

RFQ – SECURITY SERVICE PROVISION AT UGANDA COUNTRY OFFICES 2025

RTV is seeking to contract a Private Security Company to provide security Services at their offices, field Offices and any other possible areas that may require security services during the implementation of the projects. From a passionate concept in 2007 and our first cluster-based model launched in 2016 – to achieving a long-awaited milestone of reaching 1 million partner community members.

The services shall ensure 24-hour man guarding service at the specific RTV premises, whose Head Office is situated at Plot 19 Kawalya Kaggwa Close, Kololo Hill Drive - Kampala Uganda, with Field offices in (Kyegegwa, Kitagwenda, Kyenjonjo, Mbarara, Amuru, Luuka, Isingiro, Kagadi, Buhweju, Kabale, Rukungiri, Rukiga, Rakai, Kiryadongo, Nwoya, Gulu, Kapchorwa, Kasanda, Kakumiro, Kamwenge, Rubanda, Kanungu, Mitooma, Ruburizi, Bunyangabu, Kaliro, Bugiri, Kaliro, Sironko) as detailed in the attached TOR document.

Key dates

Milestone	Date & Time (EAT)
Final day for enquiries	17 th October 2025, 17:00 (logistics@raisingthevillage.org)
RFQ submission deadline	24 th October 2025, 17:00 (tenders@raisingthevillage.org)

Minimum information to include in your quotation

Please ensure the quotes is clearly indicated as per the TOR details. Quotations lacking any of the details may be considered non-responsive.

Submission instructions

- Send a **single PDF** (quotation + supporting documents) by email to tenders@raisingthevillage.org with the subject line: “**RFQ – SECURITY SERVICE PROVISION AT UGANDA COUNTRY OFFICES 2025 – [Supplier Name]**”.
- Late submissions, partial quotations, or offers submitted to other addresses will not be considered.

Should you require clarification, kindly submit questions by **17th October 2025 (17:00 EAT)** to logistics@raisingthevillage.org. Responses will be shared as soon as possible with all interested bidders.

We appreciate your interest in partnering with RTV and look forward to receiving your competitive quotations.

TORs FOR SECURITY SERVICE PROVISION AT UGANDA COUNTRY OFFICES 2025

SUMMARY

Raising the Village. (RTV) partners with last-mile, rural communities to help them move out of ultra-poverty. A world without ultra-poverty is the vision that drives us.

Operating at the intersection of community-driven development and data-informed impact, we partner with last-mile farming communities in Sub-Saharan Africa over 24 months to address ultra-poverty through a multi-dimensional program model. Our approach focuses on increasing household income and earnings from as little as \$0.75/day to > \$2/day within 24 months by driving agricultural incomes, fuelling new income-generating opportunities, creating an enabling environment for communities to participate, and ensuring the sustainability of impact and progress.

With an emphasis on women, youth, and vulnerable households, each dimension of our program works together to build household incomes year after year as communities transition from subsistence farming to income generation, breaking the chronic cycle of ultra-poverty. RTV currently has a full team based in 28 districts across Uganda. These are mapped into regions, (Midwest, South west, central,

Background information

RTV-Uganda in its bid to program efficiently it undertakes to ensure security to all our Resources including offices, where we operate from, our staff, guests, and engaging a reputable Security Service Provider/s will go a long way in ensuring maximum security during the implementation

The Security Service Provider, will be expected to deploy Security Guards at Raising The Village Offices, Uganda Program in places described above. The security Service provider shall work jointly with RTV internal Security Personnel to ensure maximum security all the time. Reports shall be provided as per this ToR. To keep RTV informed of security matters.

SCOPE OF WORK

The Security Services is required to ensure that there is maximum security to RTV resources, both human and material. The services will be provided in all areas where RTV operates and as according to the scope of work alluded hereto. The Provision of Security Services (Un armed Guards) to RTV Uganda Program shall be for a period of 12 months.

Statement of Work,

Requirements for the security services and responsibility of services provider:

✓ Responsibilities of the security company

Access Control

- The security company security personnel will be unarmed and tasked to prevent unauthorized personnel or vehicular entry into RTV controlled areas.
- At all entrances to RTV compounds or points of entry, the security company shall maintain a "Visitors' Book" for non-RTV personnel visiting RTV for official or appointment purposes.
- The security company will be required to maintain pedestrian and/or vehicular traffic records at selected posts. Any violations are to be immediately reported to the Program Manager/ Manager Health Safety and Security/In charge Area Office/ Security Focal Person.
- Personnel movement in areas identified by RTV as "restricted" shall be closely controlled and monitored. RTV may install Access Card Devices for restricted areas at a later date.
- Patrol Duties. The security company shall patrol the contracted installations, i.e. provide physical security of the exterior of all buildings, monitor compound fence lines and protect RTV-Owned Equipment, in interval of at least 30-45 minutes.
- Unauthorized Removal of Property. At each point of entry/exit, the company shall prevent the unauthorized removal of RTV owned property from RTV premises. This will entail a visual, nondestructive and noninvasive search of vehicles entering and exiting the RTV compounds, as well as a search of hand-carried items. All items leaving RTV compound MUST be accompanied by an approved way-bill. A copy of this waybill will be collected by the security company's security personnel from the driver/pedestrian at the point of entry and submitted to logistics/stores. Entries shall also be made to the Daily Occurrence Book (DOB) for that shift.

Fire Inspections

- The security company shall train its personnel to identify potentially unsafe conditions, such as fire or explosions and react to their occurrence.
- Upon detection of fire on any RTV compound/installation or vehicle, the security company shall ensure that the compound residents are immediately alerted, the incident reported to Manager Health Safety and Security, Health and Safety Reps, Program Manager or Regional Operations Director, and immediate action is taken to extinguish the fire.
- The security company shall ensure that all its security personnel are fully trained in the use of "in-house" fire-fighting equipment and are aware of the actions necessary to minimize damage and expedite fire-fighting assistance, as required. The in-house fire-fighting equipment currently consists of ABC fire extinguishers. The Manager Health Safety and Security or his/her designated representative will notify the security company of all changes in the type of new firefighting equipment in writing.

- The security company security personnel shall immediately report all unsafe conditions noted on their patrol routes to the Program Manager/security officer. These will be recorded in the Daily Occurrence Book at the end of each shift or be dealt with immediately, if required.

Fire Drills

- While RTV shall include the security company in fire drills when scheduled, this does not preclude the security company from conducting its own fire drills to maintain the competency of its personnel.
- All the security company's security personnel must have fire prevention and fire-fighting training before deployment.
- 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.

Coverage

- 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.

Crime Scene Protection

- The security company is to immediately report to RTV Manager Health Safety and Security /Program Manager any evidence of theft, break-in, fire, vehicle accidents/incidents and any other occurrences affecting RTV personnel and/or property within and including the compound perimeter. The security company shall immediately mark and secure the scene of such occurrences in order to prevent unauthorized access prior to the arrival of the investigating officer.

✓ Administrative Planning

Standard Operating Procedures

- The security company shall be responsible for familiarization and updating with RTV Standard Operating Procedures (SOP's) for all guard force security functions, which shall be posted at the guard post.
- ✓ The security company shall provide all equipment and/or supplies necessary to meet the requirements of this Contract, including communications equipment to its staff.

REPORTING AND MANAGEMENT

✓ Records and Reports

- The security company's guards' supervisor shall avail a weekly report to Program Manager/Manager Health Safety and Security including details of security personnel on

duty at each location at any given time, complaints, incidents, investigations, post and radio logs, shift reports, work schedules, equipment inventories, lost and found property, etc., shall be maintained at all RTV locations where guards are deployed. Security company's security personnel shall also maintain the following logs;

- i. Daily Occurrence Book;
 - ii. Visitors' Log;
 - iii. Staff Working After Hours / Weekend Log.
- Monthly summary report on ALL field sites where deployment has been made

✓ **Performance Meetings**

Regular performance meeting will be held between RTV Program Manager, Manager Health Safety and Security and the security company or its senior representative, not less than once per month. Written minutes of the meetings shall be prepared by security company and forwarded to the RTV head of Security.

SPECIFIC OBJECTIVES

These are the specific Objectives which shall be however be limited to:

- ✓ Provide 24-hour QRF (Quick Reaction Force) service to respond to any emergency as required.
- ✓ Ensure that security officials on all sites are always equipped with a baton, torch-light and a radio.
- ✓ Comply with RTV Standard Operating Procedures for guards established by RTV (Please refer to Section SOP for more details in this TOR). These procedures will mainly include:
 - Site specific instructions for access control to address the movement of personnel, vehicles and equipment entering and leaving the RTV premises;
 - Fire detection and reaction
 - Action to be taken when confronting a suspect/intruder,
 - Emergency procedures and action to be taken upon any emergency;
 - Record keeping of movement of incoming/outgoing equipment and items as may be necessary.
 - To be in compliance with Access Control Procedures (please refer to SOP on Access Control procedures)
- ✓ Monitor access to and movement within the RTV premises, including restricted areas and report on procedures violation,
- ✓ Verify that all RTV office doors and windows are properly locked and those left open inadvertently are properly locked, and reported thereafter.
- ✓ Provide trained, equipped and qualified security supervisors, with reasonable knowledge of an international language (English).
- ✓ Adhere to all national and local legislation regarding the legalization of the company, taxes, labour laws practice and any other regulation relevant to the security industry.

- ✓ Conduct ad hoc inspections to ensure that all services are guaranteed by the security guards of the company.
- ✓ Oversight of RTV official and staff vehicles parked in the parking lot outside RTV premises and inside of the RTV Compound and within the sight horizon of the boundaries of the compound.
- ✓ Control of vehicle access into and out of the compound parking facilities;
- ✓ Ensure that vehicles entering the parking space are parked in the appropriate space and the driver assisted to that effect by the guards, (maintain control of the parking access).
- ✓ Ensure timely payment of salaries of the guards posted at RTV premise. RTV reserves the right to impose a penalty to the contractor should the delay in payment of salaries to the guard's result in poor service quality.
- ✓ Ensure timely delivery of supplies (uniforms, and security support equipment's) to the guards posted at any of RTV premises;
- ✓ Ensure that the guards posted at RTV premises are properly dressed in uniforms to portray a good image to visitors.
- ✓ Advise RTV management on possible security measures to improve security service delivery at of RTV. premises.
- ✓ Ensure punctuality and good handover during change of shift.

KEY DEPLOYMENT POSTS.

Key Deployments shall but not be limited to the following:

Main gates of all RTV premises

All backyards including annex gates of RTV premises

All Car park, including those located outside office perimeter fence

Compounds of specific Staff premises

Required unarmed Security guards to RTV Uganda, Offices,

The required security services shall but not be limited to:

- Two (2) Senior Guards (Senior patrol men).
- 60 Guards of whom at least 20% Female Guards are required during the day Shifts scheduled from 07:00 to 17:00 local time, the night Shifts scheduled from 17:00 to 07:00 local time, Monday to Sunday.
- There must be One Senior guard on Duty during each shift from Monday to Sunday.

The number may change upwards or downwards depending with funding availability

NO	LOCATION	PREMISE NAME	NO PER SHIFT	TOTAL NO PER LOCATION	
			DAY	NIGHT	Deployment modality
1	Kampala	Country Office	1	2	3+Reliver guard
2	Mbarara	Regional Office	1	2	3+Reliver guard
3	Kagadi	Field Office	1	1	2+Reliver guard
4	Kyenjonjo	Field Office	1	1	2+Reliver guard
5	Kyegegwa	Field Office	1	1	2+Reliver guard
6	Kitagwenda	Field Office	1	1	2+Reliver guard
7	Kabale	Field Office	1	1	2+Reliver guard
8	Bunyangabu	Field Office	1	1	2+Reliver guard
9	Isingiro	Field Office	1	1	2+Reliver guard
10	Kiryadongo	Field Office	1	1	2+Reliver guard
11	Buhweju	Field Office	1	1	2+Reliver guard
12	Rukiga	Field Office	1	1	2+Reliver guard
13	Kapchorwa	Field Office	1	1	2+Reliver guard
14	Sironko	Field Office	1	1	2+Reliver guard
15	Luuka	Field Office	1	1	2+Reliver guard
16	Rakai	Field Office	1	1	2+Reliver guard
17	Kaliro	Field Office	1	1	2+Reliver guard
18	Bugiri	Field Office	1	1	2+Reliver guard
19	Amuru	Field Office	1	1	2+Reliver guard
20	Nwoya	Field Office	1	1	2+Reliver guard
21	Mitooma	Field Office	1	1	2+Reliver guard
22	Rubirizi	Field Office	1	1	2+Reliver guard
23	Rukungiri	Field Office	1	1	2+Reliver guard
24	Rubanda	Field Office	1	1	2+Reliver guard
25	Kanungu	Field Office	1	1	2+Reliver guard
26	Kibaale	Field Office	1	1	2+Reliver guard
27	Kakumiro	Field Office	1	1	2+Reliver guard
28	Kamwenge	Field Office	1	1	2+Reliver guard
29	Kasanda	Field Office	1	1	2+Reliver guard

The security service provider must ensure that they adhere to the labor laws of Uganda when formulating their shift structure and determining the hours each person is to work per 24-hour period.

TIMEFRAME

Period of Services execution: **12 Calendar Months** from Contract Signature, including the time needed for mobilization of personnel, equipment and other resources. RTV reserves the right to extend the contract, should that happen, then negotiations and notice of extension intentions shall be shared.

MANAGEMENT OF THE CONTRACT

For the management of the contract each part shall be obliged to fulfill the obligations as alluded to in this ToR and the subsequent governing policies.

DUTIES OF THE SERVICE PROVIDER

The duties of the Service Provider shall extend to the duties of the security guards and that of the management thereof.

Organizational Considerations

Contract Program Manager

The security company shall designate a contract manager to serve as the primary point of contact between the security company and RTV. The contract manager shall have authority to act on behalf of the security company at the work sites. The security company shall also designate an alternate to fill in during the contract manager's absence. As a minimum, these individuals shall have primary responsibility on the employee conduct and staffing considerations mentioned in paragraphs 9b and 9c below.

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.

Staffing Considerations

The security company shall deploy a well-training, organized and properly equipped security force. 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.

Staff fitness and Wellness

The security company shall ensure that its personnel are physically capable of standing watch, patrol i.e. not having consumed alcoholic beverages or other types of intoxicants within the previous twelve (12) hours, and are sufficiently rested for minimum of eight (8) hours before

each shift. The security company shall ensure that its personnel does not exceed any working shift of hours prescribed by the labor laws of Uganda. The security company will make every effort that security guards are replaced on time. RTV will not be liable for any charge for guard services where guard duty exceeds normal hours of a shift.

Refresher Training

The security company shall organize refresher training, for their guards on security matters directly related to the performance under the security company. The security company shall determine subjects and the methods of presentation, with emphasis on problem areas. RTV's Program Manager or Manager Safety and Security may identify specific areas requiring training.

Uniforms

The security company shall provide all uniform apparel and equipment to its personnel. Uniformed personnel are expected to keep a clean, neat appearance and present a professional bearing. On a duty shift, they shall be cleanly shaven and with their uniform items in good order, clean and properly pressed, with black shoes or boots properly polished. Sport or open shoes are not to be worn.

For the purposes of this Contract, uniform is defined as jacket, trousers/skirt, shirt/blouse, boots/shoes and duty belt, caps, all of which are provided by the security company on a scale of issue that will ensure all security personnel can achieve and maintain the appearance standards set by RTV. The security company's security personnel shall wear the same color and style of uniform.

The security company's female personnel may wear knee length skirts of the same material and color as the trousers of male personnel, if such clothing does not substantially interfere with their performance of duties.

- No decorations, awards or other ornaments that are not specified in the Contract or approved by RTV shall be worn or displayed on the uniform.
- All the security company's uniformed security personnel shall wear the company's identity card clearly displaying a name/rank. In case of use of nameplate, they shall be centered along the top right pocket seam of the shirt/blouse or jacket. Nameplates shall be uniform in size, material, size of letters and color. No RTV reference shall be included on the nameplates or the uniforms supplied by the security company.

Duties and responsibilities of security guards

The Service Provider's Security Guard shall perform access control functions on 24/7 basis listed but not limited to below;

- i. Control all entry /exit points and ensure adequate security of the organization's premises as per issued policies and procedures;
- ii. Ensure that all staff and visitors are properly screened and registered and when required issue with adequate building passes, (visitors, contractors etc).

- iii. Ensure that routine patrols are conducted within RTV premises and that they are properly documented.
- iv. Patrol assigned areas; maintain continual surveillance against fire, water leakage and any other action which could damage RTV premises or injure its personnel.
- v. Log all movement of equipment in/out of RTV premises.
- vi. Properly screen all items carried into the premises to prevent and deter entrance of dangerous, illegal or suspicious looking materials or items.
- vii. Investigate and report all incidents on RTV compound that involve a breach of safety, security procedures, injuries and theft.
- viii. Intervene personally to resolve any issue at the guard post or refer them immediately to the Supervisor.
- ix. Respond to staff/ visitors and telephone enquiries and provide appropriate information or suggest alternative sources of information.
- x. Provide emergency assistance and assist staff and visitors during contingencies.
- xi. Assist staff, visitors and guests on RTV premises as a courtesy and service.
- xii. Report for duty as and when necessary (on call).
- xiii. Perform other related security duties outlined in the contract as required.
- xiv. Open and close buildings, offices etc.
- xv. Check that all office machines, air conditioners, lights, etc. are turned off after working hours.

Guard Post Instructions

Post: 1. Main Gate

Duties:

- Ensure that the main and wicket gates remain closed at all times.
- Ensure that a guard identifies all duty station staff, request and check ID cards of all not known to guards entering through this gate. If RTV staff member does not have his/her ID card immediately inform Manager Health Safety and Security or HR to ascertain relevant clearance to enter.
- Vehicles:
- Under the current arrangements only RTV vehicles, RTV staff vehicles and official pre-arranged visitors' vehicles are allowed access.
- Taxis, boda bodas and "tuk tuks" are not permitted to enter the compound unless authorized by Program Managers at field level and Manager HSS at Country Office level.
- When applicable, a cursory security check is to be made of all vehicles entering the compound.
- Visitors - arrival
- Verify that the visitor has an appointment.

- If the visitor has no appointment but has the name of a staff member they wish to see, have the staff member contacted to ascertain if they will receive the visitor.
- If no appointment can be confirmed or the named staff member is not able to receive the visitor, the visitor is not to be granted access
- Once an appointment is confirmed enter the visitor's details into the visitors Register and issue a Visitors Pass in exchange for the visitor's personal ID (passport, driving license or other ID card).
- Instruct the visitor to go directly to the Reception Desk and visually ensure that the visitor does so.
- Visitors' departure should be verified all the time to ensure documentation of anything that may be collected from Office and Note the departure in the Visitors Register
- Ensure the visitor returns the Visitor Pass and return the visitors personal ID.
- Record all Removal of RTV property and all asset transfer or movement shall only be allowed to visitors or staff in possession of a fully approved Gate Pass/Waybill that has been signed by their Section / Office head and stamped and authorized line manager.
- Record all items in and out of the premises.
- Report any dispute to the Manager Health Safety and Security and if not available to the Logistics Officer.

Post: 2 Rear Gate and Foot Patrol

Duties:

- Ensure that the gate remains closed and locked at all times.
- The only vehicles authorized to enter through this gate during normal operations are the Ambulance or other authorized medical emergency vehicle, a car delivering items to a store located nearer. An exception to this rule will be given in the event of an emergency situation that requires staff evacuation, or emergency vehicle entry. The only staff authorized to give this exception are the Country Director, Program Manager or Chief Security Advisor an authorized deputy of either of these officers.
- The guard is required to patrol the external areas along the perimeter wall/fence during the course of each shift.

Post: 3 Internal Car Park and Foot Patrol

Duties:

- Ensure that staff park their vehicles in an orderly manner in the assigned parking bays.
- Ensure that staff and authorized visitors leaving their vehicles have a valid ID card.
- Except for RTV duty station staff, ensure all other RTV staff and other authorized visitors go to the reception desk for onward clearance.
- Removal of RTV property. If staff are entering their vehicles with property, you are to ensure that:
 - No person is to remove any RTV property unless they are in possession of a Gate Pass that has been signed by their Section / Office head and stamped.

- Any person attempting to remove RTV property without a pass is not to be allowed to remove the property. They are to be directed to return and obtain a gate pass. Any disputes are to be referred to Logistics or Manager Health Safety and Security.
- The guard is required to patrol the external areas along the entire perimeter of the compound and in the course of this tour the guard is to ensure that the gates leading into the office complex are closed or attended too.
- To ensure that all staff and visitors are displaying valid ID cards and to challenge any person not displaying a valid ID card.

Post: 4 Car Park

Duties:

- Ensure that staff park their vehicles in an orderly manner in the assigned parking area.
- The guard is required to be alert, observe and patrol the external car park to ensure that no unauthorized persons are in the vicinity of staff and visitor's vehicles.
- The guard will direct all visitors to the main gate.

DUTIES OF THE CONTRACTING ORGANIZATION (RTV)

RTV shall ensure a conducive environment for the security service provider to execute his work accordingly. In an effort to ensure effectiveness and efficiency in support of the security company, RTV shall:

- Ensure call for service provision deployment is done within a reasonable time to all the service provider plan accordingly, for the deployment
- Provide on time payment of Service fee as and when it falls due
- Provide all required stationary for easy execution of work
- Provide Drinking water
- Provide Tea in each shift
- RTV Security Manager shall vigilantly assess the performance of the guards on duty and give feedback to the service provider.

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 RTV.
- 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 this Contract and the resolution of which may require dissemination of official information, will be directed to the Program Manager and Manager Health Safety and Security. 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 RTV acceptance and approval of their employment.

Removal from Duty

The Safety Manager or Program Manager / In charge Office Location of RTV 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.

ORGANISATIONAL PROFILE

The organization to be selected for the service provision will have to meet the following criteria and should submit a detailed company

✓ THE COMPANY:

- The organization should be an established legal entity
- The organization must be an independent organization, i.e. not associated with individual service delivery entities included in the UNHCR system as well as any platforms, NGOs and donors supporting or otherwise involved in the same project with government systems in Uganda
- The organization must prove its ability to deploy the requisite skilled human resources.
- Proven experience in carrying out similar services.
- Must have an official license for security personnel to carry radios issued by the UCC authorities.
- Must have experience in the security industry and provide at least 3 (three) references of past and current contracts of nature similar to the services required in this project.
- Must provide a communication plan to ensure successful management of the contract.
- Must demonstrate a capability to manage their personnel on the ground at all times.
- Must demonstrate that they have an acceptable security training program and that the personnel offered received proper security training.
- Must be able to provide replacement of guards on a short notice.
- Must be properly registered in accordance with Ugandan laws and legislation.
- Must ensure that security personnel are given sufficient rest-days in accordance with the labor laws.
- Must submit proof that their security personnel has proper knowledge in the:
 - o Use and care of: fire extinguishers
- Role and function of security personnel and Patrolling procedures
- Access control procedures, Radio and Telephone procedures
- Emergency procedures (bomb threats, evacuation, fire, medical, demonstrations, unruly behavior, etc).
- Basic First Aid

- Incident reporting procedures
- Keeping proper security occurrence and incident log
- Uniform care, presentation and Personal hygiene

REQUIREMENTS

- The security company must be fully licensed and have in possession all required legal permits for provision of unarmed security services. Certified copies of these documents will be provided to RTV Uganda country office.
- All personnel to be provided by the security company for performance of work under this ToR shall be fully qualified as Security Guards, in accordance with company's articles of association and relevant state regulatory bodies.
- The security company shall also be required to provide additional security personnel on an as-and when-required basis, following a written request from the budget holders of respective locations at the rates set out in the Contract.

QUALIFICATIONS OF KEY PERSONNEL

Required Personnel:

Senior Guards (Senior patrol men) /Lead Security Guard

- Must be able to lead and performs the administrative and operational duties for all security-related functions associated with an assigned shift.
- Should show evidence of the competencies in delivering the same since may be may be responsible for one or multiple assignments including Supports and administer organizational security plans and operations reports.

Guard Experience

- All guards assigned to work at RTV post must have a minimum of one-year experience as a qualified "security guard"

Drug dependency and medication

- Both the Lead Security Officer and the Guards shall never at any time be dependent on alcohol or other drugs; if using prescribed medication, such medications must not hinder the performance of assigned guard duties.
- All personal assigned must undergo annual physical examination by a licensed physician to ascertain their health completion and ability to fulfill their expected functions.

Other important requirements of the security company personnel Qualifications

- The security company shall ensure that all its personnel employed and assigned to perform under the contract meet or exceed the following minimum criteria.
- Must be at least 20 years of age;
- Be physically able to perform all general patrol duties, functions and activities;
- Be free from all communicable diseases;
- Be well proportioned, as to height and weight;
- Be in good general health, without physical defects or abnormalities which would interfere with the performance of duties;
- Have good vision preferably without the aid of spectacles.
- Ability to hear a normal conversation at three (3) meters with both ears, without the benefit of a hearing aid. ii. The security company shall conduct pre-hire physical examinations at its own cost and expense, to ensure compliance with the above-mentioned requirements.
- All employees shall be literate in English to the extent of reading and understanding printed regulations, detailed written orders, training instructions and materials. Also, they must be capable of understanding oral English and able to communicate in the same language.
- The security company will make every effort to ensure that deployed personnel can understand very basic instructions in oral English.
- No employee shall have been terminated from any previous employment other than honorable circumstances.
- No employee shall have been convicted of any criminal offence by courts of law. vii. All employees must possess the capacity to acquire a good working knowledge in all aspects of the position requirements of the contracted security company, i.e. post orders.

Personal Appearance

- Smoking while working is not permitted.
- The security company shall ensure that all its personnel are informed of and understand the guard assignments and special instructions in line with RTV SOPs.
- Sunglasses or darkly tinted glasses shall not be worn while on duty or on RTV compound, unless deemed medically necessary by a licensed physician.
- No lettering, design or colored undergarment shall be visible through the uniform shirt.
- No visible body piercing or tattoos are permitted.

Special Requirements – Male Guards

- Male guards shall keep their beards and hair trimmed.
- A moustache, if worn by the security company's personnel, shall be short and neatly trimmed, so as not to appear bushy and may not extend over the upper lip or beyond the corners of the mouth.

Special Requirements – Female Guards

- Female guards shall keep their hair clean and neat. Styled hair can be acceptable provided if they allow proper wearing of a uniform hat.

- Female guards may wear makeup, provided that it is subdued. Hair ornaments (flowers, combs, etc.) shall not be worn in the hair.
- Small discrete earrings are permitted.
- Training Requirements
- Training of Security Personnel
- Prior to deployment, each of the security company's security personnel must complete the training programs provided by a security company and proof of training should be provided before deployment at RTV premises.

Submission Requirements

- **Technical Proposal:** A detailed description of the proposed solution, methodology, and implementation plan.
- **Commercial Proposal:** A breakdown of costs per guard and any other charge involved.
- **References:** Contact information for past and current clients to verify experiences.
- **Legal Documentation:** Proof of business registration and compliance with local laws.

