



IPA – Rwanda

Request For Proposals (RFP) No. **001/05/2025SEC**

Title of the procurement: **Security service**

Issue Date: **May 26, 2025,**

WARNING:

Prospective Offerors who have received this document from a source other than from IPA Rwanda should immediately contact iparwandaprocurement@poverty-action.org, and provide their name and mailing address in order that amendments to the RFP or other communications can be sent directly to them. Any prospective Offeror who fails to register their interest assumes complete responsibility in the event that they do not receive communications prior to the closing date. Any amendments to this solicitation will be issued and posted in jobinrwanda.com

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Synopsis of the RFP

RFP No.	001/05/2025SEC
Issue Date	May 26, 2025
Title	Security Service
Issuing Office	Innovations for Poverty Action (IPA), Rwanda Plot 1123, KK23/KK387, Kicukiro (IPA Rwanda office map).
Deadline for Receipt of Questions	The deadline for receiving the questions is June 6, 2025,
Point of Contact for Questions	For any question, please send your email to: iparwandaprocurement@poverty-action.org
Deadline for Receipt of proposal	June 13, 2025, no later than 5PM
Proposal Submission Address	The proposal will be received via IPA Rwanda email address: RWA_proposals@poverty-action.org please include the RFP number in the subject line.
Anticipated Award Type	
Basis for Award	The award will be issued to the responsible and reasonable offeror who provides the best value to IPA and its client using a combination of technical and cost/price factors.

1. Introduction and Purpose

1.1 Purpose

IPA Rwanda invites qualified offerors to submit proposals to supply and deliver security services in support of program implementation. To ensure the safety and security of staff, visitors, assets, and sensitive information, while supporting the organization's mission through a safe and enabling working environment.

1.2 Issuing Office

The Issuing Office and Contact Person noted in the above synopsis is the sole point of contact at IPA for purposes of this RFP. Any prospective offeror who fails to register their interest with this office assumes complete responsibility in the event that they do not receive direct communications (amendments, answers to questions, etc.) prior to the closing date.

1.3 Type of Award Anticipated

IPA anticipates awarding a vendor agreement. This award type is subject to change during the course of negotiations.

2. General Instructions to Offerors

2.1 General Instructions

"Offeror", "Subcontractor", and/or "Bidder" means a firm proposing the work under this RFP. "Offer" and/or "Proposal" means the package of documents the firm submits to propose the work.

Offerors wishing to respond to this RFP must submit proposals, in English, in accordance with the following instructions. Offerors are required to review all instructions and specifications contained in this RFP. Failure to do so will be at the Offeror's risk. If the solicitation is amended, then all terms and conditions not modified in the amendment shall remain unchanged.

Issuance of this RFP in no way obligates IPA to award a subcontract or purchase order. Offerors will not be reimbursed for any costs associated with the preparation or submission of their proposal. IPA shall in no case be responsible for liable for these costs.

Proposals are due no later than 5 pm, June 13, 2025, to be submitted to IPA Rwanda email RWA_proposals@poverty-action.org. Late offers will be rejected except under extraordinary circumstances at IPA's discretion.

The submission of a proposal to IPA in response to this RFP will constitute an offer and indicates the Offeror's agreement to the terms and conditions in this RFP and any attachments hereto. IPA reserves the right not to evaluate a non-responsive or incomplete proposal.

2.2 Proposal Cover Letter

A cover letter shall be included with the proposal on the Offeror's company letterhead with a duly authorized signature and company stamp/seal using the [Proposal Cover Letter template](#) (see Attachments) for the format. The cover letter shall include the following items:

- The Offeror will certify a validity period of 60 days for the prices provided.
- Acknowledge the solicitation amendments received.

2.3 Questions regarding the RFP

Each Offeror is responsible for reading and complying with the terms and conditions of this RFP. Requests for clarification or additional information must be submitted in writing via email or in writing to the Issuing Office as specified in the Synopsis above. No questions will be answered by phone. Any verbal information received from an IPA Rwanda employee or other entity shall not be considered as an official response to any question regarding this RFP.

Copies of questions and responses will be distributed in writing to all prospective bidders who are on record as having received this RFP after the submission date specified in the Synopsis above.

3. Instructions for the Preparation of Technical Proposals

Technical proposals shall include the following contents:

1. Technical Approach - Company profile which provides a clear, concise, and professional overview of your company including what you do, your value, and why you're trustworthy.
2. Management approach – legal documents to exercise the business in Rwanda (RDB registration, non-receivable or receivable from RRA, non-royalty or royalty towards the “Rwanda Social Security Board RSSB, proof of EBM registration.
3. Past Performance – Provide a list of at least five (5) recent awards of similar scope and duration. The information shall be supplied as a table ([template provided in Attachments](#)), and shall include the legal name and address of the organization for which services were performed, a description of work performed, the duration of the work and the value of the contract, description of any problems encountered and how it was resolved, and a current contact phone number of a responsible and knowledgeable representative of the organization. See Attachments.

3.1 Services Specified

For this RFP, IPA is in need of the services described in Attachment: Scope of Work.

4. Instructions for the Preparation of Cost/Price Proposals

4.1 Cost/Price Proposals

Provided in the Attachments section of this RFP is a template for the [Price Schedule for firm-fixed price awards](#). For cost-reimbursable or time & material awards, the offeror shall provide a fully detailed budget. Offerors shall complete the template including as much detailed information as possible. Any required payment terms must be included in the cost proposal.

It is important to note that Value Added Tax (VAT) shall be included on a separate line. The Subcontractor is responsible for all applicable taxes and fees, as prescribed under the applicable laws for income, compensation, permits, licenses, and other taxes and fees due as required.

5. Basis of Award

5.1 Evaluation Criteria

Each proposal will be evaluated and scored against the evaluation criteria and evaluation sub-criteria, which are stated in the table below.

Evaluation Criteria	Evaluation Sub-criteria	Maximum Points/Weight
Technical Approach	Company profile which provides a clear, concise, and professional overview of your company—including what you do, your value, and why you're trustworthy	30
	legal documents to exercise the business in Rwanda (RDB registration, non-receivable or receivable from RRA, non-royalty or royalty towards the "Rwanda Social Security Board RSSB, proof of EBM registration.	20
Management Approach or Personnel Qualifications	Guard equipment on deployment	10
Corporate Capabilities or Past Performance	At least 5 past performance certificate for the similar works from the UN agencies, NGOs or government entities	10
Cost	Please put the latest price (no negotiation room planned)	30
Total		100

5.2 Proposal Submission Format

To facilitate the evaluation process by the Evaluation Committee, Offerors are strongly encouraged to submit their proposals in the following format:

- i. Cover Letter
 - Include a concise cover letter introducing your proposal. Use the provided template.
- ii. Introduction / Business Profile
 - Provide an overview of your organization, its history, and relevant experience.
- iii. Statutory and Compliance Documents
 - Include essential documents such as business registration, tax files, and any other relevant compliance documents.
- iv. Technical Proposal
 - Refer to Section 3 for detailed instructions on preparing the technical proposal.
 - Ensure to provide all necessary supporting documentation and attachments as required by the Evaluation Criteria.
- v. Cost / Price Proposal
 - Include detailed cost/price information as outlined in Section 4.
 - Should be realistic and acceptable.
- vi. Any Other Pertinent Information

- Include any additional information that you believe is essential to your proposal.

Please adhere to this format to ensure a structured and comprehensive submission that will aid in the evaluation process.

5.3 Best Value Determination

IPA will review all proposals and make an award based on the technical and cost evaluation criteria stated above and select the offeror whose proposal provides the best value to IPA. IPA may also exclude an offer from consideration if it determines that an Offeror is "not responsible", i.e., that it does not have the management and financial capabilities required to perform the work required.

IPA may award an Offeror without discussions. Therefore, the initial offer **must contain the Offeror's best price and technical terms.**

5.4 Responsibility Determination

IPA will not enter into any type of agreement with an Offeror prior to ensuring the Offeror's responsibility. When assessing an Offeror's responsibility, the following factors are taken into consideration:

1. A Letter of Submission duly signed by the legal representative and stamped with full detail address indicating Country, Province, Sector, Cell, Village, Street, E-mail, post office box number and bank account details.
2. The certified copy or original commercial register from RDB
3. A certificate of non-receivable or receivable from the Rwandan Revenue Office (RRA) notified / online in color or original valid.
4. A certificate of non-royalty or royalty towards the "Rwanda Social Security Board RSSB"
5. Have 5 satisfactory past performance certificates from NGOs and government institutions or UN agencies.
6. Valid license from regulator (with at least 6 months of viridity) proposed to be rented as per this RFP.
7. Provide Valid license from regulator of the required business licenses to operate in the host country.
8. Having adequate financial resources to finance and perform the work or deliver goods or the ability to obtain financial resources without receiving advance funds from IPA.
9. Ability to comply with required or proposed delivery or performance schedules.
10. Have a satisfactory record of integrity and business ethics.

5.5 Additional Due Diligence

Upon completing the evaluation process, IPA may choose to engage in additional due diligence processes with a particular vendor or vendors without notifying the bidder.

The purpose of this process is to ensure that IPA engages with reputable, ethical, and responsible vendors with solid financials and the ability to fulfill the contract. Additional due diligence may include, but is not limited to, the following processes:

- Reference checks
- Verification of whether the firm has been barred by any organization or is on any anti-terrorist checklist

6. Anticipated post-award Deliverables

Inspection & Acceptance

The designated IPA staff will inspect from time to time the services being performed to determine whether the activities are being performed in a satisfactory manner, and that service under delivery is of acceptable quality and standards. The subcontractor shall be responsible for any countermeasures or corrective action, within the scope of this RFP, which may be required by the IPA Country Director/Representative as a result of such inspection.

7. Compliance with Terms and Conditions

7.1 General Terms and Conditions

Offerors agree to comply with the general terms and conditions for an award resulting from this RFP. The selected Offeror shall comply with all Terms and Conditions listed in the accompanying [Attachment](#).

8. Procurement Ethics

Neither payment nor preference shall be made by either the Offeror, or by any IPA staff, in an attempt to affect the results of the award. IPA treats all reports of possible fraud/abuse very seriously. Acts of fraud or corruption will not be tolerated, and IPA employees and/or subcontractors/grantees/vendors who engage in such activities will face serious consequences. Any such practice constitutes an unethical, illegal, and corrupt practice and either the Offeror or the IPA staff may report violations to the Toll-Free Ethics and Compliance Anonymous Hotline at +1 844 837 5445. IPA ensures anonymity and an unbiased, serious review and treatment of the information provided. Such practice may result in the cancellation of the procurement and disqualification of the Offeror's participation in this, and future, procurements.

By submitting an offeror, Offerors certify that they have not/will not attempt to bribe or make any payments to IPA employees in return for preference, nor have any payments with Terrorists, or groups supporting Terrorists, been attempted.

9. Attachments

9.1 Scope of Work for Services or Technical Specifications

1. Overview

1.1 Background

The purpose of this Scope of Work is to outline the expectations, responsibilities, and standards for a qualified security services provider to deliver **comprehensive day and night security coverage** at IPA Rwanda's premises. The goal is to protect people, property, and information, ensuring a safe and secure environment for staff, visitors, and assets.

1.2 Scope

- Provide round-the-clock protection of the office premises.
- Control and monitor access to the premises.
- Deter, detect, and respond to any security threats, unauthorized access, or incidents.
- Providing security related information, SITREPS and incident reports.
- Support emergency preparedness and response.

1.3 Objectives

The goal is to protect people, property, and information, ensuring a safe and secure environment for staff, visitors, and assets.

2. Requirements

2.1 Tasks

2.1.1. Roles and Responsibilities of the Security service provider

A. Access Control

- Monitor entrances and exits.
- Register and issue badges to all visitors.
- Verify identity of individuals entering the premise.
- Maintain accurate access logs.

B. Premises Surveillance

- Conduct regular patrols (internal and external) during shifts.
- Immediately report suspicious behavior or breaches.

C. Emergency Response

- Act as first responders in the event of fire, intrusion, medical, or other emergencies.
- Support evacuation procedures and drills.

D. Reporting and Documentation

- Maintain shift logs and daily activity reports.
- Submit written incident reports for any security-related events.
- Conduct handover briefings at each shift change.

E. Personnel Conduct and Discipline

- Guards must be professional, punctual, and presentable.
- Uniforms must be clean and clearly identify the security company.
- Guards must not sleep, use mobile phones excessively, or leave posts unattended.
- No unauthorized guests during shifts

2.1.2. Staffing and Supervision

Provide qualified, licensed, and trained security personnel. Ensure a trained supervisor oversees service delivery and addresses issues promptly. Have a standby replacement system in place for absenteeism or emergencies.

a. Alertness and Vigilance

- Always attentive to surroundings and changes in environment.
- Able to detect suspicious behavior or potential threats early.

b. Integrity and Honesty

- Trustworthy in handling confidential information, access control, and incident reporting.
- Does not misuse authority or accept bribes.

c. Physical Fitness

- In good health and able to respond quickly in emergencies.
- Can stand for long hours, patrol premises, and perform physically demanding tasks if needed.

d. Professionalism and Discipline

- Maintains a neat uniform and punctuality.
- Shows respect for all staff, visitors, and partners.

e. Good Communication Skills

- Able to communicate clearly and respectfully, both verbally and in writing in English.

f. Sound Judgment and Decision-Making

- Can assess situations quickly and respond appropriately.
- Knows when to de-escalate and when to call for help.

g. Calm Under Pressure

- Maintains composure in emergencies or high-stress situations.
- Can manage conflicts or hostile behavior without panicking.

2.1.3. Training Requirements

Guards must have training in:

- Basic security and patrolling procedures
- Fire safety and use of extinguishers

- First aid and medical emergency handling
- Conflict resolution and nonviolent de-escalation
- Organizational code of conduct and confidentiality

2.1.4. Equipment and Supplies

The security company shall provide:

- Uniforms and ID badges
- Communication equipment (e.g. Phones)
- Flashlights and basic patrol tools
- First aid kits (at posts)
- PPE as required

2.1.5. Quality Assurance and Monitoring

- Regular site visits and checks by the company's supervisor.
- Monthly performance meetings with the organization's security focal point.
- Timely resolution of any non-compliance or performance issues.

2.1.6. Compliance, Insurance and compensation

- The contractor must comply with all local labor laws and licensing regulations.
- Must carry valid liability and worker's compensation insurance.
- All guards must have clean criminal records and be properly vetted.

The security company is usually required to carry liability insurance, If their fault is proven, they may be obliged to:

- Compensate the organization for stolen items
- File claims with their insurer to cover losses

2.2 Deliverables

Daily Activity Report (DAR)

- Summary of all activities performed during the shift
- Includes patrols, incidents, visitor entries, and routine checks

Incident Reports

- Detailed reports of any unusual or suspicious activity, accidents, or emergencies
- Includes time, date, individuals involved, and actions taken

Visitor Logbook / Access Records

- Records of all individuals entering and exiting the premises
- Includes names, ID numbers, time in/out, and purpose of visit

Shift Handover Report

- Briefing for the next shift guard, highlighting key events or pending issues

Security Equipment Checklist

- Daily/weekly checklist of all security tools and systems (flashlights, alarms, security lights)
- Ensures readiness and reports on any malfunctions

Maintenance Requests

- Reports on physical or security infrastructure issues noticed during patrols (e.g., broken locks, lights out)

2.3 Schedule

The performance period of this contract shall commence in June 2025 and shall continue for a duration of one (1) year, unless earlier terminated in accordance with the terms of the contract. The contract may be renewed annually upon mutual agreement of both parties, subject to satisfactory performance and availability of funds.

NB: A site visit is mandatory (in working days from 10h00am -15h00pm) for all prospective bidders and must be completed prior to the submission of bids. This visit is essential to ensure a full understanding of the scope of work and site conditions

9.2 Proposal Cover Letter

[On Firm's Letterhead]

<Insert date>

TO: Innovations for Poverty Action

[Address]

We, the undersigned, provide the attached proposal in accordance with **RFP001/05/2025SEC** issued on (insert date). Our attached proposal is for the total price of (Sum in Words).

I certify a validity period of (enter number) days for the prices provided in the attached Price Schedule/Bill of Quantities. Our proposal shall be binding upon us subject to the modifications resulting from any discussions.

We understand that IPA is not bound to accept any proposal it receives.

Yours sincerely,

Authorized Signature:

Name and Title of Signatory: Click here to enter text.

Name of Firm: Click here to enter text.

Address: Click here to enter text.

Telephone: Click here to enter text.

Email: Click here to enter text.

Company Seal/Stamp:

9.3 Price Schedule

Item Number	Item Name	Description/Specifications	Quantity	Unit Price	Total Price
1	Deployment of day guard (S)	Guard must be deployed with clean uniforms and other PPE			
2	Deployment of night guard (s)	Guard must be deployed with clean uniforms and other PPE			
3	VAT				
GRAND TOTAL IN (RWF).					

Payment terms:

9.4 Past Performance Form

Include projects that best illustrate your work experience relevant to this RFP, sorted by decreasing order of completion date.

Projects should have been undertaken in the past three years. Projects undertaken in the past six years may be taken into consideration at the discretion of the evaluation committee.

#	Description of Activities	Location Province/ District	Client Name/Tel No/ email address	Cost	Start-End Dates	Complete d on schedule (Yes/No)	Completion Letter Received? (Yes/No)	Type of Agreement (fixed price, cost reimbursable)
1								
2								
3								
4								
5								

9.5 Terms and Conditions

- a) The Request for Proposal is not and shall not be considered an offer by IPA.
- b) All responses must be received on or before the date and time indicated on the RFP.
- c) All proposals will be considered binding offers. Prices proposed must be valid for entire period provided by the respondent.
- d) All awards will be subject to IPA contractual terms and conditions and contingent on the availability of donor funding.
- e) IPA reserves the right to accept or reject any proposal or cancel the solicitation process at any time and shall have no liability to the proposing organizations submitting proposals for such rejection or cancellation of the request for proposals.
- f) IPA reserves the right to accept all or part of the proposal when award is provided.
- g) IPA shall solely own all intellectual property (e.g. datasets, material, etc.) created under the resulting award.
- h) All information provided by IPA in this RFP is offered in good faith. Individual items are subject to change at any time, and all bidders will be provided with notification of any changes. IPA is not responsible or liable for any use of the information submitted by bidders or for any claims asserted therefrom.
- i) IPA reserves the right to require any bidder to enter into a non-disclosure agreement.
- j) The bidders are solely obligated to pay for any costs, of any kind whatsoever, which may be incurred by bidder or any third parties, in connection with the Response. All responses and supporting documentation shall become the property of IPA, subject to claims of confidentiality in respect of the response and supporting documentation, which have been clearly marked confidential by the bidder.