



Safety and Security Partnership

Date: 6/24/2019

Subject: Request for Proposal

TechnoServe Inc. (TNS) – Arlington VA, invites your firm to participate in this competitive solicitation for pricing, delivery and terms of potential sale on the following service for TNS office in Arlington, VA.

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Background

TechnoServe is a not-for-profit organization dedicated to the reduction of poverty through the development of competitive farms, businesses and industries in over 25 countries in Africa, Asia and Central/Latin America. Founded in 1968, TechnoServe provides technical assistance to small and growing business owners in a variety of sectors and a special focus on agricultural businesses and inclusion of smallholder farmers into promising growth sectors. TechnoServe's annual revenue is about \$90 million. TechnoServe's countries of operation are provided in Appendix 1.

TechnoServe employs currently about 1,300 staff, most of whom are nationals of the countries where they work. Our model does require global hires in some locations and these are retained as "expatriates" from the United States or "Third Country Nationals" from countries other than the U.S. or country of service. Most TechnoServe staff are associated with a Country "platform" which is led by a Country Director and will support anywhere from 3 to 10 projects at a time. Larger countries operate from the capital or another major city with core functions of finance, HR, logistics and will have smaller satellite offices in service of specific programs. Staff sizes at the country level range from 10 to over 200.

TechnoServe operates an active "Fellows" program of volunteers from strategic management consulting, technology or the finance sectors who serve 3 to 6 month periods in support of specific, analytical projects. About 100 fellows annually are recruited and posted to countries of TechnoServe operations. These are typically early career professionals and first-time visitors in developing countries. TechnoServe has its headquarters in Rosslyn, Virginia. Headquarters staff travel regularly to countries of operation for technical assistance, supervision or informational visits. Headquarters staff number about 65 in Arlington and about 15 work remotely from various locations in the northern hemisphere (New York City, London, Madrid, San Francisco, etc.). TechnoServe programs are supervised by Regional Directors who are based in Nairobi, Abuja, Johannesburg and Lima. Small teams of 2-3 are located with them or in the Headquarters. TechnoServe is governed by a 23 person Board of Directors, a portion of which travels to one or two selected countries each year. Another body, the Global Advisory Council is a group of informed friends and donors of TechnoServe for whom trips are occasionally also arranged.

Safety and Security at TechnoServe

TechnoServe's security function is coordinated by the Chief Operating Officer. Specific efforts have been made since 2014 to develop TechnoServe's safety and security in-line with current Duty of Care standards. A consultancy highlighted six key areas for TechnoServe to invest. These included:

1. Appointment of Country Security Focal Points and development and maintenance of ongoing threat analyses

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2. Guidance tool for bid decision making
3. Pre-travel procedures and templates to be introduced and used
4. Establish and maintain country safety and security guidelines
5. Undertake a crisis management simulation and establish a crisis management committee and protocol
6. Develop safety and security policies and adapt to employee handbooks

Subsequent to this consultancy a position was established for 50% LOE on security to lead on coordinating these topics. The incumbent made good progress in a number of areas before leaving the role after two years (June 2017). A successor was hired with a larger percentage of dedicated LOE to Safety and Security and stayed until March 2018, achieving marginal progress up to that date. A summary of progress is captured in a presentation in May 2017 (Appendix 2). With the notable exception of security plans supported in Ethiopia and Nigeria, there has not been substantial further progress since that time and a number of areas need to be revived.

The purpose of this RFP is to seek out a new way to meet our safety and security needs through one or more security partners. We assess the day-to-day work is not a full role once the basics are well-established but we nonetheless need to retain a strong management focus on the topic and embed good standards of practice among our country and Headquarters teams. At the same time, crisis events can quickly exceed the capacity of a person we might be able to retain for the role full time. With practical tools and some support, our country and headquarters leadership is prepared to lead and promote adherence to good safety and security practices. We also recognize “surge” requirements for crisis events or support in higher risk countries which are specific and project based, sometimes requiring on-ground technical resources and language capability. We are seeking a relationship with an outside firm (or firms) which can assist us flexibly in meeting our variety of requirements through leveraging its own resources and ready access to networks and global security resources.

Scope of Work

TechnoServe seeks a Safety and Security Business Partner to provide the following services.

1. **Part-Time Seconded Security Resource** (estimated between 4 and 8 days/month). A security professional capable of co-developing and supporting management to execute a foundational set of ongoing security tasks. Ideally the person would leverage templates, approaches, protocols and tools from the provider’s experience base to enable TechnoServe’s continuous improvement in its safety and security planning and execution. Tasks include:
 - Review and document TechnoServe’s current safety and security status in consultation with the COO and others
 - Undertake a risk-based review and assess priority areas for achievement of Duty of Care. Discuss and decide a workplan in coordination with the COO
 - Provide/develop practical tools and templates to assist management in executing activities in the workplan (country safety plans, safe traveler initiatives, vehicle readiness and safety, office security protocols, etc.)
 - Support management and leadership staff to communicate and complete identified security tasks
 - Coordinate the updating of the TechnoServe safety and security intranet site and other key communication platforms as needed
 - Convene periodically and facilitate meetings of the TechnoServe’s Security Steering Committee
 - Consult as requested on response to security incidents as they arise
 - Review and input on insurance, evacuation, risk information sources, current technology solutions and other items critical for risk mitigation

2. Provide Surge Support

- Assistance in the event of a severe crisis incident
- Periodic, cost-effective, in-country implementation of HEAT training, threat assessments or other requirements
- Identify and put in place needs for especially high risk locations as and when required

3. Training

It is expected that a portion of the work plan will include a need for training initiatives, some including all staff, some for regular travelers and others for countries with unique threats or requirements. Given the dispersed nature of our staff, access to existing e-learning options in multiple languages would be strongly preferred.

- Curation of proprietary and/or recommended open-source (i.e. DisasterReady.org) e-learning training materials for general or specific audiences within TechnoServe
- Develop with the COO and Regional Directors a standard security training package with appropriate languages for field staff and HQ staff
- Identify as part of the work planning process and make available a set of trainings for critical topics such as defensive driving, prevention/response to sexual assault, risk mitigation and response in the event of armed robbery/assault
- Assist management in the preparation, promotion and management of the training program

Request for Proposal

TechnoServe welcomes proposals from firms positioned to respond to the Scope of Work. Instructions are as follows:

1. Provide a concise written proposal for a cost-effective approach to provide services for any (preferably all) of the requirements in the Scope of Work.
2. **Seconded Resource**
 - a. Propose one or more candidates who may be considered by TechnoServe for consideration to fill the identified role.
 - b. Describe the infrastructure and support that the individual may be able to draw upon within his/her firm and/or through networks and partnerships to quickly and cost-effectively fill needs we may prioritize in TechnoServe.
 - c. Provide a description of instances in which similar support was provided by the company and client references.
 - d. Advise the cost of this embedded/consultant resource
3. **Surge Support**
 - a. Provide corporate capabilities in indicated areas of potential needs, global presence through company assets or partnerships, language capabilities
 - b. If different or additional to the seconded resource, provide a representative roster and summary backgrounds of resources who may be made available in the event of crisis or mitigation of critical threats in our countries of operation.
 - c. Provide daily rates and terms for retention of proposed resources on an as-needed basis
4. **Training**
 - a. Describe the training materials available through your firm and/or through partnerships
 - b. Provide examples for TechnoServe's review and assessment
 - c. Provide a price list and any flexibility in how materials may be made available and integrated with our own internal communication infrastructure.

5. **Other Services**

- a. This brief description of our status and requirements may suggest services we have not specifically scoped that you have found useful and cost-effective for clients. Please provide a description of these and pricing.

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Period of Performance

The period of performance of any contract resulting from this solicitation is anticipated to begin on or about August 15, 2019 for a six-month period with an option to renew for a subsequent, potentially longer-term arrangement.

Criteria for Selection

The evaluation of each response to this RFP will be based on the requirements set out in the solicitation and any addenda thereto. At the sole discretion of TNS, the top proposals may be selected for follow-up questions or to provide an oral presentation.

The following weighting and points will be assigned to the proposal for evaluation purposes:

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Description	Points	Overall
1. Embedded/seconded technical resource		
A. Prior experience in such a role and overall experience	10	45
B. Depth and breadth of vendor resources available to support embedded function (templates, partnerships, tools, etc.); language capacity	20	
C. Cost of seconded service	15	
2. Surge Support		
A. Company capabilities	10	25
B. Experience in TechnoServe's countries of service and on-ground partnerships to extend in-house expertise	10	
C. Illustrative Pricing	5	
3. Training		
A. Breadth and suitability of training resources and vendor orientation to training in the overall program	10	25
B. Ease of access, flexibility and quality of training program (low barriers to startup, meeting both general and targeted needs, multiple language capacity)	10	
C. Value for money in the training package	5	
4. Other Services (as proposed)	5	5
TOTAL		100

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TechnoServe reserves the right to award the contract to the organization whose proposal is deemed to be in the best interest of and most advantageous to TNS.

TechnoServe will not award a contract to any bidder where there is indication of a lack of business integrity.

The Organization with the winning proposal will be notified in writing. Those who were not selected may or may not be notified, at the sole discretion of TNS.

Terms and Conditions

1. The Request for Proposal is not and shall not be considered an offer by TechnoServe.
2. All responses must be received on or before the date and time indicated below. All late responses will be rejected.
3. All unresponsive responses will be rejected.
4. All proposals will be considered binding offers. Prices proposed must be valid for entire period provided by respondent or required by RFP.
5. All awards will be subject to TNS contractual terms and conditions and contingent on the availability of donor funding.
6. TNS reserves the right to accept or reject any proposal or cancel the solicitation process at any time, and shall have no liability to the proposing organizations submitting proposals for such rejection or cancellation of the request for proposals.
7. TNS reserves the right to accept all or part of the proposal when award is provided.
8. All information provided by TNS in this RFP is offered in good faith. Individual items are subject to change at any time, and all bidders will be provided with notification of any changes. TNS is not responsible or liable for any use of the information submitted by bidders or for any claims asserted therefrom.
9. TNS reserves the right to require any bidder to enter into a non-disclosure agreement.
10. The bidders are solely obligated to pay for any costs, of any kind whatsoever, which may be incurred by bidder or any third parties, in connection with the Response. All responses and supporting documentation shall become the property of TNS, subject to claims of confidentiality in respect of the response and supporting documentation, which have been clearly marked confidential by the bidder.
11. Bidders are required to identify and disclose any actual or potential Conflict of Interest.

Form/Content of Response

All proposals shall:

1. Be in the English language.
2. Contain detailed cost in US Dollar, with applicable Tax/Charges clearly identified.
3. Provide requested payment terms and conditions.
4. Describe the qualifications, experience and capabilities of the firm in providing the type of services being request by this RFP. Resumes or CVs of "key personnel" shall be submitted as an attachment.
5. Include a contact name, email address, and telephone number to facilitate communication between TNS and the submitting organization.
6. A brief outline of the organization and services offered, including:
 - Full legal name, jurisdiction of incorporation and address of the company
 - Full legal name and country of citizenry of company's President and / or Chief Executive Officer, and all other officers and senior managers of the company
 - Year business was established

SCHEDULE OF EVENTS

1. Questions regarding this request may be addressed to Cynthia Cobb, ccobb@tns.org, and Tim McLellan, tmclellan@tns.org, and must be received no later than July 3, 2019. Responses to questions will be distributed to all interested parties no later than July 8, 2019.
2. Responses to the RFQ should be addressed to the attention of Cynthia Cobb and Tim McLellan (addresses above) no later than July 12, 2019.

End of RFP

Appedix 1: TechnoServe Current Countries of Operation

Latin America and the Caribbean	Africa	Asia
<ul style="list-style-type: none"> • Mexico • Guatemala • El Salvador • Nicaragua • Honduras • Peru • Brazil • Chile 	<ul style="list-style-type: none"> • Cote d'Ivoire • Ghana • Benin • Nigeria • Ethiopia • Kenya • Tanzania • Rwanda • Uganda • DRC • Mozambique • South Africa • Zambia • Zimbabwe • Botswana • Malawi 	<ul style="list-style-type: none"> • India