

## **SPECIFICATIONS**

### **TENDER FOR THE PROVISION OF SECURITY OFFICERS FOR MAJOR EVENTS FROM 1 JUNE 2021 TO 31 MARCH 2022 (WITH AN OPTION FOR 1 MORE YEAR)**

#### **Qualification Criteria:**

Only Agencies meeting the following criteria need apply:

- Holding B-Grading and above for the past 3 years.
- Companies to be established for at least 5 years.
- Companies have SPF or Government assignment experience.
- Minimally be able to supply 50 officers or more per shift.
- Supply head for goods and services > EPU/SER/43.
- Financial grade must be minimally S6 (tendering capacity of up to \$3 million).

#### **Scope of Services**

The following is a generic tender specs for a few major events such as, Shangri-la Dialogue, World Economic Forum, NDP, Year End Countdown, and any other events which may be take place during this period.

Contract commences 01 June 2021 to 31 March 2022

#### **1. Duties to be performed**

- 1.1. Security Officers may be deployed for security related duties, including but not limited to the following duties:
  - a) Perform crowd control and traffic management;
  - b) Operate Walk-Through-Metal-Detectors (WTMDs);
  - c) Operate Hand-Held-Metal-Detectors (HHMDs); and
  - d) Operate X-Ray machines deployed at the various Person Check Stations as directed by the Authority. Minimum qualification WSQ X-ray operator.
- 1.2. The Contractor shall ensure that its Security Officers report for duty based on the specified time as indicated by the Company and report off for duty only when instructed by the Company.
- 1.3. The Contractor shall ensure that all posts are manned at all times and shall provide additional manpower to support relief of SO(s) for meals and rest with no additional cost to the Company. While the Company shall endeavour to provide all SO(s) with adequate rest and time for consumption of meals during the engagement periods, such provision of rest periods shall be subject to exigencies of work.
- 1.4. The Contractor shall provide its own command post and rest areas, if necessary, at no cost to the Authority.
- 1.5. All Security Officers supplied by the Contractor shall be equipped with an effective integrated communications system at the contractor's expense.

#### **2. Traffic Management**

- 2.1 The Contractor shall ensure that all unarmed SOs who are deployed for traffic duties report to Traffic Police Headquarters (TP HQ) for pre-deployment briefings, 2 hours prior to the actual deployment at no cost to the Authority.

#### **3. Duties of Auxiliary Police Officers and Security Officers**

- 3.1. All SO(s) shall perform but not limited to the following duties:

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- a) To perform access control duties by operating the Walk-Through-Metal-Detectors, Hand-Held-Metal-Detectors, X-Ray Machines and by physically conducting bag checks on all persons and/or vehicles to ensure that no prohibited items e.g. weapon, IED or any form of explosive is brought into the Sites;
- b) To ensure that checks are appropriate, i.e. women officers to check women only;
- c) To prevent unauthorised access into the Sites;
- d) To conduct roving patrol and to conduct checks on persons and/or bags with suspicious indicators;
- e) To conduct profiling on persons entering the Sites and to conduct checks on persons and/or bags with suspicious indicators;
- f) To detect unruly persons and engage them without delay so as to prevent a public disorder situation from happening;
- g) To manage human and vehicular traffic flow where required;
- h) To assist in the evacuation of persons in the event of any emergency;
- i) To report to the Authority without delay upon any sighting of suspicious or unruly persons, vehicles, packages or objects; and

3.2 All SO(s) shall perform but not limited to the following duties:

- a) To perform traffic access control duties at points of road closures and to prevent unauthorized traffic entry into the road closure site;
- b) To perform traffic control duties at traffic junctions and diversion points;
- c) To ensure road traffic safety at the site;
- d) To manage human and vehicular traffic flow in the site;
- e) To assist in the evacuation of persons in the event of any emergency;
- f) To act as a deterrence against would-be traffic offenders and detect as well as respond to incidents of threats to law and order or security; and

#### 4. Our Requirements For The Vendors to Fulfill:

- a) Black polo tee shirt with the word shirt (with "Security" printed at the back) to their SOs
- b) Medical examination.
- c) Transportation.
- d) Replacement officers for meal breaks.
- e) Gender requirement: Female SOs 30% (e.g for personnel screening – Hand Held Metal Detector).
- f) Agencies are to provide headcount buffer\* of 30%. Agencies will be given 3 weeks' notice to ramp up manpower.
- g) Agencies are to commit number of officers and provide a fixed rate for this duration.
- h) Each Agency is to provide 2 Supervisors (OIC & 2<sup>nd</sup> IC).
- i) Agencies are to provide a POC to liaise directly with SSS and draw up their SOP for SPF's approval.
- j) Agencies are to provide appropriate pandemic PPE.
- k) Agencies are to provide their nominal roll.
- l) All deployed SOs must be vaccinated and the name list is to be taken from their submitted nominal roll.
- m) Officers deployed must hold valid security officer license and have undergone the compulsory security courses needed to obtain security license
- n) The Contractor must furnish a list of workers two weeks before the commencement of work. PISA certification for all security guards to be obtained for all the guards deployed to us, by the Contractor and at the Contractor's cost.
- o) Meals cost will be borne by SSS.

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**Note:** \*"Buffer" is to cover for resignation, failed 'mask fitted' test, medically not suited for vaccination etc.

5. SLA & LDs

If the Contractor fails to comply with the following performance standards, the amount of compensation payable by the Contractor shall be as follow. The Contractor shall also be liable for all financial consequences resulting from the incident / lawsuit

SN	Description	Quantum of Compensation
1	Failure to provide a replacement SO for the shift.	\$1000 per SO
2	Failure to provide replacement(s) to make up for the shortage of manpower within one (1) hour after the commencement of the shift or during contingency when any officer on duty is unable to work.	\$500 per shift for each SO However, if the replacement can be done within one (1) hour, the penalty can be reduced to the following: \$150 per shift for each SO
3	Failure to man any post. (This refers to SO who leaves his/her duty post without authorisation.)	\$1000 per post
4	Rejected SOs found working without approval by the Authority.	\$1000 per SO
5	Improper turnout, bearing, uniform; and equipment not approved by the Authority.	\$200 per incident
6	Failure to detect and respond to incidents of threats to law and order or security.	\$1000 per incident
7	Failure to detect unauthorised person(s), vehicle(s), contraband item(s), prohibited item(s), weapon(s) or improvised explosive device(s) going into the controlled area.	\$1000 per incident
8	Failure to comply with Police security guidelines, SOPs/Directives and any other joint SOPs or instructions as provided by the Authority.	\$1000 per incident
9	Failure to ensure proper Code of Conduct as stipulated	\$1000 per incident
10	Failure to prevent/loss/misuse of document issued by the Company.	\$1000 per incident
11	Any SO found not competent and/or negligent in the proper performance of his/her duties, or who is considered to be unsuitable for deployment by the Company.	\$1000 per SO

6. Pricing Table

Per man hour rate quoted by security agencies to cover manpower cost (i.e. salary to be given to the officers deployed), transport cost and uniform (black shirt with "Security" at the back), meal break relief or buffer. (pls refer to Appendix D)