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| Statement of Requirements for Security Services |

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| List of Services and Related Goods  **Procurement Reference Number: CRWB/NCS/SS/2023** |

**LOT 1: HEAD OFFICE ZONE**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **HEAD OFFICE** | **DAY** | **NIGHT** | **TOTAL** | **SERVICE PROVIDER REQUIREMENT** |
| **CEO Residence** | 1 | 1 | 2 | ***Guards*** |
| **DOFA Residence** | 1 | 1 | 2 |
| **DTS** | 1 | 1 | 2 |
| **Sub Total** | **3** | **3** | **6** |
|  |  |  |  |  |
| **Main Gate** | 2 | 1 | 3 |  |
| Cash Office | 1 | 1 | 2 | ***Guards*** |
| Workshop | 0 | 1 | 1 |
| Wood work | 0 | 1 | 1 |
| Boardroom | 0 | 1 | 1 |
| **Sub Total** | **3** | **5** | **8** |  |
|  |  |  |  |  |
| **NALIKULE INSTITUTE OF EDUCATION** |  |  |  |  |
| Plant House | 1 | 2 | 3 | ***Guards*** |
| Boreholes 1,2 and 3 | 0 | 3 | 3 |
| **Sub Total** | **1** | **5** | **6** |  |
|  |  |  |  |  |
| **MITUNDU SCHEME** |  |  |  |  |
| Main Office | 1 | 2 | 3 | ***Guards*** |
| Plant Office/Pump House | 1 | 5 | 6 |  |
| **Sub Total** | **2** | **7** | **9** |  |
|  |  |  |  |  |
| **BUNDA SCHEME** |  |  |  |  |
| Main Office | 1 | 1 | 2 | ***Guards*** |
| New Pump House | 1 | 2 | 3 |  |
| Fisheries Borehole | 1 | 2 | 3 |  |
| **Sub Total** | **3** | **5** | **8** |  |
|  |  |  |  |  |

**Details Continued /……………**

**DETAILED SUMMARY**

|  |  |
| --- | --- |
| CORPORATE MANAGEMENT RESIDENCES | 6 |
| HEADOFFICE | 8 |
| NALIKULE INSTITUTE OF EDUCATION | 6 |
| MITUNDU SCHEME | 9 |
| BUNDA SCHEME | 8 |
| **GRAND TOTAL** | **37** |

Completion Schedule

The completion period shall commence from the date of contract award.

|  |  |  |  |
| --- | --- | --- | --- |
| **Item Number** | **Description of Services and or Related Goods** | **Completion period (Months)** | **Delivery Sites** |
| 1 | Security services at designated Central Region Water Board facilities 24 hours every day | 12 | CRWB Head Offices and Corporate Management residences under Head Office Zone as per Statement of Requirement |

Statement of Requirements (Technical Specifications) and Compliance Sheet

Procurement Reference Number: CRWB/NCS/SS/2023

Column b states the minimum requirement of the service(s) to be provided. Column c indicates whether the requirement is a “Mandatory” by use of the letter “M”. Any requirement without an “M” in column c is considered non-mandatory and subject to a reasonable variation in specification or performance to be assessed during evaluation in accordance with Section 3.

*The Bidder is to complete column d and to state whether the offered service(s) “comply” or do “not comply” giving details of the areas of non-compliance.*

**Part A**

| **Technical Specification of items required including applicable standards** | **Mandatory** | **Compliance to Requirements** |
| --- | --- | --- |
| ***B*** | ***c*** | ***D*** |
| 1. Security guards must be screened by police before being recruited. 2. To confirm this arrangement bidder must submit a letter from the Malawi Police Service. | M |  |
| 1. Guards must be trained, disciplined, with sober habits, physically able to provide guarding services, punctual to agreed timings, never abandon the post and professionally cooperative. | M |  |
| 1. Guards must be smart and wear uniform. | M |  |
| 1. Guards must be equipped with burton /shock sticks, whistle, mobile communication. | M |  |
| 1. The firm must be able to conduct night patrol at least once every day. | M |  |
| 1. Guards should attend to visitors and report to superiors for authorisation of their entry. | M |  |
| 1. Deployed security personnel shall be required to complete Daily Attendance Register before and after shift. | M |  |
| 1. The security firm will be required to prepare monthly attendance schedule detailing the number of security personnel deployed, absentees and list of claims prior to payment. | M |  |
| 1. The Client shall have right to deduct any sums of money from the invoice prior to payment as a result of claims of absenteeism, loses and thefts. | M |  |
| 1. The Security will be required to be insured against all risks up to MK10,000,000 after award of contract. | M |  |
| 1. Must not have pending litigation (s) and record of dishonesty in the past two years. | M |  |

**Part B**

**Statement of Requirements (Technical Specifications)**

|  |  |  |
| --- | --- | --- |
| **Technical Specification of items required including applicable standards *b*** | ***Mandatory*** | ***Compliance*** |
| |  |  |  | | --- | --- | --- | | **SCOPE OF THE ASSIGNMENT:**  **Security Services**  The qualifying firm must have been operating in the Security Service field for at least a minimum of Three (**3**) **years** in Malawi and be able to provide evidence of at least 3 (three) similar contracts with contact phone numbers and names of key contact persons for the past two **(2) years**. The firm must be capable of providing security to property and personnel including the following related services:   * Provide security guards for day and night shifts. * 24-hour emergency service from Sundays to Saturdays throughout the year * Guarding Central Region Water Board premises and its property and provision of patrol systems. * Re-confirmation that all doors at the Security Point premise offices are securely locked by close of working hours. * Monitoring and checking movement of Board’s properties (i.e. vehicles, stationery, tyres, chairs, desks etc.) at the Security Point premises during day and night * Maintain a gate register which will record goods, visitors/staff entering and leaving the premises day and night * Ensure that all goods leaving the Security Point premises accompany authorised gate pass signed by authorised personnel * Detecting, preventing and reporting theft of goods to the Board. * Ready to provide witnesses in any theft related cases to the Board. * Control and direct visitors at the Security Point premises. * Facilitate prosecution of offenders to the Board. * The firm shall provide own security staff, security uniforms and security equipment for this assignment.   **RESPONSIBILITY OF THE FIRM – Security Services**   * To properly give advice to the client on matters related to security measures of the Boards premises * To supervise security guards on duty during day and night shifts * To check the gate registers to determine movement of goods/property of the Board with official support documents (Gate pass or Issue voucher/issue notes as approved by the responsible Director or any other designated officer. * Ensure that all cases on security issues are timely reported to the Board. * To have back up security service to existing staff and good radio communication systems * To provide mature and qualified guards with clean security service record to guard Public Property |  |  | | **M** |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **ACTION AGAINST POOR PERFORMANCE** | | |  |
| **NO** | **LEVEL OF PERFORMANCE** | **ACTION BY THE BOARD** |  |  |
| **1** | **Poor performance ( 0-70% non-compliance to issues under A, B, C, and D)** | **Strong Warning expecting improvement within two months. Failure to improve, contract will be terminated.** |  |  |
| **2** | **Average Performance (71-90% compliance)** | **Discussion in management meetings and expect improvement within a period of two months. Failure to improve will result in a termination of contract.** |  |  |
| **3** | **Good Performance (100% compliance)** | **CRWB Management communication on the excellent performance** |  |  |
| **4** | **All absents reregistered** | **Deducted from the Invoice due** |  |  |
| **5** | **Guards not timely paid for two consecutive months** | **Written warning followed by management meeting.** | Continued trend to 3 months shall lead to contract termination. |  |