



TERMS OF REFERENCE FOR THE PROVISION OF SECURITY SERVICES

Musika

Musika is an independent Zambian non-profit company supported by the Swedish Embassy in Lusaka to stimulate and support private sector investment in the smallholder and rural markets. Musika's operations are national in scope and stretch across the agricultural industry, working primarily with those corporate entities in the sector that are committed to engaging the rural poor as their clients, suppliers and consumers. Musika provides its clients with high quality, commercially focused technical advice and business support to catalyse and strengthen mutually beneficial commercial relationships between the corporate and smallholder markets. Musika's approach to reducing poverty and creating wealth in rural Zambia involves stimulating the development of a supportive market environment that provides long term and sustainable opportunities for farmers to invest in their own businesses and to graduate out of poverty. One of Musika's key strategies is supporting market actors such as commodity traders, buyers and processors to establish long term supply chain relationships with smallholders that involve a multiple offering of assured off-take, access to inputs, new technologies and the provision of technical extension services.

Assignment Background

Musika considers that a secured and safe work environment will contribute to a more productive workforce that will result in an efficient and effective delivery of programs and services. It has several facilities and assets that have to be secured from burglary, robbery, theft, sabotage, fire, vandalism, and other unlawful acts. Musika is obliged to have Security Services to safeguard the assets and facilities that support its program delivery as entrusted. Thus, Musika requires the services of a Service Provider that will secure its personnel and properties.

Assignment Objective

The objective of this assignment is to provide 24 hours' security services, including Sundays and holidays to secure Musika Development Initiatives Office including all the properties within the office premises and the occupants and general public transacting business thereat.

The specific objectives are as follows:

The specific objectives of the provision of security services shall include, but not limited to the following:

1. Protection of Life and Property
 - Observance of rigid inspection of personal belongings of clients / visitors at all entrances.
 - Implementation of issuance "visitor identification badge/card" for visitors
2. Maintenance of Peace and Order
 - Guarantee that all Musika employees and clients are safe from harm which may arise from internal/external chaos and public disorder.

- Guard against incidence of theft and other misdemeanors which may constitute breach of peace and order inside Musika premises.
3. Strict Observance of Musika Policies, Rules and Regulations on Security
 - Strictly observe, enforce and adhere to Musika's rules and regulations as it applies to the security and well-being of the company and its employees.
 4. Other Duties and Functions
 - Protect entire work area occupied by Musika, its employees and clients against unauthorized intrusion, internal or external commotion.
 - Check, entertain and assist clients or visitors entering Musika premises.
 - Strictly maintain official logbook or record of all incoming and outgoing persons, vehicles, movements of Musika properties, among others.
 - Record Musika employees' time in and out.
 - After office hours, conduct routine patrol or inspection of the work premises and report unusual activities or threat to security to the assigned Security Supervisor.
 - Record all employees rendering overtime services and all other office personnel who are still in the Musika premises after office hours.
 - Ensure that all doors and windows of Musika building are secured and all electrical connections and lights are turned off.
 - Before the start of office hours, inspect all areas for any sign of forced entry.

Scope of Services/Requirements

1. The Security Company must be duly licensed, registered, and a member of Private Security Companies Association of Zambia, with proper operating permits and other statutory requirements. It must have been engaged in the business for at least five (5) or more years.
2. The proof of paid remittances for the following government agencies: National Pensions Scheme Authority (NAPSA), National Health Insurance Scheme (NHIS), Zambia Revenue Authority (ZRA), and Workers Compensation Fund Control Board.
3. The Security Agency will provide a minimum of Two (2) security guards (1 – daytime / 1 – nighttime) to be rotated on two (2) working shifts, Monday to Sunday including holidays on a 24-hour basis.
4. The Security Agency will provide consistent and quality service through qualified, licensed, uniformed, highly trained and armed security guards, who shall guard and protect the properties and premises of Musika.
5. The security guards shall be equipped with original, branded and duly licensed weapons necessary in the course of their security enforcement and maintenance of peace and order at the premises of Musika office.
6. The Security Agency shall provide a brief profile and bio data of all security guards that will be deployed to Musika.

Security Personnel

1. The assigned security guards must have previous experience of at least 3-years and with adequate knowledge in communicating in English. He/she must be reliable, honest, and courteous.
2. The security guards must undergo and pass the required medical and drug test conducted by a Government or reputable hospital/clinic evidenced by corresponding proof or certification issued by the concerned authorities.
3. The security guards must be ready to perform other tasks as may be required by Musika management, related to security, safety and protection such as registering visitors, inspection of bags or cargo (in & out), inspection of vehicles, and other administrative functions.

Submission of Proposals

Introduction: Proposals should demonstrate an understanding and experience in provision of security services in reputable companies in Zambia. The applicant is not expected to merely repeat the information provided in this text but rather interpret and critique the Terms of Reference so as to make an informed suggestion of the most creative approach to the assignment.

Contents of proposal: Proposals to undertake this assignment must include the following components:

1. At least 5 years' experience in provision of security services in organizations such as development agencies, international NGOs and, or private firms.
2. An outline of the security plan (no more than two pages).
3. The proposal must contain a detailed profile of the company and the required certifications.
4. Capacity to provide security services with the required weapons as in the task definitions above.
5. Clearance by at least one Government security wings and 3 traceable references
6. Monthly fee proposal for the services

Submission of Application

Applications must be sent solely to jobs@musika.org.zm. Any questions and /or clarification relating to the content of this RFP during proposal preparation should be addressed to the same email stated above.