

Request for Quotation (RFQ) ref: FD-KIGA-02113

Security Guard service

Organization: Federation Handicap International (Humanity & Inclusion), **Date of issue:** 27th October 2026, **Deadline for submission of quotations:** 10th November 2026, 17:00 Kigali time **Submission address / email:** dao@rwanda.hi.org.

1. Introduction

Federation Handicap International (operating as Humanity & Inclusion, "HI") is an international non-governmental organization working alongside people with disabilities and vulnerable populations in situations of poverty, exclusion, conflict and disaster. HI invites qualified and licensed security companies to submit a quotation for the provision of security services as described in this document.

This RFQ is issued in accordance with HI's procurement policy and principles of transparency, fair competition, ethics and value for money. HI reserves the right to accept or reject any quotation and to cancel the process at any time without any obligation or liability to bidders.

2. Scope of Services

The selected Service Provider will supply trained, uniformed and equipped security personnel and related services for organizational sites in Kigali or in other locations across the country depending on requests that will be made by the client.

2.1 Services required

- Static guarding (day and night shifts) as per the schedule in Annex A
- Access control: screening and registration of visitors, staff, vehicles and deliveries
- Patrols of the premises and perimeter, with patrol logs
- Control of goods and equipment entering and leaving the premises
- Opening and closing of premises, monitoring of alarms and CCTV were installed
- Immediate response to and reporting of incidents (theft, intrusion, fire, medical emergencies, civil unrest)
- Daily log book, incident reports within 24 hours, and a monthly summary report
- Regular Supervisory visits by the Service Provider
- Emergency / quick response support outside regular posts

2.2 Estimated staffing (indicative)

Post	Number of guards	Shift hours	Days per week
[x – day]	[1]	[06:00–18:00]	[7]
[x – night]	[1]	[18:00–06:00]	[7]

Quantities are indicative and may be adjusted by HI during the contract period.

3. Contract Duration

The contract is expected to run for [12] months from 1st January 2027 renewable subject to satisfactory performance and HI's needs.

4. Eligibility and Minimum Requirements

Bidders must:

1. Be a legally registered company in Rwanda and hold a valid license/authorization to provide private security services (Rwanda National Police / relevant authority).
2. Provide a valid RDB registration certificate, VAT certificates valid and notified tax clearance certificate (RRA), and valid and notified social security (RSSB) compliance certificate.
3. Demonstrate at least [3] years of experience providing security services, with at least [2] references from NGOs, UN agencies, embassies or comparable organizations.
4. Provide valid insurance: public/third-party liability and employer's liability, including workers' compensation for guards.
5. Confirm that all guards are vetted (police clearance / criminal record check), trained in access control, fire safety, first aid and incident reporting, and are physically fit.
6. Sign and comply with HI's Code of Conduct and policies (See attachments)
7. Submitted a copy ID/ Passport of company representative

5. Service Standards and Obligations

- Guards must be present on time, in complete uniform, and must not leave their post without relief.
- Guards must not carry firearms. Non-lethal equipment is accepted as per Rwandan regulation.
- The Service Provider replaces any absent guard immediately and any guard HI finds unsatisfactory within 48 hours of request.
- Guards must treat all staff, beneficiaries and visitors, including persons with disabilities, with respect, courtesy and dignity, and facilitate accessible entry.
- The Service Provider remains the sole employer of the guards and is fully liable for their salaries, taxes, insurance and welfare. No employment relationship is created with HI.
- The Service Provider is liable for loss or damage caused by negligence or misconduct of its personnel, within the limits agreed in the contract.
- All information obtained during the service is confidential.

6. Technical Proposal – Documents to Submit

Bidders must submit **two separate sections**: a technical offer and a financial offer.

Technical offer:

1. Company profile, registration and license documents (see Section 4)
2. Description of the proposed security set-up, staffing plan and supervision structure
3. Recruitment, vetting, training and disciplinary procedures for guards
4. Equipment and uniforms to be provided
5. Incident reporting and emergency response procedures
6. Quick response / backup arrangements and communication means
7. List of at least [3] relevant references with contact details
8. Proof of insurance coverage
9. Signed HI Code of Conduct and declaration form (attached)

Financial offer:

1. Completed price schedule (Annex A), in **Rwandan Francs (RWF)**, specifying VAT (18%) and other taxes separately
2. Price per guard per month, per post.

Quotations shall remain valid for 90 days after the submission deadline.

7. Evaluation Criteria

Quotations are evaluated in two stages.

Stage 1 – Administrative compliance (pass / fail): completeness of documents, valid license, registration and certificates, signed declarations.

Stage 2 – Technical and financial evaluation:

Criteria	Weight
Experience and references	20%
Staffing plan, vetting and training of guards	20%
Supervision, reporting and emergency response	15%
Equipment, insurance and compliance with labour law	15%
Technical total	70% (minimum 49/70 to qualify)
Financial offer (lowest compliant price gets 30 points)	30%

HI may request clarifications, conduct a site visit or reference checks, and negotiate with the best-ranked bidder. The contract will be awarded to the bidder with the best combined score.

8. Submission Instructions

- Quotations must be submitted in English or French, signed and stamped, by email to dao@rwanda.hi.org
- Late quotations will not be considered.
- Questions must be sent in writing to dao@rwanda.hi.org before the clarification deadline; answers will be shared with all bidders.

Annex A – Price Schedule (RWF)

Item	Unit	Qty	Unit price (excl. VAT)	VAT 18%	Total (incl. VAT)
Day guard	per month	1			
Night guard	per month	1			
Grand total		2			

Melanie GEISER
Country manager

