



# International Rescue Committee SUDAN COUNTRY PROGRAM

## Request for Proposal (RFP) for

### Provision of Security Services

Ref: #: IRC/SDN/MSA/2022/01

Planned Timetable	
Issue Request for Proposal	<i>4 August 2022</i>
Questions from Suppliers due date	<i>8 August 2022</i>
Answers to Suppliers questions due date	<i>10 August 2022</i>
Bid submission due date	<i>17 August 2022</i>
Suppliers return signed Intent to Bid forms due date	<i>17 August 2022</i>
Bid Opening and Evaluation date	<i>24 August 2022</i>
Suppliers visit if applicable	<i>29 August 2022</i>
Award of Business	<i>30 August 2022</i>
Contracts start	<i>30 September 2022</i>

**Table of Content**

	<b>Pages</b>
<b>I. INTRODUCTION .....</b>	<b>3</b>
<b>1. The International Rescue committee .....</b>	<b>3</b>
<b>2. The Purpose of this Request for Proposal (RFP) .....</b>	<b>3</b>
<b>3. Cost of Bidding .....</b>	<b>3</b>
<b>II. THE BIDDING DOCUMENTS: .....</b>	<b>3</b>
<b>4. The Bidding Documents .....</b>	<b>3</b>
<b>5. Clarification of Bidding Documents .....</b>	<b>3</b>
<b>III. PREPARATION OF BIDS: .....</b>	<b>3</b>
<b>6. Language of Bid .....</b>	<b>3</b>
<b>7. Documents Comprising the Bid .....</b>	<b>4</b>
<b>9. Bid Currencies .....</b>	<b>4</b>
<b>10. Document Establishing Goods Eligibility and Conformity to Bidding Documents ...</b>	<b>4</b>
<b>11. Bid Security .....</b>	<b>5</b>
<b>12. Period of Validity of Bids .....</b>	<b>5</b>
<b>13. Format and Signing .....</b>	<b>5</b>
<b>IV. SUBMISSION OF BIDS .....</b>	<b>5</b>
<b>14. Submission and Marking of Bids: .....</b>	<b>6</b>
<b>15. Modification and Withdrawal of Bids .....</b>	<b>7</b>
<b>V. BID OPENING AND EVALUATION .....</b>	<b>7</b>
<b>16. Preliminary Examination .....</b>	<b>7</b>
<b>17. Evaluation and Comparison of Bids .....</b>	<b>7</b>
<b>18. Contacting the Purchaser .....</b>	<b>8</b>
<b>19. Notification of Award .....</b>	<b>8</b>
<b>VI. CONTRACTING .....</b>	<b>8</b>
<b>20. Contract award and notification .....</b>	<b>8</b>
<b>21. Warranty .....</b>	<b>9</b>
<b>22. Inspection .....</b>	<b>9</b>
<b>23. Price Schedules and Location .....</b>	<b>9</b>
<b>24. Service or consultant agreements .....</b>	<b>9</b>
<b>25. Disclaimer .....</b>	<b>9</b>
<b>26. Ethical Operating Standards .....</b>	<b>Error! Bookmark not defined.</b>

## A. INTRODUCTION

### 1. *The International Rescue committee*

The International Rescue Committee, hereinafter referred to as “the IRC”, is a non-profit, humanitarian agency that provides relief, rehabilitation, protection, resettlement services, and advocacy for refugees, displaced persons and victims of oppression and violent conflict.

### 2. *The Purpose of this Request for Proposal (RFP)*

It is the intent of this RFP to secure competitive proposals to select Supplier(s) for the International Rescue committee **Sudan Country Programme** to Provide **Security Services** to all IRC **Offices**. All qualified and interested Suppliers are invited to submit their proposals.

The winning Bidder(s) will enter into a fixed price Master Service Agreement (MSA) for two (2) year. Bidders shall be domiciled in and shall comply with all Government Regulations to operate in **Sudan**. Bidders shall be regular taxpayers and shall furnish a copy of their operating license/certificate of registration valid for the fiscal year **2022**. Bidders shall not be under a declaration of ineligibility for corrupt or fraudulent practices.

### 3. *Cost of Bidding*

The Bidder shall be responsible for all costs associated with the preparation and submission of its bid, and IRC hereinafter referred to as “the Purchaser”, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

## B. THE BIDDING DOCUMENTS:

### 4. *The Bidding Documents*

The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents prepared for the selection of qualified suppliers. Failure to furnish all information required as per the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder’s risk and may result in bid rejection.

### 5. *Clarification of Bidding Documents*

A prospective Bidder requiring clarification of the Bidding Documents may notify the Purchaser in writing at [SU-KhartoumProcurement@rescue.org](mailto:SU-KhartoumProcurement@rescue.org). The request for clarification must reach the purchaser not later than **8<sup>th</sup> August 2022**. The Purchaser shall respond by e-mail providing clarification on the bid documents no later than **10<sup>th</sup> August 2022**. Written copies of the Purchaser’s response (including an explanation of the query but without identifying the source of inquiry) shall be communicated to all prospective Bidders which express an intention to submit bids.

## C. PREPARATION OF BIDS:

### 6. *Language of Bid*

The Bid and all related correspondence and documents exchanged between the Bidders and the Purchaser shall be written in **English Language**. Any printed literature furnished by the Bidder and written in another language shall be accompanied by a **English Language**

translation of its pertinent passages, in which case, for purposes of interpretation of the bid, the **English Language** version shall prevail.

#### **7. Documents Comprising the Bid**

The submitted bid shall include the following information. Failure to provide all requested information or to comply with the specified formats may disqualify the Bidder from consideration.

- *A Bid detailing the unit price only in the sheet given for the purpose. Annex A*
- *Valid: - Certificate of Business registration, Operator's License, Memorandum and Article of Association with names of the owners' shareholders/directors of the company, and Valid Sudan Chamber of commerce & membership certificate, in Sudan*
- *The evidence that the Bidder has executed at least the 3 direct assignments of similar nature in the last 1-2 years in Sudan*
- *Provide any related training certificate for guards including and not limited to First Aid training certificate, Firefighting training certificates,*
- *Profile of the company*
- *Valid Security Operation Permit*
- *Valid Tax Clearance Certificate in Sudan*
- *Financial capabilities-The last 3 Months bank statement (April, May and June 2022)*
- *Cover letter explaining interest to be a contracted vendor or service Provider.*
- *Intent to bid form, completed and signed. Annex D*
- *Vendor Information form completed and signed. Annex B*
- *IRC Conflict of Interest and Code of Conduct completed and signed. Annex C*
- *Scope of work signed and stamped – Annex E*

#### **8. Bid Prices.**

The Bidder shall clearly indicate the unit price of the provision of security services it proposes to supply. All unit prices shall be clearly indicated in the space provided in the price schedule, and all unit prices quoted in the RFP response shall be agreed to be in effect for a minimum of twelve (12) months beginning on the date when the contract is executed, with the exception of services which are subject to significant and unavoidable market forces which prevent this, in which case the Bidder shall describe and justify the driver(s) of potential price fluctuation during the first twelve (12) months of the agreement. The Bidder shall sign the price schedule and shall stamp the price schedule with the Bidding Company's seal where feasible.

#### **9. Bid Currencies**

All financial rates and amounts entered in the Bid Form and Price Schedule and used in documents, correspondence, or operations pertaining to this tender shall be expressed in **United States Dollars (USD) ONLY**.

#### **10. Document Establishing Goods Eligibility and Conformity to Bidding Documents**

The Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the Bidding Documents of all goods and services, which the Bidder proposes to supply under the Contract.

The Documentary evidence of the goods and services' conformity to the Bidding Documents may be in the form of technical specifications, literature, drawings, data (tables, graphs etc.), and shall furnish:

- A detailed description of the goods' essential technical and performance characteristics.
- A clause-by-clause commentary on the Purchaser's Technical Specifications demonstrating the goods and services' substantial responsiveness to those specifications or a statement of deviations and exceptions to the provisions of the Technical Specifications.

The Bidder may propose alternate standards, brand-names and/or catalogue numbers in its bid, provided that it demonstrates to the Purchaser's satisfaction that the substitutions are substantially equivalent or superior to those designated in the Technical Specifications.

#### **11. Bid Security**

For the Purpose of this Tender Process, Bid Security or Bond is not applicable.

#### **12. Period of Validity of Bids**

Bids shall remain valid for 90 working days after the date of bid opening prescribed by the Purchaser. A bid valid for a shorter period may be rejected by the Purchaser as non-responsive.

In exceptional circumstances, the Purchaser may request the Bidders to extend the period of validity. The request and the responses thereto shall be made in writing by letter or e-mail. A bidder agreeing to the request will not be required nor permitted to modify his bid.

#### **13. Format and Signing**

The original bid shall be signed by the Bidder or by a person or persons authorized to bind the Bidder to the contract. Financial proposal pages of the bid shall be initialed by the person or persons signing the bid and stamped with the Bidder's company seal.

Interlineations, erasures, annotations, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

*Please note: A single bidder may not bid on the same tender via more than one company under his or her ownership. In addition, bidders having close relationships with other bidders (members of the same family, subsidiary, or daughter companies, etc.) may not bid on the same tender. This type of action, or any other action judged by the Purchaser to constitute collusive behavior, will lead to the bidder(s) being automatically eliminated from this tender and disqualified from participating in future IRC tenders. On the other hand, one bidder may submit more than one offer in response to the same tender only if the offers demonstrate clear differences in specifications, quality, lead time, and other characteristic of the goods and services offered.*

### **D. SUBMISSION OF BIDS**

**14. Submission and Marking of Bids:**

Bidder shall submit sealed bids addressed to

**The Procurement Committee, International Rescue Committee  
 Plot 43, block 22, Graif West Badr Street  
 Khartoum, Sudan,**

**All bids shall be submitted before 4:00pm on the 17th of August 2022 (Sudan Time).** All bids are to be put into the tender box by the Provider provided for the purpose. **NOTE: Bids submitted after the deadline will not be accepted.**

The PURCHASER may, at its discretion, extend the deadline for the submission of bids, in which case all rights and obligations of the PURCHASER and Bidders, as documented in the RFP, will be applicable to the new deadline.

Bidders shall sign the bid register form at the reception of the IRC office indicating their company name, telephone number, and date of submission.

**Format**

The Bidder’s proposal shall include a technical proposal and a financial proposal, in separate sealed envelopes.

ENVELOPE	CONTENT
Technical Administrative Proposal Envelope	<ul style="list-style-type: none"> <li>• Completed Vendor Information Form (Annex B) and IRC Conflict of Interest and Supplier Code of Conduct form. (Annex C)</li> <li>• Annex D_ Intent to Bid Form</li> <li>• Certificate of Incorporation</li> <li>• Memorandum &amp; Articles of Association with names of the owner’s shareholders/directors of the company.</li> <li>• Copies of National I.D or Passport Bio-page of company owners/directors</li> <li>• Valid Sudan Chamber of commerce membership certificate,</li> <li>• Operation License</li> <li>• Valid Security Operation Permit</li> <li>• Valid Tax clearance certificate</li> <li>• Profile Of the Company</li> <li>• Bank Details / Financial Capability Docs (Bank Statement for the last 3 Months- April, May and June)</li> <li>• Cover Letter Expressing Interest to be a contracted Supplier. 3 references or more from current or past clients - preferably NGOs (at least for the last two year)                         <ul style="list-style-type: none"> <li>• Evidence that the Bidder has executed at the 3 direct assignments of similar nature in the last2 years in Sudan</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>Evidence of related training certificate for guards including and not limited to First Aid training certificate, Firefighting training certificates,</li> <li>Scope of Work Signed and Stamped – Annex E</li> </ul>
Financial Proposal Envelope	Completed Price offer sheet (Annex A). Duly Signed and Stamped.
Submission Envelope	Shall Contain both Sealed Financial Proposal and Technical/Administrative proposal. – This Envelope shall only be marked with the tender reference as described below

No markings identifying the bidder shall appear on the outside envelope. The only writing on the outside envelope shall be “**Category Reference Number**”. **IRC/SDN/MSA/2022/01**

**15. Modification and Withdrawal of Bids**

The Bidder may modify or withdraw its Bid after submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Purchaser prior to the deadline prescribed for submission of Bids.

The Bidder’s modification or withdrawal notice shall be prepared, sealed, marked, and dispatched. No Bid may be modified after the deadline for submission of bids.

**E. BID OPENING AND EVALUATION**

**16. Preliminary Examination**

The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether bids are generally in order..

**17. Evaluation and Comparison of Bids**

Bids determined to be substantially responsive as per section 7 above will be considered evaluated by the IRC Procurement Committee, with the below scoring criteria.

Evaluation Criteria	Description	Weight (%)
Eligibility	Refers to Bidder’s ability to demonstrate that they have valid business registration, tax certificate, and all registration as required by the laws of Sudan.  Eligibility criteria will be scored YES / NO. Yes, will proceed to full technical evaluation and NO will be excluded from the next step.	Preliminary to pass to the next stage
Deployment timeline and availability of guards	Refers to Bidder providing the most advantageous deployment schedule. Refers to ability to deliver services within the shortest lead time (Less than 10-days deployment lead time) as demonstrated from a physical visit by IRC staff members/ Procurement Committee.	15%

<b>Supplier organization and capacity is appropriate</b>	Refers to the Supplier's capability to fulfill the IRC's requirements demonstrated by availability of equipment, for services that IRC needs to procure. Organization refers to availability of well set-up office located at the same address as provided in bid documents or on letter head.  Due diligence to ensure bidder has business existence in Sudan Is of good reputation with the local authorities, verify registration documents, Number of professional staff Number of branches	<b>15%</b>
<b>Past Experience</b>	Three recommendation letters of Satisfactory Performance /certificate of completion that states and confirms good track record specifying the contract amounts of three executed similar services, not older than 2020 and 2021. Evidence of past contracts on Security Services, Certificates of Completion services rendered by the Bidder and Provide any related training certificate for guards for example First Aid training certificate, Firefighting training certificates.	<b>10%</b>
<b>Payment terms</b>	Refers to the Bidder providing the most favorable terms of payment. The Purchaser payment terms are to pay within 30 calendar days of acceptance of goods/services and receipt of invoice	<b>10%</b>
<b>Technical experience</b>	Refers to Bidders ability to demonstrate relevant knowledge of the required services through provision of documents showing Evident of any related training certificate for guards for example First Aid training certificate, Firefighting training certificates.	<b>20%</b>
<b>Financial proposal</b>	Financial proposal Offer as per Price list/ Quote to be clearly indicated.	<b>30%</b>
<b>Total</b>		<b>100%</b>

**18. Contacting the Purchaser**

Subject to Clause 5, no Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded, or the selected qualified supplier is announced.

**19. Notification of Award**

Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful bidder in writing or where necessary by telephone that his or her bid has been accepted and, selected for Master Purchase Agreement for the specific goods and/or services. At this stage IRC may also choose to negotiate with the selected bidder to finalize the offer.

**F. CONTRACTING**

**20. Contract award and notification**



The Purchaser shall award the Contract to the notified successful Bidder(s) whose bid has been determined to be substantially responsive and has been determined to be the best evaluated bid considering price and performance factors, provided further that the Bidder is determined to be qualified to enter into a Master Purchase Agreement and perform its obligations satisfactorily.

### **21. Warranty**

The Supplier shall warrant that the services to be supplied are genuine in line with best acceptable health standards and/or local community norms/practices and meet Purchaser's specifications.

The warranty shall remain valid for a period of time as may be specified by the supplier in the Bid and this warranty period shall be considered as one of the bids advantages and shall in no case be less than that which is provided for by **Sudan** Law.

### **22. Inspection**

The Purchaser shall have the right to inspect the equipment to confirm their conformity to the specification. The inspection will be conducted by assigned staff of the Purchaser or a reputed relevant consultant selected by the Purchaser.

In the future business relation, should any inspected equipment fail to conform to the specification, the Purchaser may reject them, and the Bidder shall replace the rejected goods without extension of time except at the Purchaser's sole discretion.

### **23. Price Schedules and Location**

Vendors interested in the provision of Security Service to the IRC Sudan Country Program should NOTE that this category is applicable to the IRC South Kordofan Office field, Damazine, IRC Guess house, Khartoum and Gedarif.

List of Services for Master Service Agreement as per below Categories is attached.

### **24. Service or consultant agreements**

For service or consultant agreements time and material awards are not authorized unless it is the only suitable award, and a ceiling is established.

### **25. Disclaimer**

The Purchaser reserves the right to alter the dates of the timetable.

The Purchaser does not bind itself to accept the lowest or any proposal.

## **G. ETHICAL OPERATING STANDARDS**

### **1. Compliance to the IRC Way**

The IRC Way: Standards for Professional Conduct (“The IRC Way”), the IRC’s code of conduct, which can be found at: <https://www.rescue.org/page/our-code-conduct> and IRC’s combating Trafficking in Persons Policy, which can be found at: <https://rescue.app.box.com/s/h6dv915b72o1mapxg3vczbqxjtboyel>. The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings.

The IRC Way provides, inter alia, that IRC does “not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.” IRC’s procurement systems and policies are designed to maximize transparency and minimize the risk of corruption in IRC’s operations.

IRC requests that a supplier

- (i) informs IRC upon becoming aware that the integrity of IRC’s business has been compromised during the RFP process, and
- (ii) Reports such events through IRC’s confidential hotline, Ethics point, which can be accessed at [www.ethicspoint.com](http://www.ethicspoint.com) or via toll-free (866) 654-6461 in the U.S., or collect (503) 352-8177 outside the U.S.

## 2. Bidder Non-Collusion Statement

IRC prohibits collusion and will disqualify all bids where collusion is detected. Collusion happens when related parties submit separate bids for the same tender. Collusion includes situations where:

- a) Members of the same family submit separate bids for the same tender.
- b) Separate companies owned by the same person submit separate bids for the same tender.
- c) Employees of a bidding company submitting separate bids through companies they own for the same tender.
- d) Partners in a bidder submitting separate bids under their own names/ companies they own for the same tender.

It is collusion for a person to be involved in more than companies/ businesses submitting a bid to the same tender. Collusion will lead to IRC disqualifying the involved Individuals or companies from that tender as well as disqualify them from submitting bids for future tenders. In addition, IRC may share information relating to this collusion with other international aid organizations operating in the region leading to loss of business opportunities for the colluders.

### Annexes

Annex A: Bidders must submit their financial offers in accordance with the sheet provided under ANNEX A of this RFP document. Bidders who wish to use their own format must ensure that they include the minimum information given in Annex A.

Annex B	Vendor information form
Annex C	IRC Conflict of interest and vendor code of conduct
Annex D	Intent to bid form
Annex E	Scope of Work



### Annex: A Price schedule

S/N:	LOCATION OF THE SERVICES	Number of Morning Shift Guards	Number of Afternoon Shift Guards	No. of Night Shift Guards	Total Number of Guards	Unity Measure	UNIT PRICE (\$USD) (VAT Included)	COMMENT (if any)
1	Security Service for Khartoum Office	2	2	2	6	Monthly		
2	Female Receptionist for Khartoum Office	1	-	-	1	Monthly		Sunday to Thursday
3	Security Service for Gedaref <b>(Office, guesthouse and Warehouse)</b>	2	2	2	6	Monthly		
4	Security Service for Gedaref <b>(Tunaydbah Camp) Staff Base for male and female</b>	2	2	2	6	Monthly		
5	Security Service for Blue Nile (Damazine)	2	2	2	6	Monthly		
6	Security Service for South Kordofan <b>(Dilling Office and guesthouse)</b>	2	2	2	6	Monthly		

**NOTE that, all the prices quoted must have the VAT included for all the locations or provide a proof of being exempted from paying taxes by the Government of Sudan**

**Annex B: Vendor Information form**



**INTERNATIONAL RESCUE COMMITTEE  
Vendor Information Form**

*The information provided will be used to evaluate the Company before contracting with the IRC.*

*Please complete all fields.*

**Fields marked (\*) are mandatory.**

**Vendor Information**

*Company\Organization Name		
*For individual vendors, provide legal first and last name		
*Any other names company is operating under (Acronyms, Abbreviations, Aliases) if any		
*Previous names of the company		
*Address		
*Website		
*Phone/Fax Numbers	Phone:	Fax:
*Primary Contact	First Name:	Last Name:
	Phone Number:	Email Address:
*Number of Staff		

Number of Locations	
Avg. \$ Value of Stock on Hand	
*Name(s) of Company Owner(s) or Board of Directors or CEO	
*Parent companies, if any	
*Subsidiary or affiliate companies, if any	

**Financial Information**

*Bank Name and Address	
*Name under which company is registered at bank	<u>This field is mandatory if Wire Transfer is the selected payment method</u>
*Specify Standard Payment Terms (Net, 15, 30 days etc.)	
*Payment Method (select all that applies)	Payment By: <u>Check</u> Yes   No <u>Wire Transfer</u> Yes   No <u>Cash</u> Yes   No
*Name under which company is registered at bank	
*Bank account number	<u>This field is to be completed upon notification of awarding of order\contract</u>
Routing Number	<u>This field is to be completed upon notification of awarding of order\contract</u>
Swift code (if applicable)	<u>This field is to be completed upon notification of awarding of order\contract</u>

**Product/Service Information**

List Range of Products/Services Offered	
Basis For Pricing (Catalog, List, etc.)	

**Documentations as applicable:**

*Registration	Provided ____ Not provided: ____ Reasons: ____
*Tax ID (W9, Tax exempt certificate. etc.)	Provided ____
US Vendors only *Do you require a Form 1099?	Yes ____ No ____

**References (optional)**

Client Name:	<u>Contact Name, Phone, Email Address:</u>
Client Name:	<u>Contact Name, Phone, Email Address:</u>
Client Name:	<u>Contact Name, Phone, Email Address:</u>

**Vendor Self-Certification of Eligibility**

Company certifies that:

1. They are not debarred, suspended, or otherwise precluded from participating in major donor (e.g. European Union, European and United States Government, United Nations) competitive bid opportunities.
2. They are not bankrupt or being wound up, are having their affairs administered by the courts, have entered into arrangements with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
3. They have not been convicted of an offense concerning their professional conduct.
4. They have not been guilty of grave professional misconduct proven by any means that the contracting authority can justify or been declared to be in serious breach of contract for failure to comply with their contractual obligations towards any contracts awarded in the normal course of business.
5. They have fulfilled obligations related to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country where the contract is to be performed.
6. They have not been the subject of a judgment for fraud, corruption, involvement in a criminal organization or any other illegal activity.

7. They maintain high ethical and social operating standards, including:
- Working conditions and social rights: Avoidance of Child Labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and the IRC's beneficiaries.
  - Environmental aspects: Provision of goods and services with the least negative impact on the environment.
  - Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack or bring unintended advantage to any military actors or other combatants.
  - Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.
8. Company warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Company's business activities, nor is any IRC employee related to principals or owners of the company. Discovery of an undisclosed Conflict of Interest situation will result in immediate revocation of the Company's Authorized Vendor status and disqualification of Company from participation in future IRC procurement.
9. Vendor hereby confirms that the organization is not conducting business under other names or alias's that have not been declared to IRC.
10. Vendor hereby confirms it does not engage in theft, corrupt practices, collusion, nepotism, bribery, or trade in illicit substances.

By signing the Vendor Information Form you certify that your Company is eligible to supply goods and services to major donor funded organizations and that all of the above statements are accurate and factual.

#### **Annex C: IRC Conflict of Interest and Vendor Code of Conduct**

Supplier hereby agrees that Supplier and Supplier's employees and subcontractors, if any, shall abide by and follow all established written policies of IRC related to work conduct, including, but not limited to, The IRC Way: Standards for Professional Conduct ("The IRC Way"), the IRC's code of conduct, which can be found at: <https://www.rescue.org/page/our-code-conduct> and IRC's Combating Trafficking in Persons Policy, which can be found here: <https://rescue.app.box.com/s/h6dv915b72o1rnapxg3vczbqxjtboyel>.

The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings. Supplier acknowledges that all IRC employees and independent contractors are expected to apply these core values and follow these undertakings in carrying out work on behalf of IRC. It is a point of pride for IRC to apply these behavioral standards in IRC's everyday operations.

**Integrity - At IRC, we are open, honest and trustworthy in dealing with beneficiaries, partners, co-workers, donors, funders, and the communities we affect.**

- We work to build the trust of the communities in which we work and sustain the trust earned by our reputation in serving our beneficiaries.

- We recognize that our talented and dedicated staff are our greatest asset, and we conduct ourselves in ways that reflect the highest standards of organizational and individual conduct.
- Throughout our work, IRC respects the dignity, values, history, religion, and culture of those we serve.
- We respect equally the rights of women and men and we do not support practices that undermine the human rights of anyone.
- We refrain from all practices that undermine the integrity of the organization including any form of exploitation, discrimination, harassment, retaliation or abuse of colleagues, beneficiaries, and the communities in which we work.
- We do not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.
- We accept funds and donations only from sources whose aims are consistent with our mission, objectives, and capacity, and which do not undermine our independence and identity.
- We support human rights consistent with the UN Universal Declaration of Human Rights and The Convention on the Rights of the Child.
- We rigorously enforce the UN Secretary General’s Bulletin on the Protection from Sexual Exploitation and Abuse of Beneficiaries.
- IRC recognizes its obligation of care for all IRC staff and assumes their loyalty and cooperation.

**Service - At IRC, our primary responsibility is to the people we serve.**

- As a guiding principle of our work, IRC encourages self–reliance and supports the right of people to fully participate in decisions that affect their lives.
- We create durable solutions and conditions that foster peace, stability and social, economic, and political development in communities where we work.
- We design programs to respond to beneficiaries’ needs including emergency relief, rehabilitation, and protection of human rights, post–conflict development, resettlement, and advocacy on their behalf.
- We seek to adopt best practices and evidence–based indicators that demonstrate the quality of our work.
- We endorse the Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief.

**Accountability - At IRC, we are accountable – individually and collectively – for our behaviors, actions and results.**

- We are accountable and transparent in our dealings with colleagues, beneficiaries, partners, donors, and the communities we affect.
- We strive to comply with the laws of the governing institutions where we work.
- We maintain and disseminate accurate financial information and information on our goals and activities to interested parties.
- We are responsible stewards of funds entrusted to our use.
- We integrate individual accountability of staff through the use of performance evaluations.



- We utilize the resources available to our organization in order to pursue our mission and strategic objectives in cost effective ways.
- We strive to eliminate waste and unnecessary expense, and to direct all possible resources to the people we serve.

#### **Conflict of Interest and Legal Compliance**

- Supplier hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Supplier's business activities.
- Supplier hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a family relationship with the supplier's owners.
- Discovery of an undisclosed conflict of interest will result in immediate termination of any Agreement and disqualification of Supplier from participation in current and future IRC activities.
- Supplier hereby warrants that the organization is not conducting business under other names or alias's that have not been declared to IRC.
- Supplier hereby warrants that it does not engage in theft, corrupt practices, collusion, nepotism, bribery, trade in illicit substances, or terrorism or support of terrorism.
- Supplier hereby warrants that it complies with all applicable laws, statutes and regulations, including, but not limited to, export controls, import controls, customs regulations, trade embargoes and other trade sanctions and laws governing unlawful boycotts and payments to foreign government officials.

#### **Supplier hereby agrees to maintain high ethical and social standards:**

- Working conditions and social rights: Avoidance of child labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and IRC's beneficiaries; prohibition of trafficking in persons.
- Environmental aspects: Provision of goods and services with the least negative impact on the environment.
- Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack, or bring unintended advantage to any military actors or other combatants.
- Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.

---

Disclosures of conflict of interest shall be made in writing to the IRC Supply Chain Coordinator or Deputy Director of Operations in your country. For global procurement, please write to GSCQA. Email: GSCQA@rescue.org

These IRC officials shall then determine whether a conflict exists and is material, and whether the contemplated transaction may be authorized as just, fair, and reasonable. If conflict exists, then the supplier with such a conflict shall be prohibited from participating in the transaction.

---

If you believe that any IRC employee, volunteer or intern is acting in a manner that is inconsistent with these Standards, please notify a supervisor or the confidential helpline Ethicspoint, [irc.ethicspoint.com](http://irc.ethicspoint.com) or call Ethicspoint toll-free (866) 654-6461 in the U.S./call collect (503) 352-8177 outside the U.S. There will be no retaliation against any person who raises concerns that are based on good faith belief of improper conduct. An intentionally false report or a failure to report conduct that is known to violate these standards may result in disciplinary action.

By signing this statement supplier acknowledges any violation of the above IRC policies will result in immediate termination of any agreement in place and disqualification from participation in future IRC activities.

Supplier Name:
Signature:
Title:
Print Name:
Date:

**Annex D: Intent to Bid Form**



**International Rescue Committee, Inc.  
Intent to Bid**

**IRC Reference #:** \_\_\_\_\_

Company Name \_\_\_\_\_

*(Please indicate #1 or #2 below)*

1.  It is the intent of this company to submit a response to the (Title of RFP) Request for Proposal.

Please provide a name and email address for the person within your company that should receive notices, amendments, etc. that are related to this RFP:

Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Signature (If faxed) \_\_\_\_\_

Title of Person signing \_\_\_\_\_

Date \_\_\_\_\_

We realize that this is an intent to bid and in no way obligates this company to participate in this process.

2.  This company DOES NOT intend to participate in this RFP.

Name (Signature if faxed) \_\_\_\_\_

Title of Person signing \_\_\_\_\_

Date \_\_\_\_\_

Please fax or email this form at your earliest convenience to the attention of:

Name (YOU) \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

## Annex E: Scope of Work

### A. Security Guards.

The Provider shall provide full coverage by unarmed Guards to IRC at designated Locations; including IRC offices, Guest houses and field sites (if required) on 24 hours a day, 365 days a year (including public holidays) basis.

Guards deployed will be expected to carry out the following services ("Services"):

- Generally, provide all guard functions for the IRC designated locations
- Visitor reception, processing and escorting to the appropriate IRC staff/meetings
- ID control and management
- Access Control and movement of pedestrian and vehicle traffic whilst logging vehicles where applicable
- Person/vehicle/property searching and contraband detection.
- Patrol buildings and perimeters to detect and deter unauthorized individuals and hazards
- Monitor CCTV screen for incidents and hazards
- Health and safety monitoring and reporting of hazards
- Fire prevention, detection and first response
- Prohibit entry of weapons and illegal drugs into IRC premises
- Monitor full-time functionality of generator, water tanks and dynamo (“If” and “When” required)
- Maintain a clear schedule of guarding shifts of no longer that 12 hours 7 days a week
- Communicate with guard force supervisor and IRC security team immediately in case of a security incident or threat.
- Ensure confidentiality of IRC official information
- Leave the place of duty only after informing and with a permission from IRC security department.
- Adhere to the relevant rules and regulation of each IRC location and security SOPs

Minimum Experience Requirements:

- Must have completed Primary School or equivalent
- At least three years' experience working as a Security Guard
- Understands English and can communicate in English is preferable

It is Desirable that Security Guards have received the following trainings:

- First aid training certificate
- Fire-fighting training certificate
- Any other security training certificate (please include any certificates for the guards)

Guards Must be deployed with the following requirements

- Uniformed, full attire including boots (provided by security company)
- With Official ID
- Torch (flashlight)
- Search wand (Detector type)
- Communication equipment (Radio or Mobile phone with sufficient calling credit)
- All Security Guards deployed at IRC premises must have full insurance coverage provided by the Security Company.

Detailed responsibilities of the security company guard:

a. Access Control

i. The security guards will be unarmed and tasked to prevent unauthorized personnel or vehicle entry into the IRC premises.

ii. At each access point into IRC compound/premises, the security guards shall maintain an "Entry/Exit Log-Book" to record all IRC and non-IRC personnel entering and exiting IRC office, guesthouse and field site locations (wherever the guards are deployed).

iii. The security guards will be required to maintain both pedestrian and/or vehicle traffic records at their deployment location. Any violations are to be immediately reported to IRC safety and security department.

iv. Personnel entry/movement in areas identified by IRC as "restricted " shall be closely controlled, monitored and compliance is ensured.

v. Patrol Duties. The security company shall patrol the deployment premises, i.e. provide physical security of the exterior of the buildings. monitor office fence lines and protect IRC owned equipment using continuous roving patrol guards in minimal intervals of 30 minutes.

vi. At each IRC premises, Security Guards shall prevent unauthorized removal of IRC owned equipment from its premises. This will entail the security guards to search (in a nondestructive and non-invasive manner) vehicles entering and exiting IRC compound premises as well as a search of hand-carried items by pedestrians.

b. Fire Prevention

- i. The security guards shall be trained to identify potentially unsafe conditions, such as fire or fire hazards.
- ii. Upon detection of fire inside any IRC compound, the security guards shall ensure to inform and alert all personnel inside the compound. IRC security department or Security focal person at the location should be informed and in case of fire, immediate action must be taken to extinguish the fire.
- iii. The security company shall ensure that all its security personnel are fully trained in the use of fire- fighting equipment and are aware of the actions necessary to minimize damage and expedite fire-fighting assistance, as required.
- iv. The security guards must report all and any fire hazards noted during their patrol to IRC security department. These will be recorded in the Daily Occurrence Book at the end of each shift or be dealt with immediately, if required

c. Fire Drills

- i. The security company will keep conducting its own fire drills to maintain the competency of its personnel however if IRC conducts one it will include the security guards.
- ii. All security guards must have fire prevention and fire-fighting training before deployment and must attend periodic refresher trainings on firefighting.
- iii. The security company shall also ensure that all its security personnel deployed to the contracted work sites are familiar with the fire evacuation plan and execution thereof.
- iv. The security company will keep conducting its own fire drills to maintain the competency of its personnel however if IRC conducts one it will include the security guards.
- v. All security guards must have fire prevention and fire-fighting training before deployment and must attend periodic refresher trainings on firefighting.
- vi. The security company shall also ensure that all its security personnel deployed to the contracted work sites are familiar with the fire evacuation plan and execution thereof.

d. First Aid

- i. All security guards should be first aid trained,
- ii. IRC provide first-aid kits at all its premises for the security guards to utilize in case of need.

iii. All incidents during which First Aid was provided and the contents of First Aid Kit used must be recorded by the security guards.

e. Coverage

I. The security company shall ensure that all posts are continuously manned throughout the duration of each shift. Security guards will exercise maximum awareness and be fully alert during their shift.

ii. It is critical that security guards are continuously present at their designated posts. Sleeping and/or absence from the post will immediately imply non-payment for the whole eight (8) hour shift and may also entail to removal of the particular guard from IRC duty and to be replaced by another suitable guard.

F. Incident Scene Protection

i. The security guards shall immediately report to IRC security department any incident of theft, break-in, fire, vehicle accidents/incidents and any other occurrences affecting personnel and/or property within IRC compound perimeter. The security guards shall immediately mark and secure the location of such occurrences in order to prevent unauthorized access prior to the arrival of the investigating officer.

g. CCTV system Monitoring

I. Security guards deputed at IRC compounds which are equipped with CCTV camera system must ensure that the system is monitored.

ii. Any suspicious activity observed through CCTV, or any incident occurred must be reported immediately to IRC security department.

iii. In case of an imminent threat, appropriate alert protocols must be adapted.

iv. Incidents covered through CCTV recording must be saved and shared with IRC security department.

v. Security Guards must maintain a log for CCTV camera incident or threat instances in their shift report. Any malfunction or issues with CCTV system must also be logged and reported to IRC Security Department.

vi. Administrative Planning:

a. Standard Operating Procedures:

The security company shall be responsible for familiarization and updating with IRC Standard Operating Procedures (SOP's) for all guard force security functions.

b. Emergency Plans:

The security company shall be familiar with the IRC relevant operational plans to respond to emergencies.

c. Records and Reports:

All administrative files, including details of security personnel on duty at each location at any given time, complaints, incidents, investigations, and radio logs, shift reports, work schedules, equipment inventories, lost and found property, etc., shall be maintained at the IRC facilities and will be the property of IRC.

d. The security company Personnel:

i. Deployment:

The security company will ensure that same personal is continuously deployed at the same posts. In case when designated personal cannot be deployed to standard deployment post, the security company will consult with IRC security department about adequate replacement; notice must be provided by the security company at a minimum of twenty-four (24) hour prior to any changes in deployment/staffing.

ii. Individual Files:

The security company shall maintain personnel files, which include the police background check on all of its personnel assigned to perform under the contract. These files shall be maintained by the security company and are subject to inspection by IRC Security Department at any time.

iii. Employee Conduct:

The security company shall ensure that its employees maintain satisfactory standards of competency, conduct, appearance and integrity. The security company shall take appropriate actions, as necessary, to ensure compliance with these standards. Security company will be held liable for and must compensate for any damage done to IRC property by security guards. In case of any dispute between security guard and IRC staff, the security company will ensure that IRC staff is not harmed, threatened or any legal action taken by security guards.

iv. Staffing Considerations:

The security company shall deploy a well-training, organized and properly equipped security force. A dedicated Guard force Supervisor must be appointed by the security company who will visit guards deployed at IRC compounds to check on staff and ensure that guards are performing well and their requirements are looked at. The security force at each location of the contracted sites shall have a viable communications system, supplied by the security company, which will ensure that individual guards can instantly report suspicious occurrences and/or summon assistance, as required.

v. Uniforms:

a. For the purposes of the agreement, uniform is defined as jacket, trousers, shirt, boots/shoes and duty belt, all of on a scale of issue that will ensure all uniformed personnel can achieve and maintain the appearance standards.



b. Complete uniform s shall be worn by all uniformed guards at all times while engaged in the performance of duties. Such uniforms and the wearing of the same shall in general conform to acceptable standards and usage. The security company's security personnel shall wear the same color and style of uniform.

vi. Equipment

The security company shall provide all equipment and/or supplies necessary to meet the requirements of the contract, including communications equipment to its staff.

vii. Disclosure of Information

Neither the security company nor any of its personnel is allowed to disclose or cause the dissemination of any information concerning the operations, staff or assets of the IRC.

All inquiries, comments, or complaints, arising from any matter observed, experienced, or learned of as a result of, or in connection with, the performance of the agreement and the resolution of which may require dissemination of official information, will be directed to the IRC Supply Chain department or Deputy Director Operations. Deviations from or violations of any of these provisions may, in addition to all other criminal and civil remedies provided by law, subject to the security company to immediate termination for cause, and/or the individuals involved to a withdrawal of the IRC acceptance and approval of their employment.

viii. Removal from Duty

The IRC has the authority to direct the security company for immediate removal of any employee from the work site should it be determined that an individual is not suitable to perform the guard duties.

ix. Occupational Incidents

In case of any minor or serious injury sustained by a security guard during duty hours at IRC compound, the Security company will be liable and responsible to provide required medical support to the Security guard. IRC will not be liable or held responsible for any medical support or expenses. Security company must ensure that all guards are covered by insurance.

x. Shift Requirements:

- Morning
- Afternoon
- Night

0700-1500 hrs  
 1500-2300 hrs  
 2300-0700 hrs

**B. Receptionist**

The Provider shall provide a female Receptionist to IRC at IRC Khartoum office for daily (8) working hours, (From Sunday to Thursday) 365 days a year (not including public holidays).

Receptionist will be expected to carry out the following services ("Services"):

- Welcomes IRC Visitors, Suppliers, Vendors by greeting them, in person or on the telephone.
- Regulate the movement inside the office.
- Answering or referring inquiries.
- Giving instructions.
- Monitoring logbook.
- Visitor ID control and management and issuing visitor badges.
- Ensure confidentiality of IRC official information.
- Leave the place of duty only after informing and with a permission from IRC security department, and the company should provide backup when she is on leave or other reason”.
- Adhere to the relevant rules and regulation of IRC location and security SOPs.

Minimum Experience Requirements:

- Diploma or equivalent is required.
- At least 2 years’ experience working as receptionist.
- Effective communication.
- Self-confidence.
- Good in English and fluent in Arabic as advantage
- Ability to work under pressure.

It is Desirable that Receptionist have received the trainings related to communication and reception.

Receptionist Must be deployed with the following requirements

- Uniformed, full attire (provided by security company)
- With Official ID
- Communication equipment (Mobile phone with sufficient calling credit)
- Receptionist deployed at IRC Khartoum office must have full insurance coverage provided by the Security Company.

Major Responsibilities:

- Handle a variety of support tasks, including answering phones, receiving visitors and regulate their movement.
- Greet clients and visitors with a positive, helpful attitude.
- Answering phones in a professional manner, and routing calls as necessary.
- Directs visitors by maintaining IRC personnel and departments directories; giving instructions.
- Monitoring logbook (registration of visitor’s data, keep ID card and issuing IRC visitor badges or cards).
- Perform other duties as requested by the supervisor or his authorized designee.

### Administrative Planning:

a. Standard Operating Procedures:

The security company shall be responsible for familiarization and updating with IRC Standard Operating Procedures (SOP's) for the Receptionist functions.

b. Emergency Plans:

The security company shall be familiar with the IRC relevant operational plans to respond to emergencies.

c. The security company Personnel:

i. Deployment:

The security company will ensure that same personal is continuously deployed at the same posts. In case when designated personal cannot be deployed to standard deployment post, the security company will consult with IRC security department about adequate replacement; notice must be provided by the security company at a minimum of twenty-four (24) hour prior to any changes in deployment/staffing.

ii. Individual Files:

The security company shall maintain personnel files, which include the police background check on all of its personnel assigned to perform under the contract. These files shall be maintained by the security company and are subject to inspection by IRC Security Department at any time.

iii. Employee Conduct:

The security company shall ensure that its employees maintain satisfactory standards of competency, conduct, appearance, and integrity. The security company shall take appropriate actions, as necessary, to ensure compliance with these standards. Security company will be held liable for and must compensate for any damage done to IRC property by Receptionist. In case of any dispute between Receptionist and IRC staff, the security company will ensure that IRC staff is not harmed, threatened or any legal action taken by the Receptionist.

iv. Staffing Considerations:

The security company shall deploy a well-training, organized and properly Receptionist. A dedicated Receptionist Supervisor must be appointed by the security company who will visit receptionist deployed at IRC Khartoum office to check on and ensure that receptionist is performing well, and their requirements are looked at.

Uniforms:

a. For the purposes of the agreement, uniform is defined on a scale of issue that will ensure all uniformed personnel can achieve and maintain the appearance standards.

b. Complete uniform s shall be worn by all uniformed guards at all times while engaged in the performance of duties. Such uniforms and the wearing of the same shall in general conform to acceptable standards and usage. The security company's security personnel shall wear the same color and style of uniform.

v. Disclosure of Information

Neither the security company nor any of its personnel is allowed to disclose or cause the dissemination of any information concerning the operations, staff, or assets of the IRC.

All inquiries, comments, or complaints, arising from any matter observed, experienced, or learned of as a result of, or in connection with, the performance of the agreement and the resolution of which may require dissemination of official information, will be directed to the IRC Supply Chain department or Deputy Director Operations. Deviations from or violations of any of these provisions may, in addition to all other criminal and civil remedies provided by law, subject to the security company to immediate termination for cause, and/or the individuals involved to a withdrawal of the IRC acceptance and approval of their employment.

vi. Removal from Duty

The IRC has the authority to direct the security company for immediate removal of employee from the work site should it be determined that an individual is not suitable to perform the Receptionist duties.

vii. Occupational Incidents

In case of any minor or serious injury sustained by a receptionist during duty hours at IRC Khartoum office, the Security company will be liable and responsible to provide required medical support to the Receptionist. IRC will not be liable or held responsible for any medical support or expenses. Security company must ensure that the receptionist is covered by insurance.

viii. Shift Requirements:

Eight hours working day/ week (not include weekend and official holidays).