

REQUEST FOR PROPOSAL FOR THE PROVISION OF SECURITY SERVICE



CARE International Rwanda

CARE is a leading humanitarian organization fighting global poverty. We seek a world of hope, tolerance and social justice, where poverty has been overcome and people live in dignity and security. CARE International aims to be a global force and a partner of choice within a worldwide movement dedicated to ending poverty.

[Read More](#)

Rate this employer

Average: 3.9 (105 votes)

<http://www.care.org/country/rwanda>

Request for Proposal FOR THE PROVISION OF SECURITY SERVICE

[REQUIREMENT DESCRIPTION]

RFP DOCUMENT # [2/2025]

RFP Issue Date: [January 15,2025]

Proposal submission Deadline : [January 29,2025]

1. ABOUT CARE

At CARE, we seek a world of hope, inclusion, and social justice, where poverty has been overcome and people live with dignity and security.

This has been our vision since 1945, when we were founded to send lifesaving CARE Packages® to survivors of World War II. Today, CARE is a leader in the global movement to end poverty. We put women and girls in the center because we know we cannot overcome poverty until all people have equal rights and opportunities. In 2019, CARE worked in 100 countries and reached 70 million people with an incredible range of life-saving programs.

To know more about CARE, visit: <https://www.care.org/our-work/>

2. GENERAL CONDITIONS and CLAUSES

2.1. CARE's GENERAL CONDITIONS

The enclosed document is not an offer to contract, but a solicitation of a vendor's proposed intent. Acceptance of a proposal in no way commits CARE to award a contract for any or all products and services to any vendor.

CARE reserves the right to make the following decisions and actions based on its business interests and for reasons known only to CARE:

- To determine whether the information provided does or does not substantially comply with the requirements of the RFP
- To contact any bidder after proposal submittal for clarification of any information provided.
- To waive any or all formalities of bidding
- To accept or reject a proposal in whole or part without justification to the bidder
- To not accept the lowest bid
- To negotiate with one or more bidders in respect to any aspect of submitted proposal
- To award another type of contract other than that described herein, or to award no contract;
- To enter into a contract or agreement for purchase with parties not responding to this RFP
- To request, at its sole discretion, selected Vendors to provide a more detailed presentation of the proposal
- To not share the results of the bids with other bidders and to award contracts based on whatever is in the best interest of CARE.

Any material statements made orally or in writing in response to this RFP or in response to requests for additional information will be considered offers to contract and should be included by vendor in any final contract.

2.2. CONFIDENTIALITY/ NON-DISCLOSURE

All information gained by any vendor concerning CARE work practices is not to be disclosed to anyone outside those responsible for the preparation of this proposal. Any discussion by the vendor of CARE's business practices could be reason for disqualification. CARE, at their discretion, reserves the right to require a non-disclosure agreement.

Reciprocally, CARE commits that information received in response to this RFP will be held in strict confidence and not disclosed to any party, other than those persons directly responsible for the evaluation of the responses, without the express consent of the responding vendor.

Finally, the information contained within this RFP is confidential and is not to be disclosed or used for any other purpose by the vendor.

2.3. PUBLICITY

Any publicity referring to this project, whether in the form of press releases, brochures, or photographic coverage will not be permitted without prior written approval from CARE.

2.4. LIABILITY

The selected vendor(s) will be required to show proof of adequate insurance at such time as CARE is prepared to procure the services. The participating vendor will also be required to indemnify and hold harmless CARE for, among other things, any third-party claims arising from the selected vendor’s acts or omissions, and will be liable for any damage caused by its employees, agents or subcontractors.

2.5. FORCE MAJEURE

- 1. Neither Party shall be responsible for a performance that is delayed, hindered, or is rendered inadvisable, commercially impracticable, illegal, or impossible by a “Force Majeure Event.” A Force Majeure event includes, without limitation, an act of nature, a pandemic, emergency, civil unrest or disorder, actual or threatened terrorism, war, fire, governmental action or interference of any kind, power or utility failures, strikes or other labor disturbances, a health warning issued by the Center for Disease Control (or similar agency), any other civil or governmental emergencyand/or any other similar event beyond a Party’s reasonable control.
- 2. The Party that seeks to invoke this Force Majeure provision (the “Affected Party”) shall provide the other Party (the “Unaffected Party”) with a written notice within ten (10) days of the date the Affected Party determines a Force Majeure Event has occurred.

2.6. ERRORS AND OMISSIONS

CARE expects the vendor will provide all labor, coordination, support, and resources required based on the vendor’s proposal and corresponding final SOW. No additional compensation will be available to the vendor for any error or omission from the proposal made to CARE. The only exclusions are add-ons, deletions, and/or optional services for which the vendor has received written authorization from CARE.

2.7. OWNERSHIP OF WORK

All work created during this evaluation must be original work, and no third party should hold any rights in or to the work. All rights, title and interest in the work shall be vested in CARE.

2.8. CONFLICT OF INTEREST

CARE encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to CARE if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFP.

3. COMPANY PROFILE & BIDDER’S DECLARATION

Bidders are requested to complete this form, including the Company Profile and Bidder’s Declaration, sign it and return it as part of your proposal. No alterations to its format shall be permitted and no substitutions shall be accepted.

3.1.COMPANY PROFILE

Table 4.1.A Previous Work with CARE

Have you already had previous transactions with CARE?	Yes	No
---	-----	----

If marked “ Yes ”, please provide the year of the latest transaction with CARE and the requirement that was delivered. <i>(This is to inform everyone that this information is for system checking only. This will not be part of any evaluation process.)</i>		
If you marked, “ No ” on the table above, please answer the Table 4.1.A. below:		

Table 4.1.B Other Information

Item Description	Detail(s)
Legal name of bidder	
Legal Address, City, Country	
Website	
Year of Registration	
Company Expertise	
Bank Information <i>(Please answer below)</i>	
Bank Name:	
Bank Address:	
IBAN:	
SWIFT/BIC:	

Account Currency:	
Bank Account Number:	

Previous relevant experience: 3 contracts				
Name of previous contracts	Client & Reference Contact Details	Contract Value	Period of activity	Types of activities undertaken

3.2.BIDDER'S DECLARATION

Y e s	N o	
		Ethics: By submitting this Proposal/Quote, I/we guarantee that the bidder has not engaged in any improper, illegal, collusive, or anti-competitive arrangements with any competitors; has not directly or indirectly contacted any buyer representative (aside from the point of contact) or gather information regarding the RFP; and has not attempted to influence or offer any type of personal inducement, reward, or benefit to any buyer representative.
		I/We affirm that we will not engage in prohibited behavior or any other unethical behavior with CARE or any other party. We also affirm that we have read the general clause and conditions included in this RFP and that we will conduct business in a way that avoids any financial, operational, reputational, or other undue risk to CARE.
		Conflict of interest: I/We warrant that the bidder has no actual, potential or perceived Conflict of Interest in submitting this Proposal/Quote; or entering into a Contract to deliver the Requirements. CARE Procurement's Point of Contact will be notified right away by the bidder if a conflict of interest occurs during the RFP process.

		Bankruptcy: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal issues that could hinder the ability to conduct business.
		Offer Validity Period: I/We confirm that this Proposal/Quote, including the price, remains open for acceptance for the Offer Validity.
		I/We understand and recognize that you are not bound to accept any proposal you receive, and we certify that the goods offered in our Quotation are new and unused.
		By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorized by the Organization/s to make this declaration on its/their behalf

Supplier Name:	
Title/Designation:	
Company Name:	
Date:	
Signature	

4. CONDITIONS AND GUIDELINES FOR SUBMISSION OF PROPOSAL

4.1. PROPOSOSAL GUIDELINES

This Request for Proposal represents the requirements for an open and competitive process.

All vendors must provide written notification via email to (RWA.Procurement@care.org) of their intent to participate, or not to participate in the bidding process by [January 20th,2025].

Proposals will be accepted until **1:00 PM EST [January 29th,2025]**, delivered via email solely to (RWA.Procurement@care.org), no later than the above specified date.

Any proposals received after this date and time will not be accepted. All proposals must be signed by an official agent or representative of the company submitting the proposal.

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs. Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be subject to review by the CARE legal department, and will include scope, budget, schedule, and other necessary items pertaining to the project.

You must respond to every subsection including statement, question, and/or instruction without exception.

Any verbal information obtained from, or statements made by representatives of CARE shall not be construed as in any way amending this RFP. Only such corrections or addenda as are issued in writing by CARE to all RFP participants shall be official. CARE will not be responsible for verbal instructions.

4.2. PROJECT PURPOSE AND DESCRIPTION

CARE is issuing this RFP (Request for Proposal) soliciting qualified bidders to submit proposals intended for the [provision of security service to the CARE RWANDA's office and residences].

This RFP is an invitation to bid, not an offer of contract. Bidders must submit a response that complies with the minimum requirements contained herein.

4.3. PROJECT OVERVIEW

CARE is seeking a provider to submit proposals intended for the [provision of security service to the CARE RWANDA's office and residences for FY 25 and FY 26]

Requirement & Specs	Qty.	Unit Measuremen t	Required Delivery Lead Time	Delivery Address	Contract Period
Provision of security service to the CARE RWANDA's office and residences for FY 25 and FY 26	1	Each	One week after upon signature of contract	RWA.Procurement@care.org	2 years

Item #	Other Requirements	
1	Delivery Date & Time	Bidder shall deliver the goods at least ____ weeks after Contract signature.
2	Delivery Terms (incoterms)	EXW [Ex-works (Place)]
		FCA [Free Carrier (Port)]
		FAS [Free Along-Side Ship (Port)]
		FOB [Free On-Board (Port)]
		CFR [Cost, & Freight (Port)]
		CIF [Cost, Insurance & Freight (Port)]
		CPT [Carriage Paid-To (Place)]
		CIP [Carriage & Insurance Paid-To (Place)]
		DAP [Delivered at Place (Place)]
		DPU [Delivered at Place Unloaded (Place)]
		DDP [Delivered Duty Paid (Place)]
3	Custom Clearance (Must be linked to Incoterms at origin)	Not Applicable. Shall be done by _____
		Shouldered by CARE
		Supplier/ Bidder
		Freight Forwarder
4	Exact Address(es) of Delivery Location	Please provide addresses
5	Warranty Period	Standard Manufacturer's Warranty (if applicable)

6	Payment Terms	30 Days upon Receipt of items
7	Quotation Validity	The quote needs to be valid for 90 days to cover all the days from bidding up to the award process. However, once the contract has been released, it shall be valid for the same coverage as reflected in the requirement above.

SECURITY GUARD'S BASIC FUNCTIONS

- Ensuring the security of the entire premises and prevent intruders or unauthorized person to enter the premises.
- Inspect and patrol the entire premise regularly.
- Open and close the gate for CARE's residences (Night guards and day guards) after a systematic checking of the identity of the visitors.
- Monitor residence entrance and liaise with the residence occupants to filter/authorize visitors to enter the premise.
- Report any suspicious behaviours and happenings.
- Checking and reporting assets that enter and leave the compound.
- Ensure the security of the premises against robbery (vehicle and other assets).
- Switch off/ on the generator when needed and fill in the generator logbook and report any incident to CARE.
- Verify the level of fuel in generators and maintain the logbook.
- Switch on and off outdoor light.
- Perform other security related functions as maybe needed in the operations of the agency.

THE SECURITY COMPANY RESPONSIBILITY

- Assign disciplined and trained guard to CARE's premises.
- Organize the guards shift / schedule by ensuring the compliance with the Rwandan labour code.
- Assign to CARE Rwanda a permanent supervisor to ensure 3 visits during the day and night.
- Undertake day and night patrol.
- Take disciplinary measures against defaulting guard.
- Maintain a close contact with CARE Rwanda Admin Officer and report any incident.
- Provide security guards with the required information and equipment to successfully ensure the residence security.

QUALIFICATIONS OF GUARDS

- Must have at least two (2) years of experience in Security Services.
- Must speak Kinyarwanda, English or French
- Must have completed secondary school.
- Must be physically and mentally fit for the role.

- Must have a clean policy record.
- Must be properly screened and cleared.

SUPERVISION AND CONTROL

The security company shall exercise supervision, control, and administration over its guards in accordance with the country rules and regulations as well as CARE policies and procedures.

EQUIPMENT AND UNIFORM

The security agency shall also provide and equip the assigned guards with the following:

- Complete set of security guard uniform and shoes
- Provide with the guard the needed equipment (raincoat, radio/telephone, batons, whistle, torcher, Umbrella, Book register).Records for residence entrance should be filled as well in the Logbook.

4.4. PROJECT TIMELINE

All bidders are advised to strictly follow the below timeline as noted.

Any technical questions arising during the preparation of your response to this RFP should be submitted in writing via email to [RWA.Procurement@care.org) no later than **[January 29th,2025]**.

Schedule of Activities/ To-do	Date of the Activity/ Deadline of Submission	Responsible	Remarks
RFP Issued	<i>[January 15th,2025]</i>	CARE	
Supplier to notify CARE of intention to participate in bidding	<i>[January 20th,2025]</i>	Supplier	Deadlines must be strictly observed.
Deadline for submission of clarification questions to CARE	<i>[January 22nd,2025]</i>	Supplier	Deadlines must be strictly observed.
CARE to answer all clarifications	<i>[January 23rd,2025]</i>	CARE	

Supplier's Deadline of Submission of Proposal	<i>[January 29th,2025]</i>	Supplier	Deadlines must be strictly observed.
Evaluation of Proposal	<i>From [January 30th,2025] to [February 12th,2025]</i>	CARE	
Vendor presentation (if required)	<i>From [February 19th,2025]</i>	Supplier	
Finalists selected	<i>[February 25th,2025]</i>	CARE	Upon notification, the contract negotiation with the winning bidder will begin immediately.

4.5. PROJECT REQUIREMENTS

Technical Requirements

a.1 Technical Proposal of the Product

REQUIREMENTS		Provide the necessary details. Attach document or provide separate sheet if needed.
A. Overall Proposal Suitability		
1	Please see the Scope of Work and any other required specifications for this project.	
2	Provide Delivery Lead Time	
3	Provide after-sales service (if applicable)	
4	Ability to provide sample (if applicable)	
5	Provide Warranty Period	

	(Any additional requirement that is deemed necessary for “Previous Works & Awards” Category)	
--	--	--

REQUIREMENTS	Provide the necessary details. Attach document or provide separate sheet if needed.
---------------------	--

B. Previous Works and Awards		
1	Provide 3 or more client experiences or testimonials (References whose environment, size, and scope are most similar to CARE. Include a summary of the work completed for each account. Include reference contact names, with telephone numbers and email addresses.)	
2	Provide previous records of performance and service.	
3	Provide citations and awards. This encompasses reviewing the citations and awards a vendor has received from other customers and award-giving bodies.	
4	Provide any testimonials, survey response/s from previous buyers and/or partners.	
5	<i>(Any additional requirement that is deemed necessary for “Previous Works & Awards” Category.</i>	

REQUIREMENTS	Provide the necessary details. Attach document or provide separate sheet if needed.
---------------------	--

C. Technical Expertise and Organizational Experience		
1	Provide 5 Availability of vendor's representatives to call upon and consult with.	
2	Any proof that the vendor has the Ability to render satisfactory service in this instance.	
3	Provide Years of experience in providing the same requirement to other companies.	
4	Provide the latest audited Financial Statement	
5	(Any additional requirement that is deemed necessary for "Technical Expertise and Organizational Experience.	

REQUIREMENTS		Provide the necessary details. Attach document or provide separate sheet if needed.
D. Others		
1	Provide any relative requirements which were not mentioned above. (delete if not applicable)	

VALUE & COST (Financial Requirements)

(Provide below requirements, payment terms, etc., if there's any)

See attached template (in Excel File) to be used for your financial bid.

Item #	Description	Qty	Unit Measurement	of	Unit Price (in RWF)	Total Price (in RWF)
--------	-------------	-----	------------------	----	---------------------	----------------------

Compliance with Requirements

	Yes, we will comply	No, we cannot comply	If marked as “No”, please provide counter proposal
Minimum Technical Specifications			
Delivery Lead Time			
Delivery Term (INCOTERMS)			
Warranty Period (if applicable)			
Validity of Quotation			
<i>Payment Terms (30 Days)</i>			
<i>Other Requirements (Please specify)</i>			

4.6. EVALUATION CRITERIA

Interested candidates or firms are requested to submit electronically their application files **not later than 29th January 2025**, with subject: **“application for the provision of security service at the CARE RWANDA’s office and residences”** to the following e-mail address: **RWA.Procurement@care.org**

The application file should contain the following documents:

- A detailed Curriculum Vitae of the individual(s) or firms who are proposing to carry out the work (if a team is envisaged, ensure the repartition of roles is clearly explained);
- A capacity statement demonstrating why the suppliers are capable of doing the job based on academic qualifications and relevant past professional experience
- A technical offer, a proposal detailing how the deliverables will be achieved;
- A financial offer detailing the various costs associated with the needed items on the list, in PDF format and must be a separate document from the technical.
- Evidence of the supplier's experience in the similar assignment (at least 3 references with contact or address of referees);
- Copies of similar assignments (with evidence for good completion of the previous similar assignments);
- Company profile; VAT registration certificate; RRA tax clearance certificate; RSSB tax clearance certificate (when applicable)

The technical and financial proposal will be assessed using the below criteria:

1. Technical Proposal	
A. Overall Proposal Suitability	30%
B. Previous Work and Awards	20%
C. Technical Expertise and Organizational Experience	20%
D. Management approach	10%
Subtotal	80%
2. Financial Proposal (Value and Cost)	
E. Value and Cost	20%
Subtotal	20%
Total	100%

Procurement unit