

AFRICAN UNION

الاتحاد الأفريقي



UNION AFRICAINE

UNIÃO AFRICANA

AFRICAN COURT ON HUMAN AND PEOPLES' RIGHTS
COUR AFRICAINE DES DROITS DE L'HOMME ET DES PEUPLES
P.O Box 6274 Arusha, Tanzania Telephone: +255 27 2970 430 /431/432/433/434

Web site www.african-court.org Email. registrar@african-court.org

Ref: AfCHPR/PROC/2017/100

Date: 10th July 2017

TO: ALL INTERESTED SERVICE PROVIDERS

REQUEST FOR PROPOSAL (RFP) FOR
SECURITY AND SAFETY SERVICES

BACKGROUND:

The African Court on Human and Peoples' Rights [the Court] the foremost human rights Court on the African continent located in Arusha, Tanzania believes in conducting its operational activities in a secure and safe environment that meets the requirements of its employees and guests. In line with that objective, the Court wishes to engage the services of a duly registered and credible private security company on contract basis to provide high standard of security and safety services.

The contents of this document are intended to assist the prospective security service provider to develop a comprehensive proposal package that shall meet the needs and objectives of the Court.

TERMS AND CONDITIONS:

Interested suppliers should submit their Request for Proposal by providing a priced offer for required security and safety services.

This should be submitted by either sealed envelope or email not later than 17:00hrs on 21st July 2017

The emails should bear the subject "**REQUEST FOR PROPOSAL FOR SECURITY AND SAFETY SERVICES**" and should be addressed and sent to the email address below;

Procurement@african-court.org

**The Registrar,
African Court on Human and Peoples' Rights**

**P.O. BOX 6274
Arusha, Tanzania**

You are hereby requested to make an offer only if you can provide the required services within the terms and conditions stipulated, and within the prescribed dates.

The African Court on Human and Peoples' Rights will not in any way be obliged to accept the lowest priced proposal, or any low prices as quality of the service provided shall be one of the major considerations.

The African Court on Human and Peoples' Rights reserves the right to reject any offer without offering any reason thereto, to waive any defect or informality therein, and to award any Supplier whose offer is deemed most advantageous to the Court without incurring any liability whatsoever to the losing Supplier who may be adversely affected by such award or rejection.

The Court assumes no obligation for whatever expenses or losses that may be incurred by any Supplier in the preparation of the request for quotation, nor does it guarantee that an award shall be made.

DETAILS OF THE SERVICE REQUIREMENTS FOR REQUIRED SECURITY AND SAFETY SERVICES

1. SERVICES TO BE PROVIDED

a. **Security Services.** The Court intends to engage the services of a credible Security Services Provider to provide quotations for under listed services:

- 1) 2 x Trained and Equipped Security Guards
- 2) 2 x Radio Alarm Systems
- 3) 1 x Security escorts to Drop-Off and/or Pick-Up Court Staffs/Guests traveling via Kilimanjaro International Airport [KIA].
- 4) 1 x Emergency response to the private residences of a Court Staff

b. **Monthly Invoicing.** The Court shall, by the 20th day of each calendar month, expect an invoice for security services duly delivered and certified by the Court Security team for the services listed above.

2. SERVICE PROVIDER REQUIREMENTS

a. **Legal Authority/Basis**

The Court, being an international legal entity, finds it most appropriate to ensure it operates within the full ambit of the national laws [Tanzania] and accordingly demands that the service provider shows proof of being a properly constituted and certified company with minimum of 5 years operational experiences.

b. Materiel and Logistics Support

The service provider is expected to possess its own administrative and operational equipment and logistics support that ensures smooth and continuous services delivery around the clock without interruptions. This shall include among others operational vehicles, administrative offices, training facilities, radio communication equipment, uniforms [shirt, trousers, boots, headgear, etc.] and basic safety equipment e.g. flashlights, whistles, etc.

c. Operational Duties and Responsibilities

The expected primary duties and responsibilities of the service provider shall be to ensure the provision, deployment and effective management of reasonably well trained security personnel who are committed and ready to undertake responsibilities essential to the protection and safety of personnel and assets of the Court.

d. Each security guard/personnel is also expected to know and understand his/her primary obligations and tasks and accordingly execute them as outlined in paragraph 6 below. In addition, it is expected that the service provider shall train all of its personnel in customer services and they shall be expected to contribute to providing basic customer services in the form of showing directions and assisting clients to know their way around the Court and also vehicle inspections and parking. Each guard is expected to exercise courtesy and respect towards all employees and clients.

e. Contract Duration and Working Hours

The duration of this contract shall be for a period of one calendar year and may be renewed based on good performances of the service provider. Further, the service provider shall be required to provide 24/7 hours of unarmed and uniformed security services throughout the contract period. It is however expected that security personnel shall perform duties of not more than 12hours duration at any given time.

f. Personnel Administration



1) Salary and Related Allowances. The service provider shall be required to ensure that all security personnel are paid their salaries/wages in full and they shall be issued with monthly payslip that shows details of any statutory deductions. It is also expected that security personnel being disengaged from the services of the Court shall be paid in full prior to their departure.

2) Leave. The service provider shall ensure that security personnel are managed in accordance with Tanzanian labour/employment legislations and that they shall be entitled to go on annual leave for rest and recuperation.

3) Personnel and Training. The service provider shall provide credible and reliable personnel who have been vetted and background checked, with basic education and standard security training and capable of meeting expectations. It is expected that the operational and administrative needs of personnel shall be well-catered for to ensure high standard of performance and service delivery.

4) The service provider shall provide information on how the security personnel / guards shall be supervised, who shall do the supervision, and frequency of supervision.

3. TERMS & CONDITIONS

a. All Weather Equipment. The service provider shall ensure that all security guards deployed to The Court are fully equipped and kitted to the required standard and also factor in all-weather clothing.

b. Medical Coverage. The Service provider is to ensure that all personnel are medically and physically fit for duty. Personnel injured while on duty may be treated by the Court's' medical staffs; the service provider's personnel must have medical insurance in place to cater for any of the Court's long term post-accident or sickness care.

c. Insurance Cover. The Service provider shall provide the required insurance and licenses which comply with the regulations governing security companies in Tanzania. If the regulations do not fully satisfy the requirements of the Court then the Court shall insist upon agreement with certain standards to fill any identified regulatory shortfalls.



d. Employment of Personnel. The Court and the Service provider mutually agree not directly employ each other's personnel until after 6 months of disengagement from either entity.

e. Change/Transfer of Personnel. Service provider must not change any personnel without giving the Court Security Department at least 7 days' notice, less removal for disciplinary reasons. The Court however, reserves the right to insist upon the instant removal of an individual security guard without the requirement to provide a reason.

4. INTELLECTUAL PROPERTY

The security policies, procedures and plans of the Court exchanged with the service provider in the course of their official duties remains the Intellectual Property of the Court. No unauthorised copies are to be made without prior written permission from the Head of Security.

5. TRAINING STANDARDS

a. Individual Guard Basic Training

TYPE OF TRAINING	SUBJECTS
Basic Training provided by Service Provider	<ol style="list-style-type: none"> 1. Legal Authority 2. Access Control Procedures 3. Security Patrolling 4. Search Methods and Procedures 5. Use of Security Equipment [e.g. Handheld Scanners, under vehicle search mirrors, etc.] 6. Theft Detection and Prevention 7. General Conduct on Duty 8. Weapon Handling 9. Report Writing & Log Book Maintenance 10. Firefighting Prevention and Procedures 11. Practical First Aid Application 12. Emergency Response Procedures 13. Convoy Movement/Journey management 14. Dealing with Employees and Guests



Court Security Training Orientation	<ol style="list-style-type: none">1. Site orientation2. Communications with the Client3. Reporting systems4. Court Rules and Regulations5. SOPs
-------------------------------------	---

- The closing date for submission of Proposals is not later than 17:00hrs on **21st July 2017.**

Sincerely,

Dr. Robert W. Eno
Registrar of the Court

