates in two buildings on a site of two acres located at Plot No 41/43 Circular Road Entebbe. The provision of the security services should be available 24 hours at both the offices and the Residence. Interested supplier may visit our offices at Entebbe for viewing the office premises.

Specific Services

2.2.1 Security Service Requirements for Office Premises

- Provide 2 day and 2 night guards at the EAC CASSOA premises;
- Ensure that each guard is relieved at the end of his/her shift and supported full time by the support centre and a reliable back-up services;
- Have an off day on the weekends for each guard Saturday and Sunday respectively per guard
- Maintain Standard guards on weekdays and weekends that should be well known to the Agency. In cases where there any changes, it should be communicated to the Agency.
- Installation of relevant alarm and up to date surveillance systems
- Ensure all the surveillance gargets are always in good working condition
- Ensure the alarm system is working properly and is responsive as required.

- Provide a well trained personnel to man the EAC CASSOA reception from 8 am to 5.00pm on weekdays;
- Provide a mobile back up response service.

2.2.2. Security Service Requirements for the Executive Director's Residence

- Provide one day and one night guard at the EAC CASSOA Executive Director's residence;
- Ensure that each guard is relieved at the end of his/her shift and supported full time by the support centre and a reliable back-up services; and
- Installation of relevant alarm and surveillance systems
- Ensure all the surveillance gargets are in good working condition
- Ensure the alarm system is working properly and is responsive as required.
- Provide a mobile back up response service.

3. Proposal Requirements

Respondents interested in providing security services to the Agency's offices and Executive Director Residence are required to include the following items in their response to this RFP, preferably in the order shown below:

Respondents must provide

- a. A summary of the firm's proposed approach for working with EAC-CASSOA and a general description of the respondent including the organizational structure and the types of services provided.
- b. Three (3) client references with similar services showing name of the firm, address (physical and postal), contact person, designation and daytime contact (telephone numbers and email addresses) for verification and a brief description of the services including the reference letters of the current provision of Security services.
- c. The name, title (s) and contact information for the individual(s) authorized to negotiate and contractually bound respondent.

- d. The name, title (s) and contact information for the individual(s) who may be contacted by CASSOA for purposes of clarification or the provision of additional information as necessary.
- e. The manager/ supervisor to be assigned to work with CASSOA, including the resume of the individual identified highlighting the areas of expertise and current position with the organization. This should be the identifying individual who will have day-to-day responsibility for CASSOA's site.
- f. List of personnel to be allocated to CASSOA and their CV's attached
- g. Detailed costing of services per month showing details of the costs such as:
 - Cost of day and night guards (armed/unarmed)
 - Cost of installation of alarm/surveillance system at both offices and Residence (if applicable)
 - Cost of alarm/surveillance maintenance/response at both offices and Residence (if applicable)
 - Receptionist services
 - Cost of transmitter response (If applicable)
 - Any other costs

4. Terms of Contract

Any Contract(s)/Agreement(s) resulting from this RFP shall be in effect for the term of one year renewable once upon satisfactory performance through supplier performance evaluation

5. Evaluation Criteria

The award of the Contract shall be made to the bidder whose offer has been evaluated and determined as:

- (i) Responsive/compliant/acceptable.
- (ii) Having received the highest score out of a pre-determined set of weighted technical and financial criteria.
- (iii) Technical Criteria weight is 70% whereas financial criteria weight is 30%
- (iv) Only companies obtaining a minimum of 49 points out of the total technical points of 70 would be considered for the Financial Evaluation.

Note: The Agency will conduct due diligence on the potential successful company before the contract is awarded.

5.1 Mandatory Requirements:

- (i) Certificate of Incorporation/Registration;
- (ii) Trading License
- (iii) Tax Compliance Certificate;
- (iv) CV's of the Company's Personnel allocated to CASSOA
- (v) Three written references to attest and confirm the experience, suitability and credibility of the company to the assignment including the reference letters with current companies receiving the security services.

5.2 Technical Evaluation Criteria:

The technical evaluation criteria will be as shown in the table below

	Point Rated Criteria	Marks
1.	Understanding of the Proposal Requirements	14
2.	Experience in provision of security services with a minimum of 5 years. (Provide at least three references of similar undertakings previously done)	20
3.	Relevant qualifications and experience of the manager/supervisor and staff of the company (Provide a CV and certificates of the manager/supervisor and summary of experience/knowledge of the staff proposed for this assignment)	16
4.	Proposed methodology of how the company intends to provide security services including provisional of security systems(provisions of additional security systems would be an added advantage)	20
	Total Score	70

5.3 Financial Evaluation Criteria:

Amongst the Bidder qualifying for financial evaluation, full points will be awarded to the Bidder with the lowest bid and fewer points will be awarded to the other Bidders based on the percentage differential of their bid from that of the lowest bid.

The points awarded for the Technical and Financial evaluations will be used to calculate the Evaluated Bid Score (B) for each responsive bid using the following formula, which permits a comprehensive assessment of the bid price and the technical merits of each bid. For the Financial

Evaluation the Evaluated Bid Price (C) is equivalent to thirty (30) points. The points awarded for the Technical evaluation to all qualified Bidders in the first stage will be applied to the Technical Score (T).

$$B \equiv \frac{C_{low}}{C} X + \frac{T}{Thigh} (1 - X)$$

Where:

C = Evaluated Bid Price

C_{low} = the lowest of all Evaluated Bid Prices among responsive bids

T = the total Technical Score awarded to the bid

$Thigh$ = the Technical Score achieved by the bid that was scored highest among all responsive bids

X = weight for the Financial proposal (30%)

6. Application Process

Applicants are expected to provide the following information:

- i) Signed Letter of Application
- ii) The Bidder should submit a Certificate of Incorporation/Registration; Trading License, Tax Compliance Certificate; and three written references to attest and confirm the experience, suitability and credibility of the Company/staff to the assignment.
- iii) Technical Proposal that should include; an understanding of the Terms Of Reference, the methodology on how they intend to provide the security services, summarized signed 2-page CV of the manager/supervisor specific to the assignment indicating level of education and training, positions held and experience in the specialty of the assignment to be carried out, copies of Degrees and Certificates. It should also include a list of staff and a summary of their experiences/skills.
- iv) Financial Proposal that indicates the Total Contract Price in Ugandan shilling and a detailed breakdown of fees.

7. Submission Deadline

Your proposal may either be hand delivered, or by courier to the EAC CASSOA Office at Plot 41/43 Circular Road Entebbe or the address below not later than **24th January at 11:00 am.**

The Executive Director

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