

PLAN INTERNATIONAL (KENYA) TERMS OF REFERENCE FOR PROVISION OF GUARDING & ALARM RESPONSE SERVICES

TENDER NO KCO/34/05/FY25

Plan International is an independent global child rights organization committed to supporting vulnerable and marginalized children and their communities to be free from poverty. By actively connecting committed people with powerful ideas, we work together to make positive, deep-rooted and lasting changes in children and young people's lives. We place specific focus on girls and young people's lives. For over 80 years, we have supported girls and boys and their communities around the world to gain the skills, knowledge and confidence they need to claim their rights, free themselves from poverty and live positive fulfilling lives. Plan International has been operating in Kenya since 1982 and continues to work in ten (10) counties: Nairobi, Machakos, Kajiado, Tharaka Nithi, Siaya, Kilifi, Kwale, Homabay, Kisumu and recently Tana River.

Introduction

Plan International invites registered security services Companies to submit a bid for the Guarding Services and Radio Alarm response services as per terms of reference to the below office addresses currently operated by Plan International Kenya **starting 1st July 2025**.

S/N	Address
1	Kenya Country Office, Nairobi
2	Regional Director's Residence, Nairobi
3	Field Office, Kisumu
4	Field Office, Homabay
5	Field Office, Kwale
6	Field Office, Kilifi
7	Field Office, Matuu - Machakos

Period of Services:

One year from Contract Signature, including the time needed for mobilization of personnel, equipment and other resources. This period is subject to extension upon needs assessment and upon agreement by both parties (the contractor and the service provider). The purpose of the assignment is to provide guarding and alarm response services on a regular basis as well as on an on-call basis in the above-mentioned locations.

Amendment to the Invitation to Bid

- At any time prior to the deadline for submission of Bids, Plan International may amend the tender documents by issuing Addenda. Any Addendum thus issued shall be part of the tender documents and shall be communicated in writing by e-mail to all Tenderers.
- To give reasonable time to prospective Tenderers for taking the Addendum into account, the Plan International shall extend as necessary the deadline for submission of Bids.

Cost of submitting Bids

Bidders shall bear all costs associated with the preparation and submission of offers and Plan International will in no case be responsible or liable for any costs related to tender preparation and submission regardless of the conduct or outcome of the tendering process.

Eligibility of Bidders

The invitation to bid is only open to reputable, bona-fide security companies that meet the following criteria.

General Requirements of the Security Firm

- Be a registered company or a registered partnership firm reputed for providing security services (to attach certificate of incorporation or registration)
- Should avail audited financial accounts for the last three years
- To be currently providing the requested service for a client with similar nature of operations as plan international on multiple sites.
- Should furnish 3 referees from the current service assignments who would, on Plan's request, testify about the performance of the service provider.
- Show existence of an effective after sales client support system in terms of technical response and expertise. E.g. Indicate regional/county presence
- Be a member of a recognized security association e.g. KSIA
- Demonstrate the existence of manned control centers
- Submit copy of Kenya Revenue Authority [KRA] PIN and current Tax Compliance Certificate [TCC]

Technical Proposal

The technical part of the Bid shall set out:

- Be registered with the **Private Security Regulatory Authority (PSRA)** in accordance with the Private Security Regulation Act No. 13 of 2016.
- Evidence of PSRA certificate of registration (attach copy).
- Highlight certifications that the firm adheres to a certain prescribed set of regulations in operations – both local and internationally recognized standards of quality.
- Evidence on Qualifications ISO 9001 and OHSAS 18001: 2007 (Occupational Health and Safety).
- Explain the **call reporting process and escalation procedures** (Please illustrate the escalation process using a flowchart). State the **maximum acceptable turnaround time**.
- Provide a Service level agreement document that sets out the expected performance levels and the indicators
- Highlight the Number of Years in Business – show-case experience in providing similar services
- Statement on value addition that the firm offers beyond security which Plan International can benefit from
- Regular maintenance periods for the intruder alarm system and related infrastructure – Sample maintenance record form
- Show ability to store logs and requests for periods more than 180 days without affecting their quality and clarity.

1.0 Alarm System

Install an alarm system and link to the company's response system and provide armed response services using the installed technical equipment, maintain and service all alarm system equipment. Bidders are required to confirm (with evidence W/A) the presence of rapid response teams' areas of operations stated above.

The intruder alarm system shall consist of detection circuits, various detection devices, control equipment, one or more signaling circuits, signaling equipment and the necessary power supply equipment.

The bidder is required to fill in the below table rates for the alarm system as part of the financial proposal.

Description	Quantity	Unit Rate (KES)	Line Total (KES)
Monthly Rental Alarm System Fee	1		
One-month Refundable Deposit	1		
Annual CCK License (VAT Exempted)	1		

		Grand Total	
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2.0 Response in case of accidents where Plan International fleet is involved

The provider should demonstrate capacity to respond in case of an accident involving Plan International vehicles for safeguarding of staff and Plan International's property.

3.0. Guarding Services

Requirements for the Guarding Services Provider

- Deploy fully qualified security guards as per scope of the contractual agreement and in accordance with all relevant laws of government of Kenya.
- Provide additional security personnel on an as-and when-required basis, following the receipt of an authorized written request from the offices, at the rates set out in the contractual agreement.
- Supply uniforms and trained guards for the duty as set out in the contractual agreement.
- Provide Plan International Kenya with names(s) of security personnel to be deployed to Plan International offices upon start of the agreement. Any changes in personnel should be notified immediately to the respective Field Offices in writing.
- Assume full ownership of security personnel supplied as their employees and ensure all statutory liabilities are paid for by the company, such as their monthly salary, provident fund, medical insurance and other compensations whatsoever.
- The Company should be liable to cover (Insurance) its security personnel for personal accident and death whilst while performing the duty.
- To **provide adequate supervision of security guards to ensure proper performance** of the deployed personnel in accordance with the prevailing assignment instruction agreed upon between the two parties.
- Ensure all necessary reports and other information is supplied on a mutually agreed basis. The provider will also hold meetings on a quarterly basis with Plan International Kenya regarding security personnel's performance.
- Ensure that security personnel will not accept any gratuity or reward in any shape or form while being on Plan International Kenya's duty.
- Assume responsibility of ensuring safety and security of Plan International Kenya property and equipment entrusted to its deployed personnel.

Scope of guarding services

- To ensure physical integrity and safety of the Plan International Kenya offices and Regional Office premises and assets.
- To screen, control of all arriving visitors/staff/vehicles as per Plan International standards.
- To verify that the people entering the office premises are either staff possessing valid ID card/badge, or visitors having an appointment. Visitors to be screened and logged in the "Visitors Logbook" and issued "Visitor Pass".
- To check the visitors/visitor's luggage, if required.
- To Monitor and log all the movements of the office property and vehicles in and out of the premises
- To inform immediately responsible Official/SFP, relevant local authorities in case of emergency relating to the office premises such as interference, crowd, fire etc.
- To receive the incoming document with observance of the safety measures. Each package and parcel received should be carefully examined and inform immediately the staff member concerned with the arrival of package or parcel, especially during weekends.
- Immediately inform responsible SFP or local police of unattended vehicles/suspicious or emergency events in the vicinity of the office Premises.
- Ensure that all rooms are closed and locked, electricity switched off, no water leakage after office hours.

- j. To leave the place of duty only with the permission of the Security Focal Point.
- k. To be polite and attentive to the visitors while responding to the telephone calls. To inform immediately the relevant SFP of any important security-related messages received.
- l. Inform immediately the Security Focal Point on all the detected weaknesses in the security system and violations of policies.

Supervision of personnel

The management of the Security Agency is responsible for the direct supervision of deployed security guards.

Security Focal Persons of respective Plan International Kenya offices will be the contact person for managing, supervising, coordinating and deployment of security guards.

Required Personnel

- a. One day guard on all Plan International Kenya Offices
- b. Two-night guards on all Plan International Kenya Offices **except for Plan Country office, Regional Director's residence, Homabay PU office and Matuu PU Office which will require 1-night guard each.**
- c. Additional guards on call as and when required
- d. Female guards can be deployed during daytime

Qualification and experience of the Guards

- a. Guards are expected to have attained the following qualifications and experiences:
 - 1) Basic Security Training
 - 2) Physically fit
 - 3) Prior experience in a corporate setting environment
 - 4) Fire Safety Training
 - 5) Knowledge of alarm monitoring
 - 6) Good communication skills (verbal and written)
 - 7) Strong observational skills
 - 8) Clean record of service (Have Police clearance certificate)
- b. The company will supply uniform and trained guards (show-case experience for personnel to be deployed)
- c. Minimum 5 years' experience in Office security and guard's duty in a reputed organization.
- d. Age is between 25 to 55 years.

Ethical and Child Protection Statements

Child protection is the term used to describe the responsibilities and activities undertaken to prevent or to stop children being abused or ill-treated. It is Plan's duty and responsibility to reduce the risks of abuse to the children who we have contact with and keep them safe from harm. Plan's Child Protection Policy, "Say Yes to keeping children safe", is Plan's overriding framework to protect children who come into contact with Plan employees, volunteers, partner organizations and individuals, including consultants, who are working on behalf of Plan.

CONFIDENTIALITY AND DATA PROTECTION

All information provided to the consultancy firm during the project must be treated as confidential and not disclosed to third parties without prior consent from Plan International. The consultant must ensure that all participant data handled through the system is kept confidential and complies with all applicable data protection regulations, including Plan International's data protection policy.

Cost and Payment

- a. The firms/Security service providers/ organizations should mention the rate on per hour/daily or monthly basis please mention the cost per day e.g., when we require extra guarding services holidays
- b. Monthly payment will be based on monthly attendance hours (based on the actual number of hours security guards have been deployed for duty) after submission of invoices and duty roster.
- c. Applicable taxes will be deducted from the stated amount at the time of payment as per laws of Kenya government.

Submission of Bids

Interested security companies can access Terms of Reference through the link <https://plan-international-kenya.org/tender> and should provide below listed documents among others as part of their application;

- a. **Detailed Security Service Provider's Profile**
- b. All copies related to the company's **registration**
- c. A list of top 5 (five) **reputable clients** with whom the company has established a relationship with (To attach copies of contracts, LPOs etc.)
- d. Provide **names and contact details of companies/organizations** that have agreed to be references and can be contacted by Plan International
- e. **Technical and financial proposals** both for Alarm system and Guarding services (as separate applications).
- f. Stipulate the **time required to set up, mobilize resources and provide personnel** should one be awarded the contract
- g. **Must fill in the attached confidential business questionnaire**

Completed applications must be sent to the email: Kenya.Bids@plan-international.org on or before 12th June 2025 with a heading “[Provision of Guarding & Alarm Response Services - TENDER NO KCO/34/05/FY25](#)”

Any questions for clarifications should be written through email: KenyaProcurement.Nairobi@plan-international.org

Attn:

The Tender Committee,

Plan International Kenya,

Methodist Ministries Centre,

Block C, Second Floor, Oloitokitok Road, Lavington

PO Box 25196 – 00603, Nairobi, Kenya