



World Vision

Terms of Reference (ToR) for Prequalification for Provision of Unarmed Security Services

World Vision International (WVI)

Tender details

Posted Date	Expire Date	Location
Yesterday	May, 25	Hargeisa

Tender description

Terms of Reference (ToR)

Prequalification for Provision of Unarmed Security Services

World Vision Somaliland

1. Introduction

World Vision Somaliland (WVS) is a humanitarian and development organization dedicated to working with children, families, and communities to overcome poverty and injustice. To ensure the safety and security of its personnel, assets, and facilities, WVS seeks to prequalify a professional and experienced security service provider for the provision of unarmed security services across its offices and operational locations in Somaliland.

2. Purpose of the Assignment

The purpose of this prequalification is to engage a qualified, reliable, and professional security company to provide high-quality unarmed guard services to protect World Vision Somaliland's office premises, staff, visitors, and property, while ensuring a safe, secure, and welcoming working environment.

3. Scope of Work

The security company shall be responsible for providing the following services:

3.1 Guard Responsibilities

Access Control

- Monitor and control entry and exit of all personnel, vehicles, and visitors.
- Maintain accurate visitor and vehicle logs.
- Prevent unauthorized access to all premises.

Premises Protection

- Conduct regular patrols of the premises, including perimeter checks.
- Post stationary guards at designated entry points and vulnerable areas.
- Identify and report suspicious activities or security risks.
- Secure all gates, doors, and windows after working hours and during holidays.

Emergency Response

- Respond immediately to incidents including fire, medical emergencies, or security breaches.
- Notify relevant authorities and WVS designated contacts promptly.

Asset Protection

- Safeguard organizational assets including vehicles, equipment, and supplies.
- Monitor surveillance systems (e.g., CCTV) where available.

Support to Staff and Visitors

- Guide visitors on security protocols.
- Assist staff with security-related concerns as directed by the WVS Administration and Security Focal Point.

3.2 Company Responsibilities

- **Provision of Equipment:** Supply guards with essential tools (e.g., flashlights, radios, logbooks) and maintain them in functional condition.
- **Uniforms & Identification:** Ensure guards wear professional uniforms and carry visible ID badges at all times.
- **Training:** Provide initial and refresher training in safety procedures, emergency response, and customer service. Training reports must be submitted to WVS.
- **Supervision:** Assign a supervisor to oversee guard conduct and performance. Regular inspections must be conducted.
- **Legal Compliance:** Comply with all local labor laws and regulations. Guards must be employed legally, with fair contracts, benefits, and working conditions.
- **Complaint Handling:** Establish and maintain a clear complaint management process. Report resolutions to WVS as required.

1. Key Performance Indicators (KPIs)

4.1 Guard Performance

- Timely attendance and shift punctuality.
- Professional appearance and demeanor.

- Proper documentation and reporting of security incidents.

4.2 Company Performance

- Reliable provision and maintenance of equipment.
- Clean and standard uniforms.
- Documented supervision and oversight mechanisms.

4.3 Service Quality

- Timely resolution of complaints.
- Documented training sessions.
- Proactive collaboration with WVS on emerging security needs.

1. Reporting and Coordination

- Guards report directly to the WVS Administration and Security Focal Point.
- The Security Company Supervisor shall coordinate regularly with WVS for service reviews and incident follow-up.
- Monthly reports, incident logs, and performance reviews are mandatory deliverables.

1. Duty Schedule and Staffing Requirements

Standard Shifts:

- **Day Shift:** Two (2) guards from 6:00 AM to 6:00 PM
- **Afternoon Shift:** One (1) guard from 12:00 PM to 6:00 PM
- **Night Shift:** Two (2) guards from 6:00 PM to 6:00 AM

Deployment:

- One guard stationed at the main entrance.
- One mobile guard for perimeter patrols.
- Additional guards may be deployed upon request during events or high-security needs.

1. Complaints Handling Mechanism

- Complaints must be acknowledged within 24 hours and resolved within 7 days.
- Records of complaints and corrective actions must be shared with WVS during monthly reviews.

1. Code of Conduct and Compliance

- All guards must be briefed and comply with World Vision's Code of Conduct, Child and Adult Safeguarding Policies, and Protection Against Sexual Exploitation and Abuse (PSEA) guidelines.
- Guards must demonstrate ethical, respectful, and professional behaviour at all times.

1. Evaluation and Termination

WVS will regularly assess service quality based on KPIs and feedback. Continuous poor performance, policy violations, or breach of agreement may result in contract termination.

10. Eligibility Criteria for Prequalification

Interested firms must submit:

- Company registration certificate.
- Valid operational license from relevant Somaliland authority.
- Company profile with a minimum of three years' experience in security service provision.
- Evidence of qualified and trained personnel.
- Past performance references from at least three clients.
- Proof of compliance with local labor laws.

1. EVALUATION CRITERIA

Mandatory Requirements

- Company registration certificate.
- Valid operational license from relevant Somaliland authority
- Tax Compliance certificate

TECHNICAL EVALUATION AND QUALIFICATION CRITERIA

No	DESCRIPTION OF CRITERIA
1	<p>Company Profile & Experience</p> <ul style="list-style-type: none"> • Years of experience in providing security services (Minimum 5 years) • Number and type of customers served (Similar organizations that receives your services) • Organizational structure and management style (Attach organization chart/organogram) • Registration and licensing, compliance with local laws. (Present your legal documents)
2	<p>Personnel Qualifications</p> <ul style="list-style-type: none"> • Number of guards proposed (Five security Guard) • Training and qualifications of security personnel (Present training curriculum) • Supervisory structure (Attach ToR explaining his role)
3	<p>Methodology & Approach</p> <ul style="list-style-type: none"> • Deployment plan and shift schedules (Present rotation plus day & night shift plans) • Communication and reporting mechanisms (Attach your communication and reporting strategy especially incident reporting protocols) • Use of technology (CCTV, patrol systems monitoring strategy)
4	<p>Equipment & Uniforms</p> <ul style="list-style-type: none"> • Availability and quality of security equipment (Present sample of your equipment) • Uniform standards and branding (Attach sample of your uniform design with brands)
5	<p>References & Past Performance</p> <ul style="list-style-type: none"> • Customer references and recommendation letters (Attach recommendation letters from your customers) • Performance on previous contracts (Show sample of your previous contract with similar services.

Financial Evaluation

Provide financial proposal that includes

1. A detailed breakdown of costs associated with the delivery of this Endline evaluation including Logistics Cost
2. Credit Terms III. Payment Terms

How to apply

The qualified non-armed security firms are encouraged to submit their proposal with the below documents in English Via **World Vision Hargeisa Office** and drop the tender box on or before **Sunday, 25th May 2025**.

Proposals should be submitted in three distinct/separate attachments, namely

1. Mandatory Requirements
2. Technical Proposal
3. Financial Proposal

Bids received after deadline shall not be considered.

“World Vision reserves the right to accept or reject any Bid and is not bound to give reasons for its decision”

For inquiries and questions, kindly send an email Via Somaliland_Supply_Chain@wvi.org

 [Apply on Somaliland_Supply_Chain@wvi.org](mailto:Somaliland_Supply_Chain@wvi.org)