



24/12/2024

The International NGO Safety Organization is issuing this RFQ to invite suitable bidders to submit bids for the procurement of:

Security Guard Services for INSO's Cameroon Offices

RFQ No: CMR/427/YAO/24

Critical Dates:

RFQ Issuing Date: 24/12/2024.

RFQ Closing Date: 13/01/2025 Time 5:00 pm Cameroon Local Time

Confidentiality Statement

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1. Background

The [International NGO Safety Organisation \(INSO\)](#) is a non-profit humanitarian organization providing dedicated safety support services to the NGO community in Cameroon since 2019.

INSO is exclusively funded by institutional donors and provides a range of services to NGOs in more than 17 countries operating in conflict-affected areas, including security information and advice, training, and crisis management support.

The INSO vision is a strong, safe, and empowered humanitarian community able to deliver aid to vulnerable individuals in the world's most challenging contexts with the minimum of risk to their staff, partners, and beneficiaries.

The INSO mission is to work on the ground alongside NGOs to provide them with comprehensive, high quality, real time and relevant information, analysis, alerts, and advice on the local safety conditions, along with practical support, training and assistance that improves their situational awareness and supports informed decision making and crisis response.

2. Tender Requirements

INSO Cameroon is looking for request for quotation for service of security guards to be on rotation 24/7 at our Office/premises in Yaoundé, Maroua, Bamenda and Buea for a period of one (1) year.

3. Detailed Requirements

RFQ Requirements

RFQ

- This RFQ is for the provision of security guard services as listed in Annex B to be available for one (1) year duration with a contract starting date of 01st February 2025.
- All bidders are also required to complete Annex A - INSO Supplier Registration Form.
- The bid price should be quoted including tax,
- All bids must be in XAF

Bid Evaluation

All bids will be reviewed by a Tender Evaluation Committee and will be subjected to technical evaluation, a financial evaluation, statutory compliance as well as supplier previous relevant experience.

Technical Evaluation

- Bids will be evaluated against the description and specifications listed in Section 4 and Annex B.
- Only Bids that comply with requested specifications (Section 4 and Annex B) will be classed as 'responsive' (acceptable).
- Only Bids classed as 'responsive' (acceptable) will progress onto the 'Financial Evaluation'. 'Non-responsive' bids (not-acceptable bids) will no longer be under consideration at this stage.
- Supplier's ability to provide services as per indicated requirements is critical and will be an important consideration in the technical evaluation.

Financial Evaluation

- Only those bids that pass the technical evaluation will move to the financial evaluation.
- The financial evaluation will be based on the best value for money, taking into consideration the overall lowest acceptable offer.

Contract award could be given to one or several suppliers based on the value of the offer.

RFQ Contents

This RFQ has the following Annexes:

- Annex A: INSO Supplier Registration Form
- Annex B: Financial Proposal Form

- Annex C: Code of conduct

All Annexes A, B and C must be duly completed and submitted.

4. Bid Submission Requirements

Bid Validity

All bids must be valid for a period of thirty (30) days. The bid validity period must be stated in the financial proposal.

Bid Documentation Requirements

The Bid is to include the Technical and Financial Proposals, and all documents identified below.

Technical Proposal

The Technical Proposal must include the following documents:

- a) A cover letter from a company principal with the Power of Authority (POA) to represent the company. Attached to the letter must be the following documents:
 - Copy of the senior representative ID.
 - Copy of the company registration.
 - Copy of Tax Registration
 - Copy of Tax compliance certificate
 - Official evidence of business address (localization map or attestation of localization)
 - Ability to cover all Field Offices
 - The INSO Supplier Registration form (Annex A) has been duly completed and signed.
 - The INSO Code of Conduct (Annex C) duly signed.
- b) Technical specification including the following details.
 - 24/ 7 unarmed security guards to be based at the office/premises of INSO in Yaoundé, Buea, Bamenda and Maroua. Any proposal should include a minimum of one guard during the daytime and two guards at night.

- **Uniforms and Appearance:** Guards should wear a uniform that is neat, clean, and professional. Details the uniform to be supplied by the security company and should bear a visible company logo.
- **Shift Coverage:** The guards should be available to cover the day and night shifts as per the requirements of the INSO.
- **Emergency response mechanism**
- **Reporting:** Detail how guards should detail the activities of the movements of staff and visitors, and any incidents that occurred during their shift in an Occurrence Book.
- **Communication:** Details the communication equipment to be provided to Guards to always maintain communication with the security company and INSO.
- **Equipment:** The security company should provide guards with necessary equipment: detail all equipment to provide to guards for the effective performance of their duties
- **Insurance and Liability:** detail any insurance coverage for liability arising from any actions of your guards while on duty at INSO's premises.
- **Compliance:** The security company should comply with all applicable laws and regulations related to security services, including licensing and certification requirements.
- Sick leave, absence and guard replacement/substitute procedures must be clearly stated.
- **Compensation and Remuneration:** Detail all benefits such as salary, annual leave, health insurance etc. provided by the company.
- **References:** Provide references from other clients who have used your security guard service.

Financial Proposal

- a) Financial proposal with the costs (see Annex B).
- b) The price should be quoted including VAT.

- c) All bids must be in XAF.
- d) The Financial bid must state that the bid validity is at least thirty (30) days.

All bid documents must be saved in pdf file and attached to the bid email.

Links to documents stored on cloud hosts will not be evaluated and may result in the bid not being accepted.

Bid Submission Deadline

The tender closes at 5:00 pm Cameroon local Time on 13/01/2025.

Bids received after this time will not be accepted or evaluated.

Tender Questions and Answers and Notice of Intention to submit a Bid

Any request for clarification regarding the RFQ must be received by INSO in writing to the email address below by **08th January 2025 at 5 pm** Cameroon time.

opsmanager@cmr.ngosafety.org. All questions and answers will be shared with all bidders.

Bids sent to the above email address will not be accepted.

Method of Submitting Bids

All bid submissions must be submitted electronically in pdf document(s) to the INSO Electronic procurement tender box with the subject line: **CMR/427/YAO/24 Security Guard Services** to: rfq@ngosafety.org

No other method of bid submission or sending to another INSO email address will be accepted.

5. Tender Evaluation Process

All bids will be kept unopened until after the tender closing date. A Tender Evaluation Committee will open all bids and apply the following process:

- ✓ Administration Compliance check: to ensure all tender requirements have been complied with, and all required documentation has been received.
- ✓ Technical Evaluation: A comprehensive evaluation of all Technical Proposals received against the criteria stated in Part 2 'Tender Requirements' and Part 3 'Detailed Requirements'.

- ✓ Financial Evaluation: A comprehensive financial evaluation of only the Technical Proposals deemed acceptable at the Technical Evaluation stage.

The Financial evaluation is based on the Financial Proposal and the criteria that will be applied is 'best value for money' for the venue that best fits the detailed requirements.

Notification of Tender Result

All bidders will be informed of the outcome of their proposal within twenty (20) calendar days of the tender closing date.

6. Conditions for Submission of Bids

Submission of Bids

Bidders are solely responsible for ensuring that the full Bid is received by INSO in accordance with the RFQ requirements, prior to the specified date and time above (Part 4 'Bid Submission Requirements'). INSO will consider only those Bids received prior to the closing date and time specified and any Bids received after that time will not be considered.

Only bids submitted in pdf format will be accepted at the Administration Compliance check.

Currency

The currency of the Bid must be in XAF.

Language

All correspondence and documents related to the Tender must be in English/French. Official supporting documents can be provided in their original language.

Presentation

Bids should be typewritten, if handwritten they should be clearly legible. Prices entered in lead pencil will not be considered. All erasures, amendments, or alterations must be initialed by the signatory to the Bid. Do not submit blank pages of the Bid Form and/or schedules which are unnecessary for your offer. All Bids must be signed by a duly authorized representative of the Bidder.

Acceptance

INSO reserves the right, at its sole discretion, to consider as invalid or unacceptable any Bid which is a) not clear; b) incomplete in any material detail such as specification, terms delivery, quantity etc; c) not received in the correct tender email address ; and to accept or reject any amendments, withdraws and/or supplementary information submitted after the time and date of the RFQ Closure.

Award of Contracts

This RFQ does not commit INSO to award a contract or pay any costs incurred in the preparation or submission of Bids, or costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods. Any bid submitted will be regarded as an offer made by the Bidder and not as an acceptance by the Bidder of an offer made by INSO. No contractual relationship will exist except pursuant to a written contract document signed by a duly authorized official of INSO and the successful Bidder.

INSO may award contracts for part quantities or individual items. INSO will notify successful Bidders of its decision with respect to their Bids as soon as possible after the Bids are opened. INSO reserves the right to cancel any RFQ, to reject any or all Bids in whole or in part, and to award any contract.

Collusive Bidding and Anti-competitive Conduct

Bidders and their employees, officers, advisers, agents, or sub-contractors must not engage in any collusive bidding or other anti-competitive conduct or any other similar conduct, in relation to:

- The preparation of submission of Bids,
- The clarification of Bids,
- The conduct and content of negotiations,
- Including final contract negotiations,

in respect of this RFQ or procurement process, or any other procurement process being conducted by INSO in respect of any of its requirements.

For the purpose of this clause, collusive bidding, other anti-competitive conduct, or any other similar conduct may include, among other things, the disclosure to, exchange or clarification with, any other

Bidder, person or entity, of information (in any form), whether or not such information is commercial information confidential to INSO, any other Bidder, person or entity in order to alter the results of a solicitation exercise in such a way that would lead to an outcome other than that which would have been obtained through a competitive process.

Improper Assistance

Bids that, in the sole opinion of INSO, have been compiled:

- With the assistance of current or former employees of INSO, or current or former contractors of INSO in violation of confidentiality obligations or by using information not otherwise available to the public, or which would provide a non-competitive benefit,
 - With the utilization of confidential and/or internal INSO information not made available to the public or to the other Bidders,
 - In breach of an obligation of confidentiality to INSO, or
 - Contrary to these terms and conditions for submission of a Bid,
- shall be excluded from further consideration.

Without limiting the operation of the above clause, a Bidder must not, in the absence of prior written approval from INSO, permit a person to contribute to, or participate in, any process relating to the preparation of a Bid or the procurement process, if the person has at any time during the 6 months immediately preceding the date of issue of this RFQ was an official, agent, servant, or employee of, or otherwise engaged by, INSO and was engaged directly, or indirectly, in the planning or performance of the requirement, project, or activity to which this RFQ relates.

Corrupt Practices

All INSO Bidders and Suppliers shall adhere to the highest ethical standards, both during the procurement process and throughout the performance of a contract.

All Bidders' attention is drawn to the INSO Code of Conduct (Annex C) which will be an integral part of any contract award between the INSO and the Bidder.

Conflict of Interest

A Bidder must not, and must ensure that its employees, officers, advisers, agents, or subcontractors do not place themselves in a position that may, or does, give rise to an actual, potential or perceived conflict of interest between the interests of INSO and the Bidder's interests during the procurement process.

If during any stage of the procurement process or performance of any INSO contract a conflict of interest arises, or appears likely to arise, the Bidder must notify INSO immediately in writing, setting out all relevant details of the situation, including those cases in which the interests of the Bidder conflict with the interests of INSO, or cases in which any INSO official, employee or person under contract with INSO may have, or appear to have, an interest of any kind in the Bidder's business or any kind of economic ties with the Bidder. The Bidder must take steps as INSO may reasonably require to resolve or otherwise deal with the conflict to the satisfaction of INSO.

Withdrawal/Modification of Bids

Requests to withdraw a Bid shall not be honoured. If the selected Bidder withdraws its Bid, INSO shall duly register the said Bid and shall evaluate it alongside all other received Bids.

Withdrawal of a Bid may result in your suspension or removal from the INSO suppliers List.

A Bidder may modify its Bid prior to the RFQ closure. Any such modification shall be submitted in writing to the RFQ bid email address, marked with the original Bid number stating 'Modification' in the Subject line. No modification shall be allowed after the RFQ closure.

Annexes

- A. INSO Suppliers Registration Form
- B. Financial Proposal
- C. Code of conduct