



**CAPL/SS/012026
SOLICITATION DOCUMENT**

REQUEST FOR QUOTATIONS

**TENDER FOR THE PROVISION OF SECURITY SERVICES AT CHITAMBO AGRO
PROCESSING LIMITED ON A TWO YEARS CONTRACT**



Issuance date: 9.01.26

**5KM from Mukando Turn Off, along Mansa Road
CHITAMBO DISTRICT**

Closing Date: 16th JANUARY, 2026

1.0 Introduction

This Request for Quotation ("RFQ") is issued with a view of engaging a security firm for the provision of security services for:

LOT	DESCRIPTION	LOCATION
1	Chitambo Agro Processing Limited	Chitambo District

The Chitambo Agro Processing Limited intends to procure security services that will enhance the security, image, integrity and safety at these properties and seeks to engage a security firm that will provide well trained personnel and systems that will ensure that the sites are well guarded against theft and trespassers.

Interested parties are invited to provide information on their ability to fulfill the requirements set out in this RFQ.

2.0 Background

Chitambo Agro Processing Limited is located in Chitambo District along Mansa Road, the property comprises of the main plant, with three (3) production lines, an office block, a water reservoir and water purification system, a Boiler, Generator, Kitchen, Stores/Warehouse, Ablution blocks, the offloading bay and a Weighbridge.

In view of the above, we would like to engage a security firm for the property.

3.1 Eligibility Criteria

The security firm shall submit:

- Signed Quotation
- Copy of a valid ZRA Tax Clearance Certificate
- Certificate of Incorporation

K100,000.00 minimum amount of liquid assets/credit facilities net of other contractual commitments

Key professional staff qualifications, experience and competence for the project.

- > **Contract Manager** Must have a diploma in any field (Certificate and CVS must be attached as proof. Failure to attach the Certificates and CVs will render the bid to be non-responsive)
- > **Human Resource Manager** (Must have a diploma in Human Resource Management or equivalent with 3 years' experience in Human Resource Management. (Certificate and CVS must be attached as proof. Failure to attach the Certificates and CVs will render the bid to be non-responsive)
- > **Finance and Administration Manager** (Must have a certificate in Accounting or Business Administration or equivalent with 3 years' experience). Certificate and CVS must be attached as proof. Failure to attach the Certificates and CVs will render the bid to be non-responsive
- > **Site Guards** (Must have grade 12 GCE Certificate or equivalent, able to read, write and speak English, with no criminal record) Certificate must be attached as proof. Failure to attach the Certificates will render the bid to be non-responsive
- > **Armed Security Guards**
Must provide one (1) armed guard per day and night

5.2.4 Commercial Evaluation

	Guards appearance to be neat, well organized, uniformed and distinguishable in a crowd.	Conduct daily patrols and drill before deployments to inspect guard's turnout.
	Guards having well developed linguistic skills and able to fluently communicate in English and at least two predominant local languages must be provided.	Conduct Continuous on-site training and mini lectures to keep the guards in shape with changing security requirements and strategies.
	The Security risk on relevant property must be assessed immediately after the contract is signed and develop remedial measures.	The action plan must be presented to client within two months implementing the contract.
2. Supervision	Other Contractors and/or the employees of the client may be working on sites and the service provider may in such cases will be required to work in close co-operation with them.	Conduct regular site visits to ensure compliance to SLA.
	All work must at all times be supervised and managed by a responsible supervisor and hold regular meeting with the client for security evaluations and performance assessments.	All meeting must have minutes.
3. Administration	All invoices must be received from the service provider by 25 th of each month.	Continued random beat inspections/audits to be conducted.
	Appropriate record keeping by the service provider is required.	
	Theft by security personnel of a contracted firm could lead to Contract termination.	
	Absenteeism of security personnel that is not reported by hired security firm shall result in credit penalty of double the shifts personnel is	

- Reference letters from clients with contact numbers, at least three (3)
- Must have at least two (2) years continuous business operation with experience in the provision of security services
- Written power of attorney or Letter of authorization for the signatory to the Bid. The full name and specimen signature of the appointed person committing the bid must be provided.
- Ninety (90) days bid validity.

4.0 Details for Submission

The bids (in **one document**) should be delivered to Chitambo agro Processing Limited, Along Mansa Road or emailed to Christine.Mwenge@cap.co.zm before 16th January, 2026 at 17:00hrs.

Primary Contact

Miss Mwenge Christine
Procurement Officer
Mobile: +260 979 686535
E-mail: Christine.Mwenge@cap.co.zm

CC

Norris kabuka
Human Resource and Administration Officer
Mobile: +260 979308187
E-mail: Norris.Kabuka@cap.co.zm

5.0 REQUIREMENTS

5.1 OBJECTIVE

5.1.1 Chitambo Agro Processing Limited would like to engage a security firm for the provision of security services on a two-years contract.

5.2 EVALUATION

The offers shall be appraised and evaluated in accordance with the following requirements:

5.2.1 Preliminary Requirements:

- Must have atleast two (2) years continuous business operations in the provision of security services
- Copy of a valid ZRA Tax Clearance Certificate
- Company profile
- Signed Quotation
- Copy of a valid ZRA Tax Clearance Certificate
- Certificate of Incorporation
- Company Profile
- Reference letters from clients with contact numbers, at least three (3)
- Written power of attorney or Letter of authorization for the signatory to the Bid. The full name and specimen signature of the appointed person committing the bid must be provided.
- Ninety (90) days bid validity.
- Gun Competency

5.2.2 Technical Evaluation

Relevant specific experience of the firm related to a similar assignment

(a minimum of 2 years' experience in security services provision in Zambia and at least 3 reputable clients) Attach reference on clients headed paper

Bidder should provide details of Services under way or contractually committed, and names and address of clients who may be contacted for further information on those contracts

Minimum annual volume of services of not less than K150,000.00 in the last two years. (2022-2024).

K100,000.00 minimum amount of liquid assets/credit facilities net of other contractual commitments

- The bidder(s) should quote for three (3x) day guards and four (4x) night guards and one (1) supervisor
- The bidder(s) should quote for Armed Guards
- The bidder(s) should quote for radios
- The Bidder(s) should clearly show the price before and after VAT
- The Price should be quoted in Zambian Kwacha (ZMW)

5.3 SCOPE OF WORKS

Security services will be required at the following sites with the number of guards as indicated:

Schedule of Requirements
Provide well trained personnel during the tenure of the contract that shall patrol and safeguard the premises and all property on the property
Monitor and inspect buildings, equipment, and access points, permitting entry
Patrol and perform security checks around the premises
Prevent losses and damage by reporting irregularities; restraining trespassers; answer alarms and investigate disturbances
Verify that all doors and windows are locked for the buildings when site is closed
Ensure that unauthorized vehicles are not parked within the premises
Maintain a well updated security logbook
Monitor and authorize entrance and departure of visitors and other persons to guard against theft and maintain security of premises
Call police or fire departments in case of emergencies such as fire or presence of unauthorized persons
Warn persons of rule infractions or violations from premises; the approach to security control measures should be in line with established security regulations
To conduct regular day and night shift supervisory patrols which should be clearly recorded in the logbook
The supervisor is expected to interact with the Company's management on the conduct of these supervisory patrols
The service provider will ensure that only persons meeting a legal age are employed and that these will not be allowed to smoke, use alcohol and other abuse of substances
The service provider shall provide required equipment to its members of staff to facilitate the delivery of security services (PPE, radios, short button, handcuffs)
The Company's requirements stated above may be reviewed from time to time as the need may arise to ensure the safety of the company's premises and property

The Schedule below highlights the service level. Bidders are expected to comply with the requirements listed below by indicating "YES" or "NO".

DESCRIPTION OF SERVICE	SERVICE LEVEL REQUIRED	ACTION LEVELS	COMPLIANT YES/NO
1. Manage all issues and items related to Security Matters.	Ensure total prevention of losses of company assets through thefts and damages. Immediate and appropriate reaction is required in respect of all incidents to remedy the problem.	Report all incidents in writing within 24 hours of occurrence to the client or 24 hours after the Service provider has been informed.	
	At least three random but inspections must be made each month on security personnel outside of normal working hours. Written proof of such inspections to be provided to the client.	Problems discovered on inspections must be reported and discussed with the client. Monthly crime reports on sites to be submitted immediately after month end.	
	Guards must be professional, Sober and Courteous towards the public and clients.	Conduct quarterly survey on guard's code of conduct and results to be presented and discussed with client.	

	of shifts reported as credit.		
	Credit notes shall be issued by security firm on all stolen items each month or the security firm shall replace the stolen items in line with our specifications within 14 days of occurrence whichever option is deemed appropriate for each incident.		
4. Security Logistics	All security incidents involving thefts and damages to company properties on guarded locations shall be reported to Zambia Police by the contracted security firm in charge of locations within 24 hours from time of occurrence.	The contracted security firm will upon discovery of all incidents will act as follows: Report incidents on behalf of Employer to Zambia Police in Liaison with Employer and Employer's staff in the area of jurisdiction. Provide transport to the Police for scene visit and provide occurrence book (OR) numbers details to Employer's Security.	
		Make follow ups with the Police to establish progress made on the investigations and update Contractor's security accordingly.	

5.4 Bid Document Composition:

The Bid Document shall, at minimum, contain the following information:

- Bidder's complete profile, contact details and other relevant information including:
- Demonstration of the Bidder's capability and experience to effectively undertake the Assignment in accordance with the TORs; and
- Staff details proposed to be deployed for the Assignment along with their relevant qualifications

5.5 Qualifying Requirements for Bid:

- Must have atleast two (2) years continuous business operations in the provision of security services
- Copy of a valid ZRA Tax Clearance Certificate
- Company profile
- Signed Quotation
- Copy of a valid ZRA Tax Clearance Certificate
- Certificate of Incorporation
- Company Profile
- Reference letters from clients with contact numbers, at least three (3)
- Written power of attorney or Letter of authorization for the signatory to the Bid. The full name and specimen signature of the appointed person committing the bid must be provided.
- Ninety (90) days bid validity.
- Gun Competency

Christine Mwenge
Procurement Officer
Call: 0979686535
Chitambo Agro Processing Limited