



**ACERWC**  
African Committee of Experts on  
the Rights and Welfare of the Child

**ACERWC Secretariat**

**E-mail:** [acerwc-secretariat@africa-union.org](mailto:acerwc-secretariat@africa-union.org)

**Tel:** +266 52 01 00 18 | **P.O.Box:** 13460,

**Address:** Nala House, Balfour Road Maseru  
Kingdom of Lesotho

## **REQUEST FOR PROPOSAL**

### **PROVISION OF SECURITY SERVICES TO SECURE AFRICAN UNION STAFF AND ASSETS IN THE SECRETARIAT OF THE AFRICAN COMMITTEE OF EXPERTS ON THE RIGHTS AND WELFARE OF THE CHILD (ACERWC), MASERU, THE KINGDOM OF LESOTHO**

ACERWC Secretariat

E-mail: [acerwc-secretariat@africa-union.org](mailto:acerwc-secretariat@africa-union.org)

Tel: +266 52 01 00 18 | P.O.Box: 13460,

Address: Nala House, Balfour Road Maseru  
Kingdom of Lesotho

## LETTER OF INVITATION

26<sup>th</sup> March 2025

Dear Sir/Madam,

The African Committee of Experts on the Rights and Welfare on the Child (ACERWC) Secretariat would like to engage a firm provision of security services to secure staff and assets in the Secretariat. The ACERWC Secretariat invites you to submit proposal for provision of the said service. Accordingly, you are required to submit separate Technical and Financial Proposal for the service. You required to complete sections below.

### SECTION A: REQUEST FOR PROPOSAL

- 1) Description of Services and Location Provision of security services to secure ACERWC AND African Union staff, Office premises and its assets,
- 2) Currency of Quotation in Maloti (LSL) or United States Dollar (USD),
- 3) Services are to commence within seven (7) days from date of order,
- 4) Bids must be valid for Sixty (60) days from the Return by Date given below,
- 5) Bids and supporting documents as specified in Section B must be marked with the subject of the procurement given above and indicate your acceptance of the stated terms and conditions,
- 6) Bids must be received, in sealed envelopes no later than: 12h00 on 27<sup>th</sup> April 2025.
- 7) All bids must be accompanied by,
  - i. Registration certificate issued by the Security Agency Regulator or any Legal Authority or Body with the legal mandate to do so,
  - ii. Valid business registration documents/license,
  - iii. Valid Tax clearance certificate,
  - iv. An undertaking that the security agency has not been blacklisted by any Government, Department/Autonomous bodies as of the date of submission of the bid,
  - v. The Contractor shall provide full identity and profiles/ qualifications of owners/ executive managers/Board members of the Contractor,
  - vi. Proof of insurance from a national accredited insurer (preferably a government insurance, company) for itself and its employees listed in its technical proposal.
  - vii. One (1) Original and Two Copy of the Technical and financial proposal (Refer to TORs attached for details)



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viii. Other relevant information indicated in the TORs.

- 8) Bids must include Proposal, CVs of proposed personnel, methodology on how to carry out the assignment, must be returned in hard copies in two separate envelopes (Financial and Technical Proposal) put together in one big envelope to:-

**Secretariat of the African Committee of Experts on the Rights and Welfare of  
the Child (ACERWC)**

**P.O.Box: 13460,**

**Nala House, Balfour Road Maseru**

**Kingdom of Lesotho**

**Tel: +266 52 01 00 18**

**E-mail: [ACERWC-SECRETARIAT@africa-union.org](mailto:ACERWC-SECRETARIAT@africa-union.org)**

#### **SECTION B: MISCELLANEOUS**

- 9) Quotations shall cover all costs of labour, overheads, profits and all associated costs for performing the services. The whole cost of performing the services shall be included in the items stated and the cost of any incidental services or materials shall be deemed to be included in the prices quoted.
- 10) Proposals that are responsive, qualified and technically compliant will be ranked according to price using Least Cost Selection (LCS). Award of Contract will be made to the best evaluated firm.
- 11) Payments will be made in accordance with any resulting order within thirty (30) days of receipt of an invoice supported by a certificate of satisfactory completion signed by project coordinator.
- 12) The firm of the winning bid shall be subject to all African Union (AU) procurement and service agreement policies and frameworks, including the Child Safeguarding Policy.

For Further enquiry please email: : [ACERWC-SECRETARIAT@africa-union.org](mailto:ACERWC-SECRETARIAT@africa-union.org)

Kindly acknowledge receipt indicating your willingness to respond.

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Title/Position: \_\_\_\_\_



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## **Section 1. Technical Proposal - Standard Forms**

1A. Technical Proposal Submission Form.

1B. Firm's References.

1C. Comments and suggestions of bidders on the terms of reference and on data, services, and facilities to be provided by the client

1D. Description of the methodology and work plan for performing the assignment.

1E. Team Composition and Task Assignments.

1F. Format of Curriculum Vitae (CV) for Proposed Professional Staff.



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## 1A. TECHNICAL PROPOSAL SUBMISSION FORM

{Location, Date}

To: {Name and address of Client}

Sir / Madam:

We, the undersigned, offer to provide the services for {Title of services to provide and Procurement Number} in accordance with your Request for Proposals dated {Date} and our Proposal. We hereby submit our Proposal,

We declare that we have no conflict of interest as defined by Section 1.7 of the Information to Bidders in relationship to performance of this assignment. If negotiations are held during the period of validity of the Proposal, i.e., before {Date} we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorised Signature: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address:



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## **1B. FIRM'S REFERENCES**

Relevant Services Carried Out in the Last Three Years that Best Illustrate Qualifications.

Using the format below, provide information on each assignment for which your firm/entity, either individually as a corporate entity or as one of the major companies within an Association, was legally contracted.

Firm's Name: \_\_\_\_\_

Assignment Name: \_\_\_\_\_

Country: \_\_\_\_\_

Location within Country: \_\_\_\_\_

Professional Staff Provided by Your Firm/Entity(profiles): \_\_\_\_\_

Name of Client: \_\_\_\_\_

No. of Staff: \_\_\_\_\_

Address: \_\_\_\_\_

Duration of Assignment: \_\_\_\_\_

Start Date (Month/Year): \_\_\_\_\_

Completion Date (Month/Year): \_\_\_\_\_

Approx. Value of Services (in Current US \$): \_\_\_\_\_

Name of Senior Staff, Team Leader) Involved and Functions Performed: \_\_\_\_\_

Description of Actual Services Provided by your firm: \_\_\_\_\_



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## **1C. COMMENTS AND SUGGESTIONS OF BIDDERS ON THE TERMS OF REFERENCE AND ON DATA, SERVICES, AND FACILITIES TO BE PROVIDED BY THE CLIENT**

On the Terms of Reference:

- 1.
- 2.
- 3.
- 4.
- 5.

On the data, services, and facilities to be provided by the Client:

- 1.
- 2.
- 3.
- 4.
- 5.







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## 1E. TEAM COMPOSITION AND TASK ASSIGNMENTS

Name

1. Technical or Managerial Staff		
Name	Position	Task

2. Support Staff (if any)		
Name	Position	Task



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## **1F. FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF**

Proposed Position: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Name of Staff: \_\_\_\_\_

Profession: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Years with Firm/Entity: Nationality: \_\_\_\_\_

Membership in Professional Societies: \_\_\_\_\_





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**Education:**

*{Summarize college/university and other specialized education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.}*

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**Languages:**

*{For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.}*

Language	Proficiency		
	Writing	Speaking	Reading



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**Employment Record:**

*{Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.}*



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**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

**Date:**

{Signature of staff member and authorized representative of the firm} Day/Month/Year

Full name of staff member: \_\_\_\_\_

Full name of authorised representative: \_\_\_\_\_



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## **SECTION 2 - FINANCIAL PROPOSAL - STANDARD FORMS**

2A. Financial Proposal Submission Form.

2B. Summary of Costs.

2C. Breakdown of Price per Activity.



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## 2A. FINANCIAL PROPOSAL SUBMISSION FORM

{Date}

To: {Name and address of Client}

Sir / Madam:

We, the undersigned, offer to provide the security services for {Title of consulting services and Procurement Number} in accordance with your Request for Proposals dated {Date} and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of {Amount in words and figures}. This amount is exclusive of the local taxes which shall be identified during negotiations and shall be added to the above amount.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., {Date}. Commissions and gratuities, if any, paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Currency	Purpose of Commission or Gratuity

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorised Signature: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_







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## 2C. BREAKDOWN OF PRICE PER ACTIVITY

Activity No.: \_\_\_\_\_

Description: \_\_\_\_\_

Price Component	Currency	Amount(s)
Miscellaneous Expenses		
Reimbursable		
Remuneration		
Subtotal		

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## SECTION THREE

TERMS OF REFERENCE FOR HIRING A SECURITY COMPANY TO SECURE STAFF AND ASSETS IN THE SECRETARIAT OF THE AFRICAN COMMITTEE OF EXPERTS ON THE RIGHTS AND WELFARE OF THE CHILD (ACERWC)

### PART I: GENERAL

#### 1. Back ground

The African committee of Experts on the Rights and Welfare of the Child (ACERWC or Committee) is a human rights organ of the African Organ established by the African Charter on the Rights and Welfare of the Child (the Charter). The Committee was established in July 2001 and mandated to monitor the implementation of the Charter in Member States. The Secretariat of the ACERWC, which was officially established in 2007, now has an operational office in Maseru, Lesotho. In view of this, the Secretariat of the ACERWC, would like to engage the service of a qualified cleaning service provider to provide cleaning and janitorial services to its office premises.

#### 2. SCOPE OF THE ASSIGNMENT

The required services are provision of continuous security services including deployment of the required number of skilled and well-equipped Security Guards and Supervisors; and security service on call basis to ACERWC in accordance with the local law, international security agreements, and generally accepted international security standards and practices.

It is important that the contractor examines the premises before submitting its offer.

#### 3. GENERAL OBJECTIVE OF THE ASSIGNMENT

3.1 Undertake Security Guard Services to the AU-Secretariat of the ACERWC office premises on a twenty-four (24) hours of a day and seven (7) days of a week basis.

3.2 Rendering of Call-Out Security Guard services as and when required by the Client.

3.3 Supervision of all Security Guard Services.

3.4 Reporting, liaising, interacting and working with the concerned office of ACERWC Secretariat

#### 4. SPECIFIC OBJECTIVE OF THE ASSIGNMENT



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The service provider is expected to provide security services by assigning a fully trained and competent security guards to perform all the duties at the specified building and office premises which shall include but not necessarily be limited to:

- Pedestrian and vehicular checking
- Visitor reception and recordings
- Inspection and verification of Identity Cards
- Inspection and verification of Material and Equipment Exit Passes
- Vehicle and personal searches
- Security patrols
- Response to emergency incidents (fire, intruder, accident, etc.)
- Gatehouse administration
- Incident Reporting

## 5. DURATION OF THE CONTRACT

Duration of the contract will be 2 years with a possibility of extension based on satisfactory performance

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## **PART II: OPERATIONAL**

### **1. DEPLOYMENT OF SECURITY GUARDS**

The Contractor shall provide all manpower, staff, expertise, or other personnel resources which may be required for the full compliance of its duties, obligations and liabilities in terms of the Client's Requirements and Contract.

1.2 The Contractor shall provide a stable workforce including relief guards without intermittent changes to ensure Security Guards will become familiar, experienced and well versed in the Security Guard service requirements of the ACERWC office building and premise. No Security Guard staff shall be removed or replaced from the facilities without the express permission of the ACERWC Executive Secretary, Administration Officer and/or representative.

### **2. WORKING TIMES AND SHIFTS**

2.1 All security guards of the consecutive shifts must be on site fifteen (15) minute prior to the commencement of the next shift to allow adequate time for proper handing-over from the previous shift. Under any unforeseen circumstance, if there are absentees of the deployed Security Guards, the contractor shall ensure the availability of Relief guards to fill in the gap immediately.

2.2 The Security Guard Services shall be ongoing and continuous every day, seven (7) days a week, every week of every month for the full duration of the contract period including all holidays both statutory and religious.

### **3. OPERATING REQUIREMENTS**

3.1 Planned Programme Schedules: The Contractor shall prepare a comprehensive Security Guard Service programme for the Security Guard services for the approval of the AU security. Planned Security Guard Service events reflected on the approved Security Guard Service programme schedules shall not be deferred unless authorized by the AU security.

3.2 Security Guard Record Log-sheets: The Contractor shall provide and maintain a record log-sheets at each key Security Guard area within each building or office premise.

3.3 Staff Safety Equipment, Clothing, Etc

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3.3.1 The Contractor shall arrange for its Security Guard staff and supervisors to be dressed in the appropriate uniform and provide any safety clothing and equipment that it is required to provide in accordance with regulations set down in Government safety regulations.

3.3.2 The Contractor shall provide its Security Guards and Supervisors with identification cards, bearing employee photograph and contract number, which shall be approved by the ACERWC Administration Officer and/or its mandated representative.

### 3.4 Mobile Communications

The Contractor shall provide its Representative, and other key staff with GSM (mobile telephones) to facilitate prompt communications.

## 4. SECURITY GUARD EQUIPMENT RESOURCES

The Contractor shall provide two-way radios (and any other equipment necessary) to carry out the Security Guard Service during daily routine and crisis situations.

## 5. OPERATING RESOURCES

### 5.1 Transportation

5.1.1 The contractor shall be fully & solely responsible for the transportation of his personnel to, from and within the ACERWC premise.

5.2 The Contractor shall have a vehicle(s) for the patrolling for the full duration of the Contract. In case there is a malfunction in the car, the car should be replaced immediately with another car.

## 6. UNIFORMS

6.1 The Contractor shall provide all its work force with a common uniform bearing the name of the Security Guard Company.

6.2 All uniforms shall be tailor made and Security Guard must be at least provided with two new sets every year. All uniforms must be regularly laundered and in a clean and ironed condition every day. The Contractor shall provide each of its work force with two sets of appropriate shoes which must be renewed every year.

## 7. TRAINING

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The contractor shall have a structured training program to its security staff (before deployment and at least every 12 months for refreshment training programs).

## 8. ADDITIONAL SECURITY GUARD 'CALL-OUT' REQUIREMENTS

8.1 Should the ACERWC require additional Security Guards over and above the specified amount and for particular specified periods of time (which shall not be less than one hour) then, on the ACERWC written instruction, the Contractor shall provide the stipulated number of Security Guards and/or Supervisors for the stipulated period of time. The Contractor shall mobilize these 'Call-Out' Security Guards and/or supervisors within 24hrs.

8.2 The instruction to provide additional Security Guards on a 'call-out' basis shall constitute a Variation Order and the contract sum shall be adjusted by the number of Security Guards deployed on 'call-out' for the period of time deployed based on the Scheduled Rates for each Security Guards or Security Guard Supervisor.

## 9. SECURITY GUARD SERVICES REQUIRED URGENTLY

The ACERWC reserves the right to instruct any of the deployed Security Guard staff of the Contractor to carry out non-scheduled Security Guard services if the need so arises for the wellbeing of its staff and office premises.

## 10. REPORTING AND LIAISON

10.1 Daily, Weekly and Monthly status reports in accordance with the approved planned Security Guard Services programme are required to be submitted to the ACERWC Administration Officer.

10.2 The Contractor shall include in his reports any Log-sheet records as specified and in accordance with the Contract.

10.3 The Contractor is required to liaise with the Secretariat's Administration Officer and/or representative on a daily basis. The contractor must report on any Security Guard and related problems, incidents or violation timeously and not later than the same day.

## 11. MONITORING OF CONTRACTORS PERFORMANCE

Representative of the Secretariat and/or Administration Officer will carry out monitoring of the Contractors performance. The monitoring process and procedures will include but not be limited to:



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- a. Daily inspections and penetration testing at any time and at any location as required related to the Security Guard Services contract.
- b. Evaluation as to the level of the Security Guard Services.
- c. Evaluation as to the level of promptness of the Security Guard Staff.
- d. Evaluation as to the performance in relation to reporting, records and completion of log-sheets & others.



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## **PART III: QUALIFICATION AND EXPERIENCE**

### **1 QUALIFICATION OF THE FIRM**

1.1 Security Agencies with consecutive Five (5) years' experience for security guarding service, holding valid license, registered under Private Security Agencies, having Service Tax registration and successfully carried out at least three (3) security contracts of 20 or more security guards/supervisors in continental, international, or Government bodies, may apply with following details in Part-I and Part-II of the Terms of Reference :-

- a. Attested registration certificate of the Security Agency regulator or association issued by the appropriate authority.
- b. Attested copy of valid Service Tax registration certificate
- c. Attested copy of registration under Private Security Agencies (Regulation).
- d. Proof of at least three (3) successfully carried out security contract of 20 or more security guards in each contract, consisting of only ex-servicemen or properly trained security guards/supervisors in a continental, international, or Government bodies (Please enclose satisfactory completion certificate of two contracts issued by continental, international, or Government bodies).
- e. Reference of clients served by the Contractor.
- f. An undertaking that the security agency has not been blacklisted by any Government

Department/Autonomous bodies as on the date of submission of the bid.

#### **1.2 Additional important qualifications required**

- The contractor shall be able to supply Proof of license, & insurance from a national accredited insurer (preferably a government insurance company) for itself and its employees listed in its technical proposal.
- The Contractor shall provide full identity and profiles/ qualifications of owners/ executive managers/board members of the contractor,
- The list of proposed Supervisors with their respective qualifications.
- The Contractor shall pass through a background criminal record checks & substance abuse screening program & submit a copy of the program with its proposal.

### **2. SECURITY GUARD STAFF QUALIFICATIONS, SKILLS AND EXPERIENCE**



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2.1 The Contractor shall ensure that all security staff have adequate training and previous experience for undertaking their duties and functions prior to the names being submitted to the AUC security for approval.

The recruitment process carried out by the Contractor shall include:

- Career history verification checks,
- Background criminal record checks & substance abuse screening program,
- Obtaining Character references,
- Minimum standards for previous experience and security qualifications, and
- Medical check to verify health and mobility and the senses of sight and hearing

#### 2.2 Security Guard Staff

- a. Must have a clean (criminal) record.
- b. Must be able to speak, read and write English, Sesotho and other relevant local language
- c. Must be between the ages of 25 and 45 years of age.
- d. Must not have any prior allegations or convictions on charges of child sexual abuse, exploitation, harassment, bullying or any other violations against a child.
- e. Must have successfully completed an approved basic Security Guard training course which shall also include affiliated and associated courses and as a result must be competent in the following areas:
  - Local Legislation
  - Loss control
  - Searching of vehicles and people
  - Prevention and detection of crime
  - Patrol duties
  - Observation
  - Basic Fire Fighting knowledge
  - Emergency response



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3. Must have reasonable length of previous experience as a Security Guard in all areas stated above.

4. The Contractor's Security Guard Staff must be:

- Well dressed with appropriate security guard's uniform, clean in body and generally presentable
- Courteous and respectful to all staff and visitors of the ACERWC Secretariat
- Medically fit and healthy



**ACERWC Secretariat**

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Kingdom of Lesotho

## **PART IV: EVALUATION AND SELECTION CRITERIA**

Proposals from bidder will be evaluated using the below evaluation criteria

### **PRELIMINARY EVALUATION/ADMINISTRATIVE COMPLIANCE**

Bids shall be checked for administrative compliance against the criteria below:

- a. Submission of Registration document/Licence
- b. Submission of Tax Clearance
- c. Substantial responsiveness of the proposal



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### Technical Evaluation criteria

EVALUATION CRITERIA		Max. Score
A	<b>Main Criteria Firm's Experience</b>	<b>30</b>
A1	No. of years: At least 5 years' experience (2points Per year)	10
	Experience with similar organisations- Proof of 3 successfully carried out security contract of 20 or more security guards in each contract, (Please enclose satisfactory completion certificate of three contracts issued by continental, international, or Government bodies).Provide references	20
B	<b>Main Criteria: Adequacy of the proposed Methodology in responding to the Terms of Reference</b>	<b>35</b>
B1	<b>Sub criteria:</b> Recruitment and selection process of staff	5
B2	Training and development procedure	5
B3	Supervision and Management procedures	10
B4	Explanation on how the Company intends to handle the management of services within the office stated in the scope of this work. eg, number of guards and shifts and others.	10
	No of guards to be deployed	
	Innovation and creativity in the proposal	5
C	<b>List of proposed equipment to be used in the provision of the services</b>	10
D	<b>Qualifications and Experience of personnel</b>	<b>25</b>
	<b>Supervisors &amp; Guards</b>	



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<b>Total Score</b>		<b>100</b>
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