

BID NUMBER: SACU/016/2026/PB

**Provision of Security Services for the
SACU HQ Building (ERF 182) and two SACU Residences (11A Promenaden
Road & 44 Akwamaryn Street, Eros)**

CLOSING DATE: 31 OCTOBER 2025 AT 17h00

POSTAL & PHYSICAL ADDRESS FOR BID SUBMISSION

**Southern African Customs Union (SACU) - Secretariat
Private Bag 13285
Corner Julius K. Nyerere and Sir Seretse Khama Street
Windhoek, Namibia, 9000**

COMMERCIAL ENQUIRIES

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TECHNICAL ENQUIRIES

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Submit one (1) Electronic Bid to: procurement@sacu.int

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1. INTRODUCTION / BACKGROUND

- 1.1 The Southern African Customs Union (SACU) consists of five Member States, namely Botswana, Eswatini, Lesotho, Namibia and South Africa. The SACU Secretariat was established in 2004 to administer and coordinate the activities of SACU institutions. More information is available on SACU's website (<http://www.sacu.int>).
- 1.2 SACU has its Headquarters Building, in Windhoek, located at the corner of Julius Nyerere (former Lazarett) and Sir Seretse Khama Street (ERF 182).
- 1.3 In addition, SACU has one Official Residence for the Executive Secretary located at 11A Promenaden Road, Eros and another residence for the Deputy Executive Secretary located at 44 Akwamaryn Street, Eros.

2. PURPOSE AND OBJECTIVES OF THE DELIVERABLES

- 2.1 SACU wishes to appoint a professional, capable and suitably experienced Namibian registered company to provide physical security services at the above properties, for a period of two (3) years.
- 2.2 The successful bidder shall protect people, vehicles, assets and property on SACU's premises against theft, vandalism, injury or death, or any threats.

3. SCOPE OF WORKS

- 3.1 The successful bidder shall provide security services at the SACU Headquarters Building and at the residences.
- 3.2 The successful bidder must provide qualified and experienced supervisors and security personnel to implement all required security activities;
- 3.3 The successful bidder shall adhere to the signed Guard Orders for managing and providing security services to SACU Headquarters Building and residences.
- 3.4 The successful bidder shall provide security services, 24 hours a day for 365 days of the year.
- 3.5 The security personnel deployed to SACU's premises:
 - (a) Must keep their working areas clean, hygienic and neat;
 - (b) Must at all times endeavour to present and promote a friendly and courteous attitude towards visitors and staff;

- (c) Must be in a clean uniform with a name tag while on duty;
- (d) Must at least have Grade 12 education and be able to read and write in English;
- (e) Must be physically healthy and medically fit for the execution of their duties;
- (f) Must have no criminal record; and
- (g) Must not be younger than 18 years of age.

- 3.6 The security services shall be provided in a manner that does not unnecessarily disrupt SACU's operations.
- 3.7 Prior to the commencement of the services, the successful bidder will be expected to provide a list of the security personnel that will be allocated to SACU, as well as copies of their identity documents and valid police clearance certificates.
- 3.8 The successful bidder must be insured against theft and damage that may be caused by their security personnel, or injury that may result to security personnel during the execution of their duties.

4. DELIVERABLES

- 4.1 The successful bidder will be expected to adhere to the following requirements:

Location	Requirements	Working Shifts
Headquarters Building - Reception	1 Guard (Day - Site Supervisor)	Day Shift Only Monday to Friday 07h30 - 17h30
Headquarters Building - Premises (Pedestrian entrance)	1 Guard	Day Shift Only Monday to Friday 07h30 - 17h30
Headquarters Building - Premises (Vehicle entrance)	2 Guards	Day & Night Shifts Monday to Sunday 00h00 - 23h59
Official Residence of the Executive Secretary	1 Guard (Day Shift) 1 Guards (Night Shift)	Day Night Shifts Monday to Sunday 00h00 - 23h59

Location	Requirements	Working Shifts
Residence of the Deputy Executive Secretary	1 Guard (Day Shift) 1 Guard (Night Shift)	Day Night Shifts Monday to Sunday 00h00 - 23h59

4.2 The security personnel posted at Headquarters Building and Residences will be required to:

- (a) Confirm that all visitors have an appointment before granting entrance into the properties;
- (b) Ensure that they receive the list with the names of the vendors/contractors coming to the residences in advance;
- (c) Ensure that they are vigilant at all times.
- (d) Escort and direct visitors when on the properties;
- (e) Ensure that all vendors or contractors working in the SACU premises are accompanied by a security guard at all times;
- (f) Inspect the premises and buildings after working hours and every other hour outside of regular working hours.
- (g) Ensure that all entry points are closed and locked, electricity is switched off, no water leakage.
- (h) Ensure that no guards are stationed for duty for more than 12 hours out of a 24-hour period;
- (i) Control the movement of people in/out of the premises;
- (j) Control the movement of vehicles in/out of the premises;
- (k) Patrol the entire premises;
- (l) Follow instructions, communicate effectively, be reliable and dependable;
- (m) Maintain registers of vehicles and visitors entering the premises;
- (n) Maintain a security incident/occurrence logbook; and
- (o) Report security related matters to designated SACU staff.

4.3 The successful bidder will be expected to provide a detailed schedule of the security services that will be provided to SACU.

4.4 The

successful bidder must provide a written contingency plan that outlines how the security services will not be disrupted in the event of unforeseen circumstances.

5. SECURITY EQUIPMENT AND UTILITIES

5.1 The successful bidder must ensure that all security personnel have the following equipment and utilities during the execution of their duties:

- (a) Two-Way Radios with Chargers;
- (b) Batons and Mace (Pepper Spray);
- (c) Handcuffs;
- (d) Torches;
- (e) Pens;
- (f) Visitors and Vehicles Registers; and
- (g) Incident/Occurrence Logbook.

6. GUARD HOUSE FACILITIES

6.1 The Secretariat will provide a guardhouse with the following facilities for the security personnel on its premises:

- (a) Water and Electricity;
- (b) Lavatory;
- (c) Chairs and tables; and
- (d) Dustbins.

6.2 All other equipment and supplies required by the security personnel to execute their duties must be provided by the successful bidder.

6.3 SACU accepts no liability for any loss, theft or damage to the equipment or supplies provided by the successful bidder.

7. EXPERTISE REQUIRED

7.1 The prospective bidders must:

- (a) Be registered as a security company;
- (b) Possess at least ten (10) years' experience in the provision of physical security services at Embassies, Consulates or similar Diplomatic Missions and Official Residences;
- (c) Have a Business Continuity Plan/ Contingency Plan model; and
- (d) Have security personnel who are trained and experienced with providing security services to Embassies, Consulates or similar Diplomatic Missions and Official Residences.

8. SUBMISSION OF BID PROPOSALS

- 8.1 All bidding proposals must be submitted electronically to: procurement@sacu.int
- 8.2 All bidding proposals must be submitted electronically to: procurement@sacu.int. One (1) set of the Technical and Financial proposal must be attached to the email submission in PDF format.
- 8.3 The deadline for submission of bids is 17h00pm, Namibian time, on 31 October 2025.

~~9.~~ BID FORMAT: TECHNICAL AND FINANCIAL PROPOSAL

- 9.1 The Technical Proposal should be arranged and referenced in a format as per the following categories:
 - (a) Title (Cover) Page;
 - (b) Letter of Introduction (See Appendix A);
 - (c) Compliance Documents (e.g., Good Standing Certificate, Registration, etc);
 - (d) Audited Annual Financial Statements, where applicable;
 - (e) Legal agreement for partnerships, consortiums and joint ventures, where applicable; and
 - (f) Profile of bidder;
 - (g) Technical Proposal for the assignment; and
 - (h) References of similar work previously undertaken.

9.2 The

Financial Proposal should contain all costs and must be quoted in **South African Rands (ZAR)**. The schedule must take the following format:

- (a) The total cost of the proposal;
- (b) A full breakdown of the cost/price and any assumptions made, where necessary;
- (c) An itemised breakdown of the cost of any options being proposed beyond that specified Request for Bid;
- (d) The applicable rate of VAT in respect of each product and service being proposed;
- (e) Details of any other costs or reimbursables, taxes or duties which may be incurred; and
- (f) Confirmation that the Financial Proposal remains valid for 90 (ninety) days from the Bid Closing date.

10. EVALUATION OF BIDS

10.1 The evaluation of the bidding proposal shall comprise three sequential parts where the following specific criteria must be met:

- (a) Eligibility - all the required documents, as listed in Section 9.2 below must be submitted. This will ensure a consistent standard and comparable basis for evaluation;
- (b) Qualification - the compliance documents are assessed to ensure that the bidder is legally registered within one of the SACU Member States, majority owned by SACU citizens, compliant with the relevant regulatory authorities, free of any conflict of interest, financially stable and adequately capacitated to undertake the assignment; and
- (c) Award - the technical aspects of the bid demonstrate an understanding of the scope of works and the proposed resources have the necessary technical specifications or skills and competence to deliver the work on time. In this regard, the bidder's profile and reputation, as well as similar work previously undertaken, will be considered. The latter will be verified through references.

10.2 Eligibility Criteria

- (a) The Technical and Financial Proposals should be submitted digitally as an email attachment or a link to a cloud storage or file-sharing service, in PDF format (or as a zip archive containing the PDF file).
- (b) The Technical Proposal should contain a:
 - (i) Title (Cover) Page listing the Bid Number, Bid Description, Bid Closing Date, Bidding Organisation Name, Postal Address, Physical Address, Telephone No., Fax No., Mobile No., Email Address, Website and Full Names of two Contact Persons;
 - (ii) One page Letter of Introduction that identifies the bidder with a corporate letterhead. This Letter of Introduction (See Appendix A) should also contain:
 - aa. A signature by the person(s) authorised to bind the organisation to statements made in the proposal;
 - bb. Confirmation of the name of the bidder and acceptance by the bidder and any third parties of the conditions of the Request for Bid;
 - cc. Written declaration that the bidder's current or past corporate or other interests does not give rise to a conflict of interest in connection with this Request for Bid;
 - dd. Full Contact Details of any third-party involved in the proposal; and
 - ee. Description of the role or element of proposal to be fulfilled by any third-party;
 - (iii) Profile of the bidder or consortium;
 - (iv) Certified copy of the Certificate of Registration or Incorporation with the relevant national authorities;
 - (v) Certified copy of identity cards/documents or passports showing that the majority owner(s) or shareholders of the organisation or consortium are citizens of a SACU Member State. If the shareholder is not a natural person, then an official letter from the external auditors or duly appointed company secretary confirming that the ultimate holding company is majority (51%) owned by SACU citizens;
 - (vi) Certified copy of a current Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, or exemption thereof;

- (vii) Certified copy of a current Good Standing Certificate with Social Security (Namibia), registration with Unemployment Insurance (South Africa only), where applicable, or exemption thereof;
- (viii) Certified copy of the latest audited Annual Financial Statements in the case of private or public companies, or for close corporations the latest Annual Financial Statements. In either case, the reporting date is within 20 months from the Bid Closing Date. The audit report on the Annual Financial Statements should be issued by a current member of the applicable regulatory authority in any SACU Member State and quote the membership number. For close corporations, the latest Annual Financial Statements should be submitted and prepared by a current member of the applicable regulatory authority in any SACU Member State and quote the membership number;
- (ix) Certified copy of a legal agreement for partnerships, consortiums and joint ventures, where applicable; and
- (c) In the case of partnerships, consortiums and joint ventures, all documents required in Section 9.2 above, for each party in the arrangement and legal entities, must be submitted.
- (d) The Technical Proposal should provide a schedule of:
 - (i) Three (3) or more clients (contact names, physical addresses and telephone numbers) who may be contacted for references in connection with the proposed assignment; and

For example:

CLIENT	CONTACT NAME	TELEPHONE	PHYSICAL ADDRESS
ABC Corporation	Mr J. Doe	061-999 9999	20 ABC Street, Windhoek

- (ii) Three (3) or more clients where similar assignments were recently undertaken by the bidder. This schedule must indicate the client, the assignment that was undertaken, the year, the client's geographical location and the financial value.

For example:

CLIENT	SERVICES PROVIDED	YEAR	LOCATION	FINANCIAL VALUE
ABC Corporation	Development of BCP	2011	Windhoek	R49,950

10.3 Qualifying Criteria

- (a) The Technical Proposal will then be assessed and disqualified if any of the eligibility criteria are not complied with, such as:
- (i) The Proposal is not emailed or submitted in PDF format;
 - (ii) Any document requested above is omitted from the bid submission;
 - (iii) Any Eligibility Criteria content in the one-page Letter of Introduction is omitted;
 - (iv) Any document under 9.2 above ((iv) to (ix) is not certified within six (6) months of the Bid Closing Date;
 - (v) Less than three (3) references are provided to be contacted;
 - (vi) Less than three (3) clients where similar assignments were recently undertaken by the bidder were provided;
 - (vii) The Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, is not valid at the Bid Closing Date;
 - (viii) The Good Standing Certificate with Social Security (Namibia), registration with Unemployment Insurance (South Africa), where applicable, or exemption thereof, is not valid at the Bid Closing Date;
 - (ix) The bidder, or third party if a consortium, is not majority (51%) owned by citizen(s) of a SACU Member State (with proof of shareholding) and registered within a SACU Member State. Proof of majority SACU Citizen ownership may be proven by any of the following methods:
 - aa. A certified copy of each shareholding certificate currently in issue (the total shareholding certificates must aggregate 100% of all issued share capital); and proof of SACU citizenship by providing a certified copy of shareholders national identity card document or valid passport; or
 - bb. A certified copy of the shareholder register issued by the duly appointed Company Secretary or external auditors; and proof of SACU citizenship by providing a certified copy of shareholders national identity card/document or valid passport; or
 - cc. An official letter from the external auditors or company secretary, describing the group structure and confirming that the ultimate holding company is majority (51%) owned by SACU

citizens. This is only required where any shareholder is not a natural person;

- (x) The latest audited Annual Financial Statements, or for close corporations the latest Annual Financial Statements has a:
 - aa. reporting date that exceeds 20 months from the Bid Closing Date; or
 - bb. qualified audit opinion (related to the audited Annual Financial Statements);
- (xi) The latest audited Annual Financial Statements, or for close corporations the latest Annual Financial Statements also demonstrates that the organisation may be:
 - aa. a going concern risk (the organisation may not be able to operate in the foreseeable future) through reducing revenue or incurring operating losses; or
 - bb. factually insolvent where the liabilities exceed the assets, and it is not able to settle debts; or
 - cc. commercially insolvent and unable to pay debts or liabilities as they arise in the ordinary course of business; or
 - dd. limited with the financial capacity to complete the assignment due to the size of the organisation; or
- (xii) The latest audited Annual Financial Statements or for close corporations the latest Annual Financial Statements was not prepared by a current member of the applicable regulatory authority in any SACU Member State. In this regard, the membership number will validate the status of the practitioner with the applicable regulatory authority in the relevant SACU Member State.

10.4 Award Criteria

- (a) After the bidder has met the eligibility and qualifying criteria, the technical evaluation is undertaken and awarded on the basis of the most economically advantageous proposal applying the following award criteria, listed in order of priority:
 - (i) Proof of understanding the scope, approach and methodology to undertake the assignment;

- (ii) Proof of qualifications, technical knowledge, relevant previous experience and the skills composition of the team who will undertake the assignment;
 - (iii) Project Plan demonstrating how the deliverables and targets will be met; and
 - (iv) Company Profile and Reputation of the bidder.
- (b) The allocation and weighting of the award criteria is pre-determined by the Bid Leader when drafting the Request for Bid.

11. PRIME CONTRACTOR RELATIONSHIP

- 11.1 The SACU Secretariat will enter into a contract with only one successful bidder.
- 11.2 The selected bidder shall be solely responsible for the deliverables as specified in this document.

12. FINANCIAL ARRANGEMENT

- 12.1 Bidders are solely responsible for their own costs in preparing the Bid.
- 12.2 Payments for all services covered by this bid shall be made within 30 (thirty) days subject to receipt of appropriate invoices, the satisfactory completion of work, and adherence to the SACU Secretariat's Financial Policies and Guidelines.
- 12.3 SACU shall not be liable for any losses, damages, costs, charges or expenses caused by injuries to the bidder's personnel during the execution of their duties.

13. CONFIDENTIALITY

- 13.1 Bids submitted will not be revealed to any other bidders and will be treated as contractually binding.
- 13.2 The SACU Secretariat reserves the right to seek clarification or verification of any information in the Bids.
- 13.3 All information pertaining to the SACU Secretariat obtained by the bidder as a result of participation in this Request for Bid is confidential and must not be disclosed without written authorisation from the Executive Secretary of the SACU.
- 13.4 The SACU Secretariat reserves the right to undertake a full background check on all references submitted prior to awarding the contract.

14. OWNERSHIP OF BIDS

- 14.1 All Bids, including supporting documents, submitted to the SACU Secretariat become the property of the SACU Secretariat.
- 14.2 Ownership of all data belonging to SACU whether under its control or the bidder's control shall continue to vest in SACU. Any data of whatever nature resulting from the provision of the Products and Services shall be the property of SACU and may be used by SACU without restriction. All data or information that may be shared with the successful bidder during the provision of the Products and Services shall upon termination of the contract, be returned to the SACU Secretariat.

15. MODIFICATION OF TERMS

- 15.1 The SACU Secretariat reserves the right to add, modify or omit certain portions of the Bids' scope at any time at its sole discretion. This includes the right to cancel this Request for Bid at any time prior to entering into a contract with the successful bidder.

16. CONTRACT ADMINISTRATION

- 16.1 The award will be subject to the successful conclusion of a Service Level Agreement (SLA).
- 16.2 The SACU Secretariat reserves the right to negotiate the terms of the proposal and the value of any financial proposal submitted.

DOCUMENTATION CHECKLIST

Have you submitted the following required information?	YES	NO
The Technical and Financial Proposals are emailed as one PDF file.		
Title (Cover) Page listing the Bid Number, Bid Description, Bid Closing Date, Bidding Organisation Name, Postal Address, Physical Address, Telephone No., Fax No., Mobile No., Email Address, Website and Full Names of two Contact Persons.		
One page Letter of Introduction identifying the bidder with a corporate letterhead. It is signed by the person(s) authorised to bind the organisation to statements made in the proposal. This Letter should also contain a confirmation of acceptance by the bidder and any third parties of the conditions of the Request for Bid; written declaration that the bidder's current or past corporate or other interests does not give rise to a conflict of interest in connection with this Request for Bid; full contact details of any third-party involved in the proposal and a description of the role or element of proposal to be fulfilled by any third-party.		
Profile of the bidder or consortium.		
Certified copy of the Certificate of Registration or Incorporation with the relevant national authorities.		
Certified copy of identity cards/documents or passports showing that the majority owner(s) or shareholders of the organisation or consortium are citizens of a SACU Member State. If the shareholder is not a natural person, then an official letter from the external auditors or company secretary confirming that the ultimate holding company is majority (51%) owned by SACU citizens.		
Certified copy of a current Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, or exemption thereof.		
Certified copy of a current Good Standing Certificate with Social Security (Namibia), registration with Unemployment Insurance (South Africa), where applicable, or exemption thereof.		
Certified copy of the latest audited Annual Financial Statements in the case of private or public companies, or for close corporations the latest Annual Financial Statements.		
Certified copy of a legal agreement for partnerships, consortiums and joint ventures, where applicable; and all documents of each party in the arrangement and legal entities, must be submitted.		

Have you submitted the following required information?	YES	NO
Technical Proposal to complete the assignment with: • Proof of qualifications and experience of the team that will carry out the assignment. • A detailed methodology that will be used to complete the assignment. • Project Plan demonstrating how the deliverables and targets will be met.		
A schedule of three (3) references that are contactable.		
A schedule of three (3) clients where similar assignments were recently undertaken by the bidder.		
The Financial Proposal is quoted in South African Rand (ZAR).		
Written confirmation that the Financial Proposal remains valid for 90 days.		

Additional documents required from Consortiums or Partnerships	YES	NO
Written identification of the Primary Contracting Party.		
Full details and eligibility criteria documents of all legal entities involved in the bid.		
Certified copy of a legally binding partnership or consortium agreement.		
Certified Proof that the majority owner(s) of the company or consortium are citizens of a SACU Member State (copy of ID's or Passports will suffice).		
Description of the role or element fulfilled by each legal entity.		

APPENDIX A:

LETTER OF INTRODUCTION TEMPLATE

Private and confidential

TITLE OF THE ASSIGNMENT | BID NUMBER: SACU/016/2026/PB

Name of Bidder (and Partner, if applicable) is pleased to submit this proposal. We believe we are uniquely equipped to assist the Southern African Customs Union (SACU) Secretariat with the provision of xxx.

Provide a brief motivation or summary of the assignment and the Bidder's skills, experience and track record.

Name of Bidder (and Partner, if applicable) hereby:

1. confirms acceptance of the terms and conditions of this Request for Bid.
2. declares that our current or past corporate or other interests do not give rise to a conflict of interest on this assignment.

The contact details, role and any work to be undertaken by any third party involved in the proposal are as follows¹:

1. xxx
2. xxx
3. xxx

I hereby declare that I am authorised to bind the organisation to statements made in this proposal.

Should you wish to discuss any aspect of this proposal or require any clarification, you are most welcome to contact me directly.

Yours sincerely,

(Name and Position)

¹ Delete this section if not applicable.