



***Terms of Reference to Procure  
Security Service***

**April 2022**

**Jigjiga, Ethiopia**

## **1. BACKGROUND**

Shabelle Bank (SB) is a company formed as Somali Microfinance Institution, which was licensed on January 31/2011 according to NBE proclamation No. 626/2009. SMFI has undergone a relicensing process and secured bank business license on December 30/2021 named Shabelle Bank S.C from the National Bank of Ethiopia according to the proclamation number 592/2008 to provide full-fledged financial service.

The bank seeking contract a qualified, reputable and experienced security service firm that will provide the security service by undertaking tasks described in this terms of reference. The terms of reference included the details of the assessment and expected deliverables.

## **2. OBJECTIVES OF THE SERVICE**

Shabelle Bank strongly desires to outsource the security service as an alternative management system to focus on its core businesses. The objective security service is to provide 24 hours and 7days of a week security services to the Shabelle Bank head office and branches and safeguard the bank's employees. Building vehicles, its customers and other physical assets.

## **3. SCOPE OF THE SERVICE**

- Secure the bank's office buildings. Vehicles and other properties of the bank 24 hour a day and 7 days a week.
- Safeguard property, personnel of bank and its customers who are using the services of the bank report to the appropriate governmental response forces, if required.
- Endeavor to prevent the occurrence of fires, explosions, collapses, and other catastrophes and in case of happening give call to appropriate response organs.

- Respond to and investigate all alarming conditions and any other indications of suspicious activities within assigned areas.
- Make surveillance over all persons entering to the buildings of the bank.
- Register all visitors and issue visitors identification badges for Head office building
- Inspect properly packages ,brief cases and other items being brought into or being removed from the bank's premises
- Deter customer or guests from entering to office with their personal gun and receive at the gate and place them under strength custody
- Provide escort and special assistant when required by the bank

#### **4. ELIGIBILITY/QUALIFYING CRITERIA**

- Proof of evidence signed by authorized agency that the firm have not been black listed by any government or procurement regulatory authorities
- Audited financial statement for the last three years
- VAT registration certificate
- Renewed business license for the year 2014 E.C
- Certificate for satisfactory services delivery in financial institutions which is duty signed by the concerned authorized body

#### **5. FINANCIAL EVALUATION**

The financial proposal must be VAT inclusive and quoted in ETB.

#### **6. REPORTING OBLIGATION**

The selected security firm will report to the corporate services of the bank on regular bases and is expected to provide updates to the management

#### **7. DELIVERABLES**

The following shall be deliverables from the successful firm but not only limited to these;-

- Ensured physical safety of Shabelle Bank's office premises and assets
- Monitored and logged all the movement of the office property and vehicle in and out of the premises
- Ensured if any crime happened the incident reporting within a maximum of thirty minutes to the appropriate governmental response forces and assisted these forces
- In case of happening ensured the occurrence of fires explosions, collapses and other catastrophes are instantly communicate to the appropriate response agencies within ten minutes.
- Report daily any potential hazardous conditions and items in need of immediate intervention to the bank's representatives.
- Replace security guard within two hours in the absence of assigned regular security guard

## **8. SUBMISION OF PROPOSAL**

- Bidders should submit their **technical** and **financial proposal** in **separate sealed envelope** be addressed to:

Shabelle Bank S.C.  
Purchasing/Logistic Division

### **Bid for Security Guard Service**

- For further clarification bidders may call to 0915773551.  
**Monday to Saturday**, 8:30 A.M. to 5:00 P.M.  
From 09 May (Monday) until 4:00 P.M. of 16 May 2022
- Shabelle Bank has the right to reject partial or all part of the bid.
- Address: Infront of Jigjiga Electric Utility Main Office

Shabelle Bank S.C