



THE KAIZEN COMPANY  
*Development Transformations*

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**Date: June 12, 2018**

**Ref.: RFP/KZN-LL/18/004**

**Subject: Request for Proposal for Security Guard Services for the Kaizen Learning Links' USAID-Funded project in Gbarnga, Bong County, Liberia**

The Kaizen Company (Kaizen) invites firms to participate in this competitive solicitation for security guard services. Kaizen reserves the right to reject any and all offers, to add, delete, or modify any element of the solicitation at any time without prior notification and without any liability or obligation of any kind. This RFP does not obligate Kaizen to enter into a contract nor does it obligate Kaizen to pay any costs incurred in the preparation of submission of any response.

#### **DESCRIPTION OF SERVICE**

The Kaizen Company (Kaizen) is seeking a qualified Security Guard Firm for the USAID-funded Learning Links project in Gbarnga, Bong County, Liberia. Kaizen is an incubator for innovative, scalable solutions that address emerging market challenges and opportunities based in Washington, DC (USA). We leverage existing knowledge, technology and new media, and local peer networks to support local reforms.

The USAID/Learning Links project aims to improve literacy and numeracy skills of girls who have left school due to pregnancy in Bong County and provide quality, accessible, and reliable education resources for out-of-school girls. In line with USAID/Liberia and USAID's global education strategy, the project will improve children and youths' literacy and numeracy skills; expand access to education in regions witnessing crisis and conflict; and foster innovation in education.

#### **Invitation for Bid Instructions**

Kaizen Company reserves the right to reject non-responsive proposals and to conduct negotiations with the successful bidder to the extent deemed necessary and appropriate, prior to final contract execution.

The successful bidder will be responsible for providing 24-hour uninterrupted Security Guard Services at:  
1. Kaizen Learning Links' Office in Brooklyn Community, Gbarnga City, Bong County, Liberia.

#### **Scope of Work – Specific Bidder Requirements**

The successful bidder will demonstrate understanding of, and compliance with, all specifications set forth in this section in the proposal.

#### **A. Guard Alertness**

Security Guard personnel on duty shall remain awake at all times and shall be alert to any unusual noises, odors or smoke, which may be indicative of a fire or some untoward incident occurring on Kaizen Learning Links' office.

### **B. Incident Reporting**

The security guard on duty shall be responsible for notifying the appropriate agency (fire, police) when an incident occurs. Additionally, the security guard will immediately notify the security supervisor and complete an incident report detailing the circumstances surrounding the incident. Incident reports will be submitted to the security supervisor with copies submitted to the Program Director. Reports shall include any actions taken regarding (1) any office found open afterhours; (2) any unusual activity; and (3) any safety-hazard discovery, and actions taken.

### **C. Hourly Rounds**

Security guards will make rounds at least once every hour. During each round, guards will check all exterior doors to assure they are locked and have not been tampered with. Office occupants are responsible for locking their office doors prior to leaving for the day.

### **D. Visitors Log**

Visitors Logs will be maintained at the security desk at the entrance of each facility. Security guards will assure that all visitors sign in and out prior to entering and before leaving the facility. Security guards shall also ensure that each visitor receives a temporary visitor's badge which must be worn by all visitors while on/in a Kaizen Learning Links' office.

### **E. End of Shift Procedures**

1. At the end of each shift, each security guard shall complete a narrative report detailing all incidents that occurred during his/her tour of duty. In the event that nothing significant occurred during the shift, the report will indicate as such.
2. At the end of each shift, before being relieved, security guards will prepare and sign all security check sheets and incident reports, brief the relieving security guards and turn over all necessary equipment to the relieving officer.

### **F. Image**

Security guards represent Kaizen to the public. It is therefore essential that they present a neat, well-groomed appearance at all times. Uniforms must be clean and pressed, shoes polished, and hair neatly groomed.

### **G. Equipment**

The following is a list of equipment used by security personnel:

1. Batons
2. Flashlight
3. Radio and/or other telecommunications device
5. Other items only if approved by the security director.

### **H. Firearms**

Firearms will not be carried by assigned security personnel at any time in the Kaizen Learning Links' office.

### **I. Use of Force**

Security guards may occasionally find it necessary to resort to the use of force in the performance of their duties. It should be clearly understood that force may be used only when all other measures have failed, and then only the minimum force necessary to accomplish the objective may be used.

**J. Labor Laws**

The security firm will respect and comply with all Government of Liberia Labor Laws, including Liberia's minimum wage law and maximum hours of work (8 hours per day and 48 hours per week).

**K. Benefits**

The security firm will provide its security personnel with basic non-wage compensation in addition to their normal wages or salaries. These basic benefits to include sick leave, annual leave, and medical coverage.

**L. Insurance**

The security firm will ensure it has liability insurance to protect its security personnel in the event of a fatality, or injury resulting from workplace conditions or practices. Learning Links will not be responsible for any injuries or fatalities as the security firm will absorb all liabilities related to their staff on Learning Links' Staff.

**M. Gender**

The security firm will ensure it applies a 10% gender quota by recruiting female security personnel.

**Contract Award Period:**

The contract to be awarded will be for the period is 1(one) year with an option of another additional one (1) year, which will be subject to favorable evaluation of vendor performance.

**REQUIRED STAFFING & WORK SCHEDULES**

**DESCRIPTION OF SERVICES:**

Contractor shall provide 24-hour/7-day per week security services at Kaizen Learning Links' office as described in the "Staffing schedule" section of the RFP, below. Contractor must provide proof of eligibility to work in Liberia (Business Registration Certificate and other necessary documents issued by the Government of Liberia).

**A. STAFFING SCHEDULE AND NUMBERS OF STAFF NEEDED (6 GUARDS)**

Contractor shall provide the following minimum on-site staff positions on the premises at Kaizen Learning Links' office throughout the terms of any subsequent executed agreement. Kaizen shall maintain the right to approve any person assigned to this contract by Contractor; and shall also have the right to demand replacement of any persons determined to be unacceptable to Kaizen Company.

**Schedule Number of Staff Hours on Duty**

Monday – Wednesday including holidays 2 per assigned shift  
Wednesday – Friday including holidays 2 per assigned shift  
Friday – Sunday including holidays 2 per assigned shift

**INDEMNIFICATION AND INSURANCE:**

Contractor shall indemnify, defend and hold Kaizen harmless from any and all liability and expense arising from claims for damages or Workers' Compensation Benefits resulting from Contractor.

**Delivery of Services**

Vendors must provide comprehensive delivery costs and staffing detailed schedule for the proposed services. The timeline should begin from full execution of the Contract.

**REQUIREMENTS**

Prospective vendors must submit the following information in the Response:

1. Be in the English language.
2. Be on the company's letterhead with the company's contact name and address.
3. **Include detailed information on the quality of services proposed.**
4. **Contain detailed costs using Table 1: Price Schedule** (include below), in USD, with any applicable charges clearly identified, provided against each of the categories of services described. Please note that Kaizen is exempted from Value Added Tax in Liberia.
5. **Include a firm timeline in calendar days** for availability of the services described in this RFP in Gbarnga, Liberia.
6. A contact name, email address, and telephone number to facilitate communication between Kaizen and the prospective vendor.
7. If a government, its agents, or agencies, have an ownership or managerial interest in the company, the prospective contractor must indicate this when submitting its offer. Failure to do so will result in the prospective vendor's offer being removed from consideration.
8. Proof of business registration
9. 3 business references

## EVALUATION

Kaizen will evaluate bids based on the following criteria:

- |   |     |
|---|-----|
| 1. Price  | 50% |
| 2. Bidder Qualifications<br>(in relation to RFP requirements) | 30% |
| 3. Prior Experience with USAID funded project                 | 20% |

### Evaluation Criteria Grading for Each Criterion:

Exceeds Expectations	4 Points
Meets Expectations	3 Points
Meets most but not All Expectations	2 Points
Does Not Meet Expectations	1 Point

## APPLICATION

Your submission must be received through email no later than 5PM Monrovia local time on June 29, 2018, sent to the attention of the following: [operations@learninglinks-liberia.com](mailto:operations@learninglinks-liberia.com)

Additional information can also be found on Kaizen's website:  
<http://www.thekaizencompany.com/opportunities/partners/>

**Email submission should have "RFP/KZN-LL/18/004" and the service provider name in the subject line.**

## SCHEDULE OF EVENTS

Release of RFP	June 15, 2018
Submission of Questions	June 22, 2018
<b>RFP Closes – Responses Due</b>	<b>June 29, 2018 by 5pm Monrovia time</b>

The schedule noted above may be changed at any time in the sole discretion of Kaizen.

## GENERAL TERMS AND CONDITIONS

1. Kaizen’s project in Liberia is funded by the United States Agency for International Development (USAID), under Source and Nationality (S/N) Geographic Code 937. For more information, please refer to (<https://www.usaid.gov/sites/default/files/documents/1876/310.pdf>). A request for waiver may apply if necessary; however, the estimated time required to obtain the SON waiver will be considered within the “Timeline” in the Evaluation Criteria. Kaizen encourage all bidders to consider products that fall under S/N Geographic Code 937 as priority whenever possible.
2. Kaizen will only consider responsive Responses from responsible vendors for award.
3. Collusion is strictly prohibited. Collusion is defined as an agreement or compact, written or oral, between two or more parties with the goal of limiting fair and open competition by deceiving, misleading, or defrauding a third party.
4. Prices quoted must be valid for sixty (60) days.
5. Unit prices are required and in the case of discrepancies between unit price and total price, the unit price will be taken as reference basis in the evaluation.

**Table 1: Price Schedule**

Participating vendors must provide the following information, per the specifications detailed above under “Description of Equipment & Services.”

ITEM NO.	ITEM DESCRIPTION & SPECIFICATIONS	QTY	SUBTOTAL (USD)
	<i>Include details about the materials</i>		
	<i>Include details about the materials</i>		
	<i>Include details about the materials</i>		
	<i>Include details about the materials</i>		
<b>Delivery Cost (If Applicable)</b>			
<b>Warranty/After-sale Service Cost (If Applicable)</b>			
<b>Applicable Taxes (Note: Kaizen is VAT Exempt)</b>			
<b>Total (USD)</b>			

REQUIRED INFORMATION	
<b>Delivery Timeline to Kaizen in Gbarnga, Liberia (Calendar Days from Contract Execution to Final Start Date)</b>	