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Ministry of Water and Sanitation,
Private Bag 390,
Lilongwe 3,
Malawi

REQUEST FOR QUOTATIONS

Procurement Number: MoW/ADMIN/SS/2025/26-01

To:

Date: 13th June, 2025

The Procuring Entity named above invites you to submit your quotation for carrying out the whole of the services as described herein. Any resulting order shall be subject to the Government of Malawi General Conditions of Contract for Local Purchase Orders (available on request) except where modified by this Request for Quotations.

Section A: Quotation Requirements

1) Description of Services

PROVISION OF SECURITY SERVICES AT THE MINISTRY OF WATER AND SANITATION OFFICE PREMISES.

- 2) Services are to commence by **1 week** from the date of order.
- 3) Services are to be completed by **12 months** from the date of order.
- 4) Quotations must be valid for **30 days** from the date for receipt given below.
- 5) Quotations and supporting documents as specified in Section B must be marked with the Procurement Number given above and indicate acceptance of the stated terms and conditions.
- 6) Quotations must be received, in sealed envelopes no later than: 14:00Hrs, on 23rd June, 2025.
- 7) Quotations must be returned to:
The Chairperson, Internal Procurement and Disposal of Assets Committee, Ministry of Water and Sanitation, Private Bag 390, Lilongwe.
- 8) The attached Schedule of Rates and Prices at Section C together with any Terms of Reference or other documentation mentioned in Section C and appended, detail the services to be performed. You are requested to quote by completing Sections B and C. Quotations shall cover all costs of labour, materials, equipment, overheads, profits and all associated costs for performing the services including all taxes and duties. The total cost of performing the services shall be included in the items stated and the cost of any incidental services or materials shall be deemed to be included in the prices quoted.
- 9) Quotations that are responsive, qualified and technically compliant will be ranked according to price. Award of contract will be made to the lowest priced quotation by the issue of a Local Purchase Order.

Signed _____ Name: **Thomson Wasambo**
Title/Position: **Chief Procurement Officer**
For and on behalf of the Purchaser

Your quotation is to be returned on this Form by completing and returning Sections B and C including any other information and certification as stated within this RFQ.

Section B: Quotation Submission Sheet

- 1) Currency of Quotation: Malawi Kwacha
- 2) Services will commence withindays/weeks/months from date of Purchase Order.
- 3) Services to be completed bydays/weeks/months from date of Purchase Order
- 4) Validity period of this quotation isdays from the date for receipt of Quotations.
- 5) We enclose the following documents:
 - (i) Section C of the Request for Quotations completed and signed;
 - (ii) A copy of our Trading Licence
 - (iii) A copy of our Annual Tax Clearance Certificate (for the last financial year)
 - (iv) A list of recent Government contracts performed
 - (v) Check the evaluation criteria below.
- 6) We confirm that our quotation is subject to the terms and conditions stated in your Request for Quotations referenced above, and that any resulting contract will be subject to the Government of Malawi General Conditions of Contract for Local Purchase Orders.
- 7) We confirm that the prices quoted are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____
(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Registered _____ Address: _____

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If any additional documentation is attached to your quotation, a signature and authorisation at Section B and Section C is still required as confirmation that the terms and conditions of this RFQ prevail over any attachments. If the Quotation is not authorised in Section B and Section C, the quotation may be rejected.

SECTION C:

Schedule of Rates and Prices (to be priced by Bidder)

Quotations shall cover all costs of labour, materials, equipment, overheads, profits and all associated costs for performing the services including all taxes and duties. The total cost of performing the services shall be included in the items stated and the cost of any incidental services or materials shall be deemed to be included in the prices quoted.

Item No.	1. Description of Services (Append detailed specifications, requirements, explanations and/or Terms of Reference as necessary)	Unit of Measure	Quantity	Unit Price Kwacha	Total Price Kwacha
1	Provision of security services for Ministry of Water and Sanitation premises for 12 month (day and night)	Guard	22		
				TOTAL	
				VAT	
				GRANT TOTAL	

The following attachments are appended to clarify the Description of Services:
[List each attachment e.g. detailed schedule of services, or terms of reference]

Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____
(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

SCOPE OF SERVICES

Procurement number:

1. Background

The Ministry of Water and Sanitation seeks to engage a competent and licensed security service provider to provide 24-hour security services at various Ministry offices and facilities. The services are intended to safeguard property, personnel, equipment, and installations from theft, vandalism, unauthorized access, and other security threats.

2. Objective

To ensure continuous and effective physical security of Ministry premises, assets, and personnel through the deployment of professional security guards.

3. Scope of Work

The security firm shall provide a total of **twenty-two (22)** qualified and trained security guards, distributed across the following locations:

Location	Number of Guards	Remarks
Tikwere	4	Day and night coverage
Regional Offices	4	Day and night coverage
Likuni	3	Day and night coverage
Laboratory Offices	3	Day and night coverage
Manobec Offices (Area 4)	4	Day and night coverage
New Manobec Building	4	Day and night coverage
Total	22	

4. Requirements for Guards

Each guard provided must:

- Be physically fit and mentally sound.
- Have no criminal record (to be vetted and verified).
- Be trained in basic security and emergency response.
- Be able to communicate effectively in English and/or Chichewa.
- Maintain a neat and professional appearance at all times.
- Guards must display discipline, courtesy, and alertness at all times.
- Misconduct or unprofessional behavior will be penalised.

STATEMENT OF REQUIREMENTS (TECHNICAL SPECIFICATIONS) AND COMPLIANCE SHEET

Procurement Reference Number:

Column b states the minimum requirement of the service(s) to be provided. Column c indicates whether the requirement is a “Mandatory” by use of the letter “M”. Any requirement without an “M” in column c is considered non-mandatory and subject to a reasonable variation in specification or performance to be assessed during evaluation in accordance with Section 3.

The Bidder is to complete column d and to state whether the offered service(s) “comply” or do “not comply” giving details of the areas of non-compliance.

Item No.	Technical Specification of items required including applicable standards	Mandatory	Compliance to Requirements
<i>a</i>	<i>b</i>	<i>c</i>	<i>d</i>
1	Deploy security guards in accordance with the above schedule on a 24-hour basis (day and night shifts).	M	
2	Ensure that all guards are properly trained, uniformed, and equipped with basic security tools (e.g., batons, whistles, flashlights, communication devices and an Identity Card).	M	
3	Maintain discipline, professionalism, and integrity among all deployed guards.	M	
4	Maintain an incident reporting mechanism and logbook at each site.	M	
5	Conduct regular supervisory checks and provide monthly performance reports to the Ministry.	M	
6	Respond promptly to any emergencies, including theft, fire, or unauthorised access.	M	
7	Maintain confidentiality of any information accessed during the provision of services.	M	
8	Screening and Verification: Ensures security guards are properly screened and approved/vetted by the police.	M	
9	Wages and Labour Conditions The Service provider shall comply with the Employment Act and Minimum Wages Order of Malawi. Evidence of compliance (e.g., payroll, NAPSA contributions) may be requested quarterly.	M	
10	Supervision and Reporting	M	

Item No.	Technical Specification of items required including applicable standards	Mandator y	Compliance to Requirements
	The Service Provider must appoint a Supervisor or Team Leader for each site. Daily occurrence logs must be maintained and reviewed weekly by the Procuring Entity.		
11	Performance scores will be compiled in a quarterly report. A score below 75% in two consecutive quarters may result in contract review, suspension, or termination. Performance will be evaluated quarterly against key indicators including response time, guard attendance, and incident handling. Repeated underperformance may lead to contract termination.	M	
12	Absenteeism will result in deductions from the service provider's payment.	M	

Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____
(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

EVALUATION CRITERIA

1. Preliminary Examination (Mandatory Requirements)

Bidders must submit the following mandatory documents. **Failure to submit any of these will lead to automatic disqualification.**

No.	Requirement
1.	Valid Business Registration Certificate
2.	Valid Tax Clearance Certificate (MRA)
3.	Valid PPDA Registration Certificate
4.	Evidence of compliance with National Pension Scheme (NAPSA)
5.	Signed Bid Form and Price Schedule
6.	Bid Securing Declaration, as specified
7.	Declaration of not being blacklisted or involved in fraudulent practices

2. Technical Evaluation (Pass Mark: 70%)

Only bidders who pass the preliminary stage will proceed to technical evaluation. Marks will be awarded based on the following criteria:

CRITERION	TYPE OF EVIDENCE	CLARIFICATION AND ACCEPTABLE FORMATS
A. Company Experience (20 Marks)	1. Company profile 2. Certificate of registration or incorporation 3. List of past contracts (with dates and clients)	- The experience should relate to security services only . - Contracts listed should have corresponding client contact details for verification.
B. Relevant Security Assignments (10 Marks)	1. Copies of signed security contracts with clients 2. Matching payment vouchers or invoices for those contracts	- The contracts must clearly indicate client name, duration, location, and scope of work . - Payment evidence must relate to the same contracts listed. Vouchers should show institutional or government payers , not just private receipts.
C. Personnel Qualifications (10 Marks)	1. CVs of at least 3 key personnel. 2. Copies of training certificates. 3. Letters of appointment or experience reference letters.	- Personnel must include Supervisor, Operations/Field Manager , and one other key role. - CVs must include employment history and training history specific to security work. - References must come from past employers or clients .
D. Equipment and Logistics (10 Marks)	1. Inventory list of available security equipment. 2. Photos of uniforms, radios, torches, logbooks, etc.	- The list should be site-specific (e.g. 10 radios for Site A, 5 for Site B). - Photos must show actual equipment , not stock images.

	3. Ownership/lease documentation (optional)	- Branding should reflect the bidder's company if available.
E. Training and Welfare of Guards (5 Marks)	1. Annual training schedule or plan 2. Reports of previous training conducted (e.g. attendance sheets, agendas) 3. Staff welfare policy document	- The training plan should include topics, dates, duration, and responsible trainers. - Welfare policies should cover leave, health support, grievance handling, etc.
F. Health, Safety, and Insurance Coverage (5 Marks)	1. Valid Worker's Compensation policy 2. Public liability insurance 3. Occupational Health & Safety (OHS) policy/manual	- Insurance certificates must be active and valid at the time of submission. - OHS policy should detail risk mitigation, incident response, PPE provision, and staff rotation.
G. Methodology and Work Plan (10 Marks)	1. Security deployment strategy by location/shift 2. Supervision structure (with organogram if possible) 3. Reporting and incident response flowchart	- Deployment plan must indicate number of guards per site, shifts, and rotation strategy. - The reporting system should include daily logs, incident escalation, and client communication plans.
Compliance with Technical terms (30 Marks)	Bidders are to fill the columns in agreement with requirements. Failure shall mean non-compliance hence disqualification	Any requirement without an "M" in column c is considered non-mandatory and subject to a reasonable variation in specification or performance to be assessed during evaluation in accordance with Section 3.

• 3. Financial Evaluation

Bidders who score **70% and above** in technical evaluation will proceed to financial evaluation.

Criterion	Type of Evidence	Clarification and Acceptable Formats
1. Price Competitiveness (40 Marks)	1. Completed and signed Price Schedule in Malawian Kwacha (MWK)	- Price schedule must be filled in fully as per the bidding document's format. - The grand total must be clear and match the detailed breakdown. - No optional or hidden charges should be listed separately unless requested.
2. Completeness and Cost Breakdown (20 Marks)	1. Detailed breakdown of all cost components: - Wages & benefits - Equipment	- Each cost component should be separately itemized with quantities, units, and unit costs. - Bid must cover the entire scope of

Criterion	Type of Evidence	Clarification and Acceptable Formats
	<ul style="list-style-type: none"> - Admin & logistics - Insurance - Profit & overhead - Taxes (VAT) 	<p>work for the duration of the contract.</p> <ul style="list-style-type: none"> - If the breakdown is unclear or totals are missing, points may be deducted.
3. Safety Gear and PPE Costing (20 Marks)	<p>1. Dedicated section or line items showing costs for:</p> <ul style="list-style-type: none"> - Uniforms - Boots - Raincoats - Torches - Radios - ID badges - Replacement cycles 	<ul style="list-style-type: none"> - Bidders must clearly show costs per item per guard. - Must demonstrate that each guard will be properly equipped at all times. - Generic or lump sum PPE figures without itemization may lead to loss of points.
4. Price Realism and Sustainability (10 Marks)	<p>1. Consistent wage calculations aligned with Malawi's minimum wage laws and standard market rates</p>	<ul style="list-style-type: none"> - Bidders should ensure wages reflect current Employment Act requirements. - Unrealistic underpricing (e.g., below legal wages or zero profit margin) may be deemed unsustainable and scored lower. - Comparative market justification (optional but beneficial) can support price credibility.
5. Responsiveness and Accuracy (10 Marks)	<p>1. Price schedule signed by authorized officer</p> <p>2. No calculation or summation errors</p>	<ul style="list-style-type: none"> - The financial proposal must be typed, complete, and signed. - Any errors in summation or mismatch between unit and total price may affect scoring. - Unsigned or undated financial proposals are non-responsive.

2. ★ General Notes:

- All prices must be **exclusive of all applicable taxes and duties**.
- **Bidders must not submit alternative pricing formats** unless specifically requested.
- If a price is abnormally low or high, the bidder may be asked to **justify the pricing in writing**.