ethio telecom

EXPRESSION OF INTEREST(EOI)
FOR THE PROVISION OF SECURITY MANAGEMENT, PLANNING AND ASSET PROTECTION TRAINING

DOCUMENT RELEASE DATE	LAST DATE RECIPIT PROPOSAL
March 7, 2022	March 21, 2022 Until5:00 PM

March 2022/ Addis Ababa

Contents

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INTRODUCTION

Ethio telecom invites all interested and eligible national or international service provider by this expression of interest (EOI) for the provision of Security Management, Planning and Asset Protection Training. Ethio telecom has been investing in the human development where by different learning and development initiatives are capacitating the employees and the management.

Hence ethio telecom needs to procure the training for a total of 12 trainees at proficient level.

OBJECTIVE

This EOI is intended to identify experienced and reputable Security Management, Planning and Asset Protection Training providers.

PRELIMENARY REQUIRMENTS

INDEX	REQUIREMENT	REMARK
1	All suppliers should have a valid and renewed trade license (for national supplier)	Attach
2	Suppliers should have VAT registration certificate (for national supplier)	Attach
3	All suppliers should comply to provide the required training	Comply
4	All suppliers should submit their company profile such as **year of experience**, **availability of the training** , the current **audited report**, your **staff expertise** including related to the training, etc.	Provide documents
5	List of customers and customer reference/testimonial letter for proof of delivery and supporting documents	Provide documents
6	Any additional information that supports your capabilities in this scope	Provide documents

EOI for the provision of Security Management, Planning and Asset Protection Training

Prospective suppliers should attach a separate document like stated below for this training by responding for each requirement Comply/Not comply and then attaching for those points that need attachments.

TRAINING REQUIREMENTS

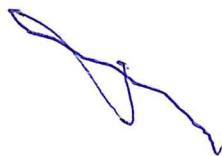| No	Training Requirements	Comply or Not comply
1	The training should be for five days in working hours	
2	All the training in hard copy (Book) and soft copy two copy for archiving purpose.	
3	All the training material and media should be in English.	
4	The trainers must have BSc and above in electrical engineering or related filled.	Attach reference
5	The trainer should have three (3) successfully completed security related training or training of similar nature, delivery in public and private companies for the past 2 (two) years TESTIMONIAL LETTER from the organization must be submitted.	Attach reference
6	The company should have at least five (5) training delivery experience of any security training within the last five years. The experience should be supported by recommendation letter from the clients.	Attach reference
7	The company should submit the trainer signed CV and copy of academic document shall be attached.	Attach reference
8	If all trainees in the class have reported that the trainings is not carried out accordance with the required standard, the company will provide other qualified trainers.	
9	At the accomplishment of the training, the company should submit to human organization development division (HODD) of Ethio telecom the below lists: 1. Attendance sheets 2. The trainees' assessment report 3. Training compilation certificate for those who attends 80% of the training and pass the exam.	
10	Compliance for the attached TOR which is attached with this EOI	

IMPORTANT INSTRUCTIONS AND SUBMISSION OF RESPONSES

1. Ensure you attach the response in a separate document.

2. The attachments should be submitted in folders properly.

3. Interested suppliers should submit their responses to desale.chemeda@ethiotelecom.et / afendi.abdi@ethiotelecom.et or you can submit your response in person to Ethio telecom Head Quarter, Churchill road, 3rd Floor Room Number 309, not later than Monday 21 March 2022 until 5:00PM.

4. Suppliers who did not work with ethio telecom previously can register on our ERP at www.ethiotelecom.et ➜ supplier portal➜ Register. Then fill what the template requests and attach the documents that it requests.

5. If you have any clarification and information related to this Expression of Interest (EOI) you can contact via email desale.chemeda@ethiotelecom.et or Phone No 0930071045 and afendi.abdi@ethiotelecom.et or Phone No 0911517581.

Next Steps of this EOI

- Review of submitted Expressions of Interest.
- Prequalification of suppliers.
- Competitive RFQ process for successful suppliers in the EOI.
- Ethio telecom reserves, at its sole discretion, the right to select or reject either totally or partially, any or all proposals made in the context of this EOI. Any such decisions made will be final and no correspondence will be engaged into, other than for the purpose of informing the suppliers for the outcome.

EOI for the provision of Security Management, Planning and Asset Protection Training

TERMS OF REFERENCE FOR PHYSICAL SECURITY

DIVISION TRAININGS PROCURMENT

[REQUEST FOR QOUTATION]

September 2021

Dagim Tadele

(Training and Development Manager)

Signature & Date: 23)sep|2025

Engidayehu Getachew

(Human and Organizational Development Director)

Signature & Date: 23/09/2021

Tesfaye Yemane

(Chief Physical Security Officer)

For

Signature & Date:

DOCUMENT CONTROL

Date	Version	Prepared by	Remark
10-Oct-2019	V 1.0	Elsabet Abegaz	Prepared
17-Oct - 2019	V 2.0	Salim Ahmed, Seifu Habte, Habtamu Tefera	Reviewed
17-Oct - 2019	V 2.1	Alemu Akalu & Samuel Begashaw	Comment & finalized the document
21-Sep-21	V 2.2	Dagim Tadele	First Approval
21-Sep-21	V 3.1	Salim Ahmed & Alemnesh Agebo	Reviewed

Bringing new possibilities

TABLE OF CONTENTS:

1 Background

1.1 Ethio Telecom is a Governmental institution that provides telecommunication service in Ethiopia. It has been established as per regulation number 197/2010. Following its establishment, it undergone huge transformation. Accordingly, a new organization structure, has been developed and being implemented.

1.2 Ethio telecom has around 17,360 permanents and 18,000 temporary employees. It comprises 27 divisions and 8 zones located in Addis Ababa and 17 Regions.

1.3 Since its establishment, Ethio Telecom has been investing in the human development where by different learning and development initiatives are capacitating the employees and the management.

1.4 Hence, ethio telecom needs to procure training for the total of **12** trainees at proficient level.

2 Objective

The major objective of the training delivery is:

  ✓ To fill identified competency gaps of employees.

3 Scope of the Services

3.1 **Request for Quotation;** - ethio telecom needs to get training proposal on the trainings listed here below and needs to proceed to procurement.

3.2 **Training location:** - ethio telecom has own training center in Addis Ababa, Ethiopia and all the trainings will be delivered at the training center.

3.3 **Training Level Definition**

  • **Proficient Level:** - This is given for bringing a precise knowledge so that employees know the tools and how to use them. Employees also can apply methodologies on the tasks in standard and specified situations. Trough acquiring this proficient learning; employee is rated at the "I can apply" level

4. List of Trainings in the Scope.

S/N	Training program	Training Level	No. of Trainees	Duration in days
1	Security Management, Planning & Asset Protection	proficient	12	5

Training Program: - Security Management & Asset Protection Training 5 *full working days.*

Course Objective: -

- ✓ Running a pro–active professional and dynamic security team.
- ✓ Identifying the importance and components of an integrated security system.

Training Level: - Proficient level

No of Trainees / Class: 12 trainees

Course Content: -

➢ **Crucial Issues of Security & Asset Management**

- ✓ Introduction and a Review of International Standards
- ✓ Strategic and Operational Management, Roles & Responsibilities
- ✓ Managing Guarding Operations, Manpower Management & Styles
- ✓ The Management of Risk and Risk Analysis
- ✓ Crime Management and Prevention
- ✓ Manpower Management – 12 key principles
- ✓ Achieving organizational goals, targets and objectives

➢ **The Importance of Security Planning**

- ✓ Essential legislation, legal obligations, using minimum force
- ✓ Creating an organizational culture of Security
- ✓ Customer relations - Reputation of the Security Function
- ✓ Planning and Managing Security Projects
- ✓ Key Principles of Emergency Response Teams, the role of Security
- ✓ On-Scene Incident Management

➢ **Security Surveying - Threats to Assets**

- ✓ Understanding Loss
- ✓ Key Point Identification
- ✓ Security, Risk and Vulnerability Analysis
- ✓ When and how to conduct an effective Security Survey

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- ✓ Intellectual Property, Data Protection and Cyber Security
- ✓ Security Survey Report, making Effective Recommendations
- ✓ Access Control, Integrated Technologies and CCTV
- ✓ Intellectual Property, Data Protection & Cyber Security
- ✓ Security and Evacuation Planning

➢ **Principals of Asset Protection – Physical Security**

- ✓ Perimeter Security design principles
- ✓ Buildings Security design principles and Access Control
- ✓ Communication Strategies and Security Control Centers
- ✓ Managing Investigations & Interviewing techniques
- ✓ Special Risks – Key issues of Terrorism
- ✓ Key Elements of Evacuation Planning

➢ **Security Operations Management**

- ✓ Managing Guarding Operations
- ✓ Crisis Management Plans, Procedures and Implementation
- ✓ Managing Disaster Recovery and Business Continuity Plans
- ✓ Mutual Aid – who else can or should be involved?
- ✓ Security Communication Strategies
- ✓ Dealing with Social Media
- ✓ Personnel Security and protection of "at risk" individuals.

Delivery Methodology: - The training should be a mix of classroom instruction and practical exercises (Group discussion, best practices and case study).

Training Lab Requirement: -

- ✓ Special lab is not required

5. Expected Deliverables: The training provider is expected to;

5.1 Training Quality

- ✓ Deliver the training with adequate instructors who are professionally and behaviorally skilled. If the feedback of the trainees shows that the training is not delivered with enough quality, the training provider is expected to deliver the training again with another qualified trainer. The training provider may be

expected to cover the damage occurred on the purchaser due to low quality training standard.

5.2 Training Materials
- ✓ Training materials in hard and soft copy for all the trainees and 2 additional materials to Human and Organizational Development Department.

Training Schedule
- ✓ The training in a full day schedule

Reporting and Certification

The following reports, at the end of the training & as per the request of Human and Organizational Development Department.

- Trainees attendance
- Trainees assessment report
- Certificate for trainees who successfully complete the training in hard copy.

Notify the purchaser
- ✓ If there is any minimum requirement which is expected to be fulfilled by the trainee's side. (Like minimum education level, field of study and so on).
- ✓ The required training facilities to be prepared by the purchaser (if any)

6. Requirements for the Technical Proposal

The Service Provider is required to;

Come up with

- ✓ The required materials for the training room preparation.
- ✓ The detailed description of the methodology and training delivery plan.
- ✓ Provide means of avoiding training interruption and backup strategy.
- ✓ Enrich the course content depending on the training objective and keeping the suggested course content.

Inform the purchaser

- ✓ If there is any minimum requirement which is expected to be fulfilled by the trainee's side. (Like minimum education level, field of study and so on).
- ✓ The training facilities to be prepared by the purchaser.

Provide the documents here below

- ✓ The profile (CVs) of each of the instructors including an outline of their recent experience with the supportive document.
- ✓ The instructor should be certified on the domain and should bring evidence for training delivery experience.
- ✓ The instructor should have a good in communication skill and interactive with the trainees.
- ✓ Description of the supplier's organization including an outline of the organization recent experience on conducting training of similar nature and references.
- ✓ Present institution work experience showing that the organization had delivered the same trainings for other companies
- ✓ Prepare the training proposal assuming that the training will be delivered at ethio telecom training center.

Language Requirement

- ✓ English will be the medium of communication