

TERMS OF REFERENCE FOR HIRING A PRIVATE SECURITY COMPANY FOR SECURITY SERVICES TO RALGA

a) Introduction

Rwanda Association of Local Government Authorities (RALGA) is a membership organization established in 2002 by the Districts and City of Kigali to enable them to fulfil the responsibilities entrusted to them under the decentralization policy adopted in 2000. Its vision is to have efficient local government entities where people and stakeholders are involved in the development, and its objective is to assist local government entities in achieving their mission, complying with principles of good governance and decentralization.

RALGA is looking for security services for its premises located at Masaka, Kicukiro District, for one year, renewable after successful evaluation.

b) General requirements

- 1) Security services shall be performed on 7 days per week, 24-hour basis at the RALGA Office;
- 2) Security services shall have a metal detector, a searcher mirror for vehicles, and two guards during day and night at the RALGA Office;
- 3) Security officers shall have the following shifts: Two (2) officers from 0600 hrs. to 1800 hrs. and two (2) officers from 1800 hrs. to 0600 hrs.
- 4) The officers shall be properly trained and licensed, in compliance with the Rwanda law governing private security companies, including but not limited to carrying firearms.
- 5) The officers shall be uniformed and wear appropriate identification badges. The names of the guards shall be given to RALGA for verification purposes well in advance of assignment to perform services under the contract.
- 6) At least one of the security officers on the day shift must speak English. The security service shall include control of entries and exits, body search and ID card check/verification of the visitors, and overall security of the building with its entire premises;
- 7) The guards must be covered with insurance provided by the employer, including security risk insurance.

c) Description of the premises and responsibilities of the security officers

Main entrance gate:

- 1) This is the entrance where people enter and exit, visitors are searched, and ID cards are checked.
- 2) The security service shall include control of entries and exits, body search and ID card check/verification of the visitors, and securing the building and overall security of the building with its entire premises.

Watch and Control Duty:

- 3) This is the security service, including watching at the place of assignment and control duty to prevent parking of outsider cars and placement of foreign objects in the parking area and in front of the building.

Reception Duty:

- 4) Assisting visitors upon their arrival at the building in an effective, kind, and professional manner to register their names and direct them to the relevant departments.
- 5) Security Officers shall perform their duties around the building, in front of the building, at the parking area, and in other places within the boundaries of RALGA's Office premises.
- 6) All visitors coming to the building and wishing to pay a visit shall, irrespective of their identity, be visually searched thoroughly without letting him/her notice it as if he/she was a suspect;
- 7) Security officers shall immediately get acquainted with the staff working at the building, and other people shall be regarded as customers and visitors.
- 8) Security officers shall be provided with the list of names of the staff and their car plate numbers so that they can control the entries to the building and those to the parking lot accordingly.
- 9) Security officers shall not be overly familiar and act informally with the staff, customers, and visitors for any reason whatsoever;
- 10) Entries and exits after normal working hours by the staff shall be recorded in the register by time and shall be notified of the same the next morning.
- 11) In case of emergency (fire, theft, sabotage, attack, bombing alert, flood, etc.), security officers shall first attend to the case, ensure the maintenance of proof and evidence of the crime, and shall immediately notify the responsible person.
- 12) Security officers shall not allow any unauthorized parking in front of the office building.
- 13) Security officers shall ensure that all the security and fire alarm equipment works properly, and in case of any detection of malfunctioning, a report should be made and forwarded to the RALGA Secretary General.

d) Responsibilities of the Contractor

- 1) The Contractor shall be fully responsible for all work and services performed by its security guards, and shall, for this purpose, employ qualified, competent, and well-trained guards to perform the services under the Contract;
- 2) The Contractor shall take all reasonable measures to ensure that the Contractor's personnel conform to the highest standards of moral and ethical conduct;
- 3) RALGA may, at any time, request in writing the withdrawal or replacement of any personnel of the Contractor assigned to perform work or services under this Contract;
- 4) The Contractor shall, at its own cost and expense, withdraw or replace such personnel forthwith.

Content of the quotation

The quotation should reflect the following:

- 1) Your agreement with the above set conditions;
- 2) Price in Francs (with & without VAT) per month of service of your company;
- 3) Information on your company (date of operation, licenses, list of at least 3-5 main clients (references may be requested later on), information on your company central office, the monthly salary for your guards, total number of staff, possibility for quick support from your company central office on a when-needed emergency basis);
- 4) Other information deemed important.

e) Administration requirements

- 1) Bid submission letter;
- 2) Copy of RDB certificate;
- 3) Copy of RNP operating license;
- 4) Be able to present the recommendations from your 3 previous contracts issued by recognised institutions,
- 5) Valid RSSB certificate
- 6) Valid tax clearance certificate from RRA

The deadline for submission is 16 March 2026 at 3:00 p.m. at the RALGA office in Masaka, Kicukiro District, and the opening of the bids shall take place the same day at 3:30 p.m.

For any additional information, send an email to info@ralga.rw.

Done at Kigali, on 6 February 2026


Valens UWINEZA
Secretary-General

