



## THE URBAN DEVELOPMENT CORPORATION OF TRINIDAD AND TOBAGO LIMITED (UDeCOTT)

# REQUEST FOR PROPOSAL

## THE PROVISION OF SECURITY SERVICES FOR UDECOTT'S UPARK FACILITIES

The Government of the Republic of Trinidad and Tobago (GORTT), through the Urban Development Corporation of Trinidad and Tobago Limited (UDeCOTT), is desirous of upgrading the present security arrangements at the following UPark Facilities;

1. Government Plaza Parkade;
2. International Waterfront Centre Car Park;
3. Salvatori Car Park; and
4. Edward Street Car Park

In this regard, UDeCOTT invites suitably qualified and experienced entities to submit proposals for The Provision of Security Services for UDeCOTT's UPark Facilities.

The successful firm shall be chosen using a competitive selection process as set out in the Request for Proposals (RFP). Proponents are advised that submissions must include ALL the documents as set forth in the RFP. Failure to do so may result in disqualification.

### **INSTRUCTIONS FOR PURCHASE OF RFP PACKAGE**

The tender process for this project will be conducted via UDeCOTT's E-Tender System. To participate, proponents must be registered on the E-Tender System. **Proponents already registered on the E-Tender System are not required to do so again.**

To access the Vendor Registration, proponents are required to go to UDeCOTT's website at [udecott.com](http://udecott.com), place the cursor over the **tenders menu** at the top of the page, then select **E-Tender portal** in the drop-down list. Once registered, an automated email will be sent to the registered email account directing the proponent to activate their E-Tender account. Once the account is activated, the proponent will then be allowed access to view the RFP on the E-Tender System.

Should you encounter any technical difficulties in accessing or using the system, you are to immediately contact our IT Helpdesk at 225-4004 ext. 206 or [etenderhelpdesk@udecott.com](mailto:etenderhelpdesk@udecott.com), carbon copying the Secretary of the Tenders Committee at [tendersecretary@udecott.com](mailto:tendersecretary@udecott.com).

The RFP package will be available for purchase from **March 31, 2021**. To download the RFP package, you will then be required to select and purchase the RFP **via online payment**. The cost of the RFP package is **TT\$1,500.00 VAT Inclusive**.

An online information session will be held on April 7, 2021 at 9:00 am. This will be followed by **Site Visits** to the various UPark Facilities, commencing at 11:00 am at The International Waterfront Centre Car Park, Wrightson Road, Port of Spain.

The deadline date for submissions is **April 21, 2021 at 2:00pm (AST)**.

Please visit our website at [udecott.com](http://udecott.com) for further details.

SECRETARY, TENDERS COMMITTEE

## GOVERNMENT PARKADE PLAZA

The Government Plaza has an open plan layout, envisioned to facilitate pedestrian access to four major Ministries with an adjacent multi-story car park facility referred to as the Government Plaza Parkade (GPP). The Plaza will grant the public unimpeded access to the several Government Organizations from Abercrombie Street to Wrightson Road.

The GPP is a twelve (12) storey split-level parking facility with two (2) levels of office and shopping spaces, with heavy pedestrian traffic. The GPP also houses the Central Plant in its basement, which services the HVAC system for the five (5) buildings that surround the Government Plaza, Courtyard and the GPP.



## 1. SECURITY SERVICES PROVIDER'S DUTIES & RESPONSIBILITIES

- a) The Security Services Provider (SSP) must; provide the numbers and types of security officers at the locations as listed in *Table 1*:

*Table 1*

Weekdays (Mon-Fri)	Number of Officers	Type of Service
Daylight	Four (4)	Baton Officers, CCTV Operator /Supervisor
Night	Three (3)	Baton Officers, CCTV Operator
Weekends/ Public Holidays	Number of Officers	Type of Service
Daylight	Three (3)	Baton Officers, CCTV Operator
Night	Three (3)	Baton Officers, CCTV Operator

- b) The SSP shall supply and install a Security Guard Tour/Checkpoint System for confirmation of patrols by Officer, from which weekly reports are to be generated and submitted to the appointed UDeCOTT personnel.

### **Dress Code: Shirt, Tie, and Pants**

- c) The SSP must provide suitably trained Baton Officers as scheduled for the duration of the contract. Where there is a shortfall or absence, immediately notify UDeCOTT HSE Manager of the absence or shortfall and thereafter take steps to remedy the shortfall.
- d) The SSP shall ensure there is a certified First Aid Officer on each shift. A list of certified First Aid Officers must be submitted to UDeCOTT HSE Department on the commencement of the contract.
- e) The SSP must submit a list of officers qualified to work at the location. SSP shall inform UDeCOTT HSE Department in advance once there is a change in the roster (no new officers are allowed on the location without UDeCOTT HSE Department being informed and the Officer receiving a proper handover and UdeCOTT's orientation)
- f) The SSP shall provide a list of approved substitute officers who will act as replacements for any absent officer, on leave, etc.
- g) The SSP shall ensure that their officers are in proper attire for duty. The following is not permitted:
- No visible nose/tongue piercing
  - No extending fingernails

- No extending eyelashes
- No dirty foot-wear
- No un-kept uniform

- h) The SSP shall provide personnel files to UDeCOTT's HSSE Department containing information about the length of service, relevant training certificates, recent drug, and alcohol test, fit to work medical, and Certificate of Character for each Officer.
- i) The SSP will make all arrangements for the Security Officers to be relieved for meals or any other breaks by providing a **"Relieving Officer"**. This will ensure the contracted quantum of officers is maintained.
- j) The SSP shall provide a **Support Desk / Control Office** which will be manned continuously twenty-four (24) hours per day, seven days (7) every week including all Public Holidays. The support desk must have the means to monitor and call every Security Officer on duty and to make arrangements for the routine relief or emergency relief of its security officers on duty. They must also provide an Emergency Response Unit in cases of emergency.
- k) The SSP shall routinely monitor by routine and random physical on-site checks and by telephone or radio of its personnel to ensure that they are on the job, performing their assigned roles and responsibilities as the standard required by UDeCOTT.
- l) The SSP shall ensure that all Security Officers are issued an Employee Identification Card which shall be presented upon request by UDeCOTT Officials. The Employee Identification Card shall have the following information's:
- A photograph of the officer
  - The name of the officers in block letters
  - The signature of the officer
  - The Logo of the Security Service Provider (SSP)
- m) The SSP shall provide to UDeCOTT's HSSE Manager or his designate immediately upon commencement of the contract a draft Post Orders/Standing Orders for the project. The SSP shall provide the following:
- Post Diary
  - Thermal Handheld Scanners.
  - Visitors' Log
  - Patrol Register
  - Attendance Register
  - Dedicated Cell Phone for the CCTV Operator/Supervisor

**Any other pertinent registers as instructed by UDeCOTT's HSSE Manager**

- n) The SSP shall ensure that registers referred to at 1(l) are made available for inspection by authorized UDeCOTT personnel.
- o) The SSP will ensure all Security Officers comply with all lawful and reasonable instructions authorized UDeCOTT officials.
- p) The SSP shall ensure that all entries made in the prescribed register are legible, coherent, and contain the pertinent information required.
- q) The SSP must ensure all equipment and installations brought onto the Premises by the SSP for use by the Security Officers in the performance of the Contract shall remain the sole property of the contractor. Upon the termination of this Contract, the SSP shall be permitted to remove all its equipment's from the premises within a reasonable time.
- r) The SSP will ensure that all equipment, furniture material issued to the SSP by UDeCOTT be kept in a state of good repair and be used solely for the execution of this contract. Where the aforementioned are destroyed or rendered unserviceable, replace same or reimburse UDeCOTT the full value of the afore-mentioned item.
- s) The SSP shall investigate all reported breaches that occur on-site and provide a comprehensive written report to UDeCOTT's HSSE Department within Forty-Eight (48) hours of the breach or incident being reported.
- t) The Security Officer assigned to the location must be trained in the use of Fire Fighting Equipment. The SSP shall provide to UDeCOTT's HSSE Department documented evidence of this training.

## **2. GENERAL DUTIES OF SECURITY OFFICERS**

The specific duties and functions to be carried out shall include, but not be limited to the following, the security officers must:

- a) Give a status report to UDeCOTT's HSSE Manager at commencing of their duty.
- b) The Security Officers shall ensure that all authorized personnel and bonafide visitors and customers at the premises are safe and free from any danger or harm, i.e. protecting such persons against robbery, and assaults, and vandalism.
- c) Security Officers must prevent the illegal/unauthorized removal/utilization of equipment and property from the premises and preventing the removal of company-owned or controlled material without properly executed authorization.
- d) The Security Officers will ensure that all visitors to the premises are there on bonafide business and that they adhere to all restrictions and lawful instructions in force during their visit.
- e) The Security Officers will patrol all areas of the facility once every hour or as necessary and report all activities not in conformance with the Company regulations which including gambling,

theft, immoral conduct, sabotage, illegal narcotic activities, espionage, or other irregularities requiring specific investigations. These incidents must be entered into the Post Diary and a written report submitted to UDeCOTT HSSE Manager.

- f) Security Officers must visit all tenant's shops during the course of their duty once between 6:00AM – 12:00NOON and once between 12:00NOON – 6:00PM.
- g) Security Officers must prevent the mentally disable and homeless person from seeking access to the location.
- h) The security officers must close the gate to the Skywalk by Six (6) pm and conduct patrol on all level of the Parkade.
- i) Security Officers on duty will provide security for the cashiers on the Night duty.
- j) Supervisor on duty must ensure the CCTV system being monitor at all times Twenty Four (24) hours per day.
- k) Security Officers must report to UDeCOTT's HSSE Manager on any matters which may affect or compromise UDeCOTT Reputation and the safety of the Tenant's. The security officers must inform UDeCOTT immediately thereafter of any breaches of security and their efforts to deal with such occurrences. Such reports should be directed to the UDeCOTT's HSSE Manager and the senior designated UDeCOTT employee on-site, before the end of the shift.
- l) Security Officers must patrol the premises on the night shift once every hour or as necessary or as instructed by UDeCOTT's HSSE Manager or his designate.
- m) The Security Officers will perform all necessary and reasonable services to assure the safety and protection of the building and all accessories, occupants on the premises against injury, loss, or damage from any preventable cause including, but not limited to fire, theft, trespass, espionage, and sabotage.
- n) The Security Officers must detain anyone discovered or whom it was reported committed any criminal offense at the facility. The officer shall then report them immediately to the Trinidad and Tobago Police Service (Central Police Station) thereafter, to UDeCOTT's HSSE Manager.
- o) Security Officers upon direction from UDeCOTT's Management and following applicable laws, the Security Services Provider shall liaise with the Trinidad and Tobago Protective Services to prevent and report any criminal activities at the location in accordance to the performance of their duties.
- p) Security Officers will assist in all emergencies and emergency training which relates to Post where he/she operates, and any other duties related to security as may be deemed appropriate given the nuances of the Post.
- q) Security Officers must adhere to all lawful directions whether verbal or written as to the operational procedures and policies or the Post.

- r) Answer the elevator intercom and assist with opening the elevator doors in the event that someone is stuck. Training for this will be provided by UDeCOTT.

### **3. INSURANCE REQUIREMENTS**

The following is a summary of the insurance required of the SSP in performing work for the UDeCOTT:

- a) The insurance carrier must be registered in Trinidad and Tobago to do business and approved by the Supervisor of Insurance.
- b) The SSP shall obtain all the following insurance required, and shall maintain the same at all times during the life of the contract. At the time of execution, and before the contract is executed, the contractor must file, with UDeCOTT's Corporate Secretary, the original of an insurance policy or certificate certifying that the required coverage and endorsements as set forth below are in effect:
- Employer's Comprehensive General Liability
  - Workmen's Compensation
  - Automobile Liability Coverage:
    - Bodily Injury: Minimum \$1,000,000 each person
    - Minimum \$1,000,000 each accident
    - Property damage: Minimum \$1,000,000 each accident
- c) Notice of Cancellation: A thirty-day notice shall be shown on each certificate promising to notify UDeCOTT in the event of coverage cancellation or a reduction in coverage.
- d) All insurance documents must be reviewed for approval by UDeCOTT's Procurement Department.

### **4. QUALITY ASSURANCE**

The Security Services Provider must ensure:

- a) All Security Officers provided shall be Citizens or Legal Residents of the Republic of Trinidad and Tobago. In the case of CARICOM citizens, the right to be employed in Trinidad and Tobago according to the revised Treaty of Chaguaramas. In the case of other legal residents, they must possess a valid work permit issued by the Ministry of National Security.
- b) All Security Officers provided shall be eighteen (18) years or older.
- c) All Security Officers must be fluent in spoken and written English Language.



- d) All Security Officers shall have a Police Certificate of Character not older than three (3) months from the date of request. Officers must not have been convicted of any Criminal Offence at any time during the contract be subject to consideration of being charged for a criminal offense.
- e) The Names, Employee Identification Numbers, and Certificate of Character of all Proposed Security Officers must be provided by the contractor in advance and approved by UDeCOTT. UDeCOTT reserves the right to reject and have removed any of the assigned officers for any reason whatsoever.
- f) All Security Officers provided shall have completed an approved Security Officers Training Program or be holders of a valid Precept authorized by the Commissioner of Police. The Training Program should be a minimum of forty (40) contact hours and should include a written examination. The SSP is required to produce evidence of this before the execution of the contract.
- g) Security Officers shall pass a medical examination and fulfill the following:  Must have all physical faculties.
- Full physical fitness, use of all limbs, **No impairments.**
  - Visual Acuity of 20/20, with or without the use of a corrective lens.
  - Depth perception and colour vision to determine red/green/blue/amber.
  - When tested by use of an audiometric device, does not have significant hearing loss.
  - Pass a drug, narcotics test which shall include marijuana, cocaine, heroin, or any drug which impairs physical or mental capabilities.
  - Possess no medical history or diagnosis of Epilepsy or condition which can cause fits or loss of consciousness
- h) The SSP must ensure each Security Officer shall be equipped with the following:
- One flashlight
  - One nightstick/baton
  - One pair of tie-strap restraint/handcuffs with keys
  - pocket dairy
  - Raincoat/ Umbrella
- i) The SSP must ensure each Security Officer reports for duty, fully equipped as described above. He/she must punctually sign in and then commence duties from the start of the shift.
- j) The SSP must ensure that each is officer is adequately briefed on the requirements and expected standards for the GPP.
- k) Security Officers / Security Supervisory personnel shall be suitably trained and qualified for the position. They must not be any person who was dishonorably discharged from any of the Protective Services or convicted of any crime or pending matters for fraud, sexual harassment, larceny, related offenses, or matters of a serious injury or assault.

- l) All Security Officers must conform with and are bound by UDeCOTT's Health, Safety & Environmental Policy Handbook, which will be made available.
- m) The Station Dairy and all other relevant registers shall be kept up-to-date and shall be appropriately maintained by the security officers on duty. It shall be made available for any designated UDeCOTT representative for inspection or to make copies of any relevant information.
- n) The SSP (Compliance Officer) shall conduct regularly scheduled checks at the facility. They shall also conduct random checks to ensure compliance with their Standing Orders.
- o) At the facility, a Post Diary and any other relevant register must be kept and must be appropriately maintained by the Security Officers on duty. It must be made available for any designated UDeCOTT representative for inspection or to make copies of relevant information.
- p) UDECOTT's representatives may conduct scheduled/unscheduled checks at all stations. They shall also check to ensure compliance with UDeCOTT's Instructions and contractual requirements.
- q) The SSP shall conduct regularly scheduled checks at the facility. They shall also conduct random and unscheduled checks to ensure compliance with Standing Orders. This shall be done by a Precepted Officer or any other person assigned, who is suitably trained in Security Supervision.
- r) The Security Officers on site will be subjected to UDeCOTT's Security Performance Management System which provides for structured and impromptu visits, audits, and inspections. These include:
  - Security Visit Form
  - Security Audits
  - Security Contract Appraisal Form
  - Adherence to the Scope of Service
  - Adherence to the Contract for Service
    - Adherence to any best practice in the Security Industry

## **5. SANCTIONS & RESERVATIONS**

UDeCOTT reserves the following rights:

- a) Any officer found to be negligent in the execution of his/her duties, responsibilities, or displaying behavior that contravenes criminal law and or UDeCOTT's corporate Regulations will be subject to immediate removal from his/her post.
- b) UDECOTT reserves the right to instruct the SSP to replace any officer who contravenes any rules or regulations of UDECOTT.

- c) UDeCOTT reserves the right to terminate the contract for continued breaches in performance of the whole part of the contract including Post Orders as well as any other reasonable and lawful instructions.
- d) UDeCOTT reserves the right to amend the contracted security detail by notification via email within twelve hours of the commencement of the affected shift.

## INTERNATIONAL WATERFRONT CENTRE (IWC) CAR PARK

The Hyatt Carpark is an open plan design envisioned to facilitate pedestrian access to seven (7) level of parking. The multi-story car park facility have a capacity of 1140 parking spots. On the seven (7) floor customers have the opportunity to view the magnificent cruise ship that visit our shores. The maximum height is 7ft.



## 1. SECURITY SERVICES PROVIDER'S DUTIES & RESPONSIBILITIES

- a) The Security Services Provider (SSP) shall provide the numbers and types of security officers as listed in Table 1:

*Table 1*

Weekdays (Mon-Fri)	Number of Officers	Type of Service
Daylight	Four (4)	Baton Officers, CCTV Operator / Supervisor
Night	Three (3)	Baton Officers, CCTV Operator
Weekends/ Public Holidays	Number of Officers	Type of Service
Daylight	Three (3)	Baton Officers, CCTV Operator
Night	Three (3)	Baton Officer/ CCTV Operator

- b) The SSP shall supply and install a Security Guard Tour/Checkpoint System for confirmation of patrols by Officer, from which weekly reports are to be generated and submitted to the appointed UDeCOTT personnel.
- c) The SSP shall provide suitably trained Baton Officers as scheduled for the duration of the contract. Where there is a shortfall or absence, immediately notify UDeCOTT HSSE Manager of the absence or shortfall and thereafter take steps to remedy the shortfall.
- d) The SSP shall ensure there is a certified First Aid Officer on each shift. A list of certified First Aid Officers shall be submitted to UDeCOTT HSSE Department on the commencement of the contract.
- e) The SSP will submit a list of officers qualified to work at the location. The SSP shall inform UDeCOTT's HSSE Department in advance once there is a change in the roster (no new officers are allowed on the location without UDeCOTT's HSSE Department being informed and the Officer receiving a proper handover and UDeCOTT's orientation).
- f) The SSP shall provide a list of approved substitute officers who will act as replacements for any absent officer, on leave, etc.
- g) The SSP shall ensure their officers are in proper attire for duty. The following is not permitted:
- No visible nose/tongue piercing
  - No extending fingernails
  - No extending eyelashes

- No dirty foot-wear
  - No un-kept uniform
- h) The SSP shall provide personnel files to UDeCOTT's HSE Department containing information about the length of service, relevant training certificates, recent drug, and alcohol test, fit to work medical, and Certificate of Character for each Officer.
- i) The SSP shall make all arrangements for the Security Officers to be relieved for meals or any other breaks by providing a **"Relieving Officer"**. This will ensure the contracted quantum of officers is maintained.
- j) The SSP shall provide a **Support Desk / Control Office** which will be manned continuously twenty-four (24) hours per day, seven days (7) every week including all Public Holidays. The support desk must have the means to monitor and call every Security Officer on duty and to make arrangements for the routine relief or emergency relief of its security officers on duty. They must also provide an Emergency Response Unit in cases of emergency.
- k) The SSP shall routinely monitor by routine and random physical on-site checks and by telephone or radio of its personnel to ensure that they are on the job, performing their assigned roles and responsibilities as the standard required by UDeCOTT.
- l) The SSP shall ensure that all Security Officers are issued an Employee Identification Card which shall be presented upon request by UDeCOTT Officials. The Employee Identification Card shall have the following information's:
- A photograph of the officer
  - The name of the officers in block letters
  - The signature of the officer
  - The Logo of the Security Service Provider (SSP)
- m) The SSP shall provide to UDeCOTT's HSE Manager or his designate immediately upon commencement of the contract a draft Post Orders/Standing Orders for the project. The SSP shall provide the following:
1. Post Diary
  2. Thermal handheld Scanners
  3. Visitors' Log
  4. Patrol Register
  5. Attendance Register
  6. Dedicated Cell Phone for the CCTV Operator/Supervisor
- Any other pertinent registers as instructed by UDeCOTT's HSE Manager.**
- n) The SSP shall ensure that registers referred to at 1(l) are made available for inspection by authorized UDeCOTT personnel.

- o) The SSP will ensure all Security Officers comply with all lawful and reasonable instructions authorized by UDeCOTT officials.
- p) The SSP shall ensure that all entries made in the prescribed register are legible, coherent, and contain the pertinent information required.
- q) The SSP shall ensure all equipment and installations brought onto the premises by the SSP for use by the Security Officers in the performance of the contract shall remain the sole property of the contractor. Upon the termination of this contract, the SSP shall be permitted to remove all its equipment's from the premises within a reasonable time.
- r) The SSP shall ensure that all equipment, furniture material issued to the SSP by UDeCOTT be kept in a state of good repair and be used solely for the execution of this contract. Where the aforementioned are destroyed or rendered unserviceable, replace same or reimburse UDeCOTT the full value of the afore-mentioned item.
- s) The SSP shall investigate all reported breaches that occur on-site and provide a comprehensive written report to UDeCOTT's HSSE Department within Forty-Eight (48) hours of the breach or incident being reported.
- t) The Security Officer assigned to the location must be trained in the use of Fire Fighting Equipment. The SSP shall provide to UDeCOTT's HSSE Department documented evidence of this training.

## **2. GENERAL DUTIES OF SECURITY OFFICERS**

The duties and responsibilities to be carried out shall include, but not be limited to the following, a)  
The Security Officers shall ensure that only authorized personnel and bona-fide users of the Carpark are permitted on the premises.

- b) The Security Officers shall ensure only authorized personnel and UDeCOTT staff are allowed in the cashier booth. Ensure staffs are safe from danger or harm, i.e. protection against attacks, physical assaults, and robbery.
- c) The Security Officers shall patrol the area of the cashier booth during their daily patrol.
- d) The Sentry Officer shall monitor the CCTV system to ensure that no illegal activities theft, vandalism to vehicles, and unauthorized video recording.
- e) The Security Officers shall patrol/guard the entrance and exits of the Carpark to prevent unauthorized entry to the facilities, through the monitoring and static guard of the general site.
- f) The Security Officers shall prevent the illegal/unauthorized removal of fitting and fixtures from customer's vehicles and equipment from the premises without proper authorization.

- g) The Security Officer shall prevent vandalism and theft of property and equipment on the premises and malicious damages to the facilities.
- h) The Security Officers shall ensure that all visitors to the premises adhere to any direction or restrictions of UDeCOTT during their visit.
- i) The Security Officers shall report to UDeCOTT's HSE Department and the senior designated UDeCOTT employee on-site, on any matters which may affect or compromise the company's safety or security policies and procedures.
- j) The Security Officers provider shall inform UDeCOTT immediately thereafter of any breaches of security and their efforts to deal with such occurrences. Such reports should be directed to the UDeCOTT's HSE Department and the senior designated UDeCOTT employee on-site, before the end of the related shift.
- k) The Security Officers shall perform all necessary and reasonable service to assure the safety and protection of the daily earnings from the car park including the building and all accessories, occupant on the premises, and personal property against injury, loss, or damage from preventable causes including, but not limited to fire, theft, trespass, vandalism, espionage, and sabotage, upon the direction of UDeCOTT's Management and following applicable laws.
- l) The Security Officers shall ensure the safety of all keys, locks, and swipe card entrusted to them.
- m) The Security Officers on sentry duty shall ensure proper relevant daily records of all security-related events occurring on the premises including written reports and logs.
- n) The Security Officers shall report to UDeCOTT's HSE Department and the senior designated UDeCOTT employee on-site, on any matters which may affect or compromise the company's reputation, the safety of staff and visitors and their vehicles.
- o) The Security Officers shall inform UDeCOTT immediately thereafter of any breaches of security and their efforts to deal with such occurrence. All reports should be directed to the UDeCOTT's HSE Department and the senior designated UDeCOTT employee on-site, before the end of the related shift.
- p) The Security Officers shall assist in all emergencies and emergency training that relates to the Carpark. (also assisting in elevator emergency evacuation).
- q) The Security Officers will be required to perform any other duty related to security as may be deemed appropriate by UDeCOTT, given the nuances of the facility.
- r) The Security Officers shall adhere to all lawful directions whether verbal or written as to the operational procedures and policies of the facility/car park.
  - s) The Security Officers shall be required to perform any other duty related to security as may be deemed appropriate by UDeCOTT, given the nuances of the Carpark.

### **3. INSURANCE REQUIREMENTS**



The following is a summary of the insurance required of the SSP in performing work for UDeCOTT:

- a) The insurance carrier shall be registered in Trinidad and Tobago to do business and approved by the Supervisor of Insurance.
- b) The SSP shall obtain all the following insurance required, and shall maintain the same at all times during the life of the contract. At the time of execution, and before the contract is executed, the contractor shall file, with UDeCOTT's Corporate Secretary, the original of an insurance policy or certificate certifying that the required coverage and endorsements as set forth below are in effect:
  - Employer's Comprehensive General Liability
  - Workmen's Compensation
  - Automobile Liability Coverage:
    - Bodily Injury: Minimum \$1,000,000 for each person
    - Minimum \$1,000,000 each accident
    - Property damage: Minimum \$1,000,000 each accident
- c) Notice of Cancellation: A thirty-day notice shall be shown on each certificate promising to notify UDeCOTT in the event of coverage cancellation or a reduction in coverage.
- d) All insurance documents shall be reviewed for approval by UDeCOTT's Procurement Department.

#### **4. QUALITY ASSURANCE**

The Security Services Provider shall ensure:

- a) All Security Officers provided shall be Citizens or Legal Residents of the Republic of Trinidad and Tobago. In the case of CARICOM citizens, the right to be employed in Trinidad and Tobago according to the Revised Treaty of Chaguaramas. In the case of other legal residents, they shall possess a valid work permit issued by the Ministry of National Security.
- b) All Security Officers provided shall be eighteen (18) years or older.
- c) All Security Officers shall have a Police Certificate of Character not older than three (3) months from the date of request. Officers shall not have been convicted of any Criminal Offence at any time during the contract or be subject to consideration of being charged for a criminal offense.
- d) The Names, Employee Identification Numbers, and Certificate of Character of all proposed Security Officers shall be provided by the contractor in advance and approved by UDeCOTT. UDeCOTT reserves the right to reject and have removed any of the assigned officers for any reason whatsoever.
- e) All Security Officers provided shall have completed an approved Security Officers Training Program or be the holders of a valid Precept authorized by the Commissioner of Police. The

Training Program should be a minimum of forty (40) contact hours and should include a written examination. The SSP is required to produce evidence of this before the execution of the contract.

- f) Security Officers shall pass a medical examination and fulfill the following:  Must have all physical faculties.
- Full physical fitness, use of all limbs, **No impairments.**
  - Visual Acuity of 20/20, with or without the use of a corrective lens.
  - Depth perception and colour vision to determine red/green/blue/amber.
  - When tested by use of an audiometric device, does not have significant hearing loss.
  - Pass a drug, narcotics test which shall include marijuana, cocaine, heroin, or any drug which impairs physical or mental capabilities.
  - Possess no medical history or diagnosis of Epilepsy or condition which can cause fits or loss of consciousness
- g) The SSP shall ensure each Security Officer shall be equipped with the following:
- One flashlight
  - One nightstick/baton
  - One pair of tie-strap restraint/handcuffs with keys
  - One pocket dairy
- h) The SSP shall ensure each Security Officer reports for duty, fully equipped as described above. He/she shall punctually sign in and then commence duties from the start of the shift.
- i) The SSP shall ensure that each is officer is adequately briefed on the requirements and expected standards for the Hyatt Carpark.
- j) Security Officers / Security Supervisory personnel shall be suitably trained and qualified for the position. They shall not be any person who was dishonorably discharged from any of the Protective Services or convicted of any crime or pending matters for fraud, sexual harassment, larceny, related offenses, or matters of a serious injury or assault.
- k) All Security Officers shall conform with and are bound by UDeCOTT's Health, Safety & Environmental Policy Handbook, which will be made available.
- l) The Station Dairy and all other relevant registers shall be kept up-to-date and shall be appropriately maintained by the security officers on duty. It shall be made available for any designated UDeCOTT representative for inspection or to make copies of any relevant information.
- m) UDECOTT's representatives may conduct scheduled/unscheduled checks at all stations. They will check to ensure compliance with UDeCOTT's Instructions and contractual requirements.
- n) The SSP shall conduct regularly scheduled checks at the facility. They shall also conduct random and unscheduled checks to ensure compliance with Standing Orders. This shall be done by a Precepted Officer or any other person assigned, who is suitably trained in Security Supervision.

- o) The Conduct and Performance of All Security Officers shall be governed by UDeCOTT's Policies and Procedures.
- p) The Security Provider and its Officers on site will be subjected to UDeCOTT's Security Performance Management System which provides for structured and impromptu visits, audits, and inspections. These include:
- Security Visit Form
  - Security Audits
  - Security Contract Appraisal Form
  - Adherence to the Scope of Service
  - Adherence to the Contract for Service
  - Adherence to any best practice in the Security Industry

## **5. SANCTIONS & RESERVATIONS**

UDeCOTT reserves the following rights:

- a) Any officer found to be negligent in the execution of his/her duties, responsibilities or displaying behavior that contravenes criminal law and or UDeCOTT's corporate regulations shall be subject to immediate removal from his/her post.
- b) UDECOTT reserves the right to instruct the SSP to replace any officer who contravenes any rules or regulations of UDECOTT.
- c) UDeCOTT reserves the right to terminate the contract for continued breaches in performance of the whole part of the contract including Post Orders as well as any other reasonable and lawful instructions.
- d) UDeCOTT reserves the right to amend the contracted security detail by notification via email within twelve hours of the commencement of the affected shift.

# SALVATORI CAR PARK

Salvatori Car Park is located on a flat opened area situated on the southern side of Port of Spain. It is situated between Fredrick and Henry Streets as well as Independence Square South. Its southern neighbor is the Brian Lara Promenade. The facility provides paid parking for banks' employees and business owners, shoppers and visitors.



## 1. SECURITY SERVICES PROVIDER'S DUTIES & RESPONSIBILITIES

- a) The Security Services Provider (SSP) must provide the numbers and types of security officers as listed in Table 1:

*Table 1*

Weekdays (Mon-Fri)	Number of Officers	Type of Service
Daylight	One (1)	Baton Officer
Night	NIL	NIL

Weekends (Saturday) Public Holidays	Number of Officers	Type of Service
Daylight	One (1) If Required	Baton Officer
Night	NIL	NIL

**Dress Code: Shirt and Tie with Long Pants**

- b) The SSP shall provide suitably trained Baton Officers as scheduled for the duration of the contract. Where there is a shortfall or absence, immediately notify UDeCOTT's HSSE Manager of the absence or shortfall and thereafter take steps to remedy the shortfall.
- c) The SSP will submit a list of officers qualified to work at the location. The SSP shall inform UDeCOTT's HSSE Department in advance once there is a change in the roster (no new officers are allowed on the location without UDeCOTT's HSSE Department being informed and the Officer receiving a proper handover and UDeCOTT's orientation)
- d) The SSP shall provide a list of approved substitute officers who will act as replacements for any absent officer, on leave, etc.
- e) The SSP shall ensure their officers are in proper attire for duty. The following is not permitted:
  - No visible nose/tongue piercing
  - No extending fingernails
  - No extending eyelashes
  - No dirty foot-wear
  - No un-kept uniform
- f) The SSP shall provide personnel files to UDeCOTT's HSSE Department containing information about the length of service, relevant training certificates, recent drug, and alcohol test, fit to work medical, and Certificate of Character for each Officer.
- g) The SSP shall make all arrangements for the Security Officers to be relieved for meals or any other breaks by providing a "**Relieving Officer**". This will ensure the contracted quantum of officers is maintained.
- h) The SSP shall provide a **Support Desk / Control Office** which must be manned continuously to provide support to the Security Officer when on duty. The Support Desk must have the means to monitor and call every Security Officer on duty and to make arrangements for the routine relief or emergency relief of its security officers on duty. They must also provide an Emergency Response Unit in cases of emergency.

- i) The SSP shall routinely monitor by routine and random physical on-site checks and by telephone or radio of its personnel to ensure they are on the job, and performing their assigned roles and responsibilities at the standard required by UDeCOTT.
- j) The SSP must ensure all Security Officers are issued an Employee Identification Card which shall be presented upon request by UDeCOTT Officials. The Employee Identification Card must have the following information's:
  - A photograph of the officer
  - The name of the officers in block letters
  - The signature of the officer
  - The Logo of the Security Service Provider (SSP)
- k) The SSP will provide to UDeCOTT's HSE Manager or his designate, immediately upon commencement of the contract a draft Post Orders/Standing Orders for the project. The SSP shall provide the following:
  - Post Diary
  - Thermal Handheld Scanners.
  - Visitors' Log
  - Patrol Register
  - Attendance Register
  - Dedicated Cell Phone for Security Officer

**Any other pertinent registers as instructed by UDeCOTT's HSE Manager**

- l) The SSP shall ensure that registers referred to in 1(k) are made available for inspection by authorized UDeCOTT personnel.
- m) The SSP shall ensure all Security Officers comply with all lawful and reasonable instructions authorized by UDeCOTT officials.
- n) The SSP shall ensure that all entries made in the prescribed register are legible, coherent, and contain the pertinent information required.
- o) The SSP shall ensure all equipment and installations brought onto the premises by the SSP for use by the Security Officers in the performance of the contract shall remain the sole property of the contractor. Upon the termination of this contract, the SSP shall be permitted to remove all its equipment's from the premises within a reasonable time.
- p) The SSP shall ensure that all equipment, furniture material issued to the SSP by UDeCOTT be kept in a state of good repair and be used solely for the execution of this contract. Where the

aforementioned are destroyed or rendered unserviceable, replace same or reimburse UDeCOTT the full value of the afore-mentioned item.

- q) The SSP shall investigate all reported breaches that occur on-site and provide a comprehensive written report to UDeCOTT's HSSE Department within Forty-Eight (48) hours of the breach or incident being reported.
- r) The Security Officer assigned to the location must be trained in the use of Fire Fighting Equipment. The SSP shall provide to UDeCOTT's HSSE Department documented evidence of this training.

## **2. GENERAL DUTIES OF SECURITY OFFICERS**

The duties and responsibilities to be carried out shall include, but not be limited to the following:

- a) The Security Officer shall ensure that only authorized personnel and bona-fide users of the car park are permitted onto the premises.
- b) The Security Officers shall ensure only authorized personnel and UDeCOTT staff are allowed in the cashier booth. Ensure staffs are safe from danger or harm, i.e. protecting such persons against attacks, assaults and robbery.
- c) The Security Officers shall prevent the illegal/unauthorized removal of fittings and fixtures from customer's vehicles and equipment from the premises without proper authorization.
- d) The Security Officers shall prevent vandalism and theft of property and equipment on the premises and malicious damage to facilities.
- e) The Security Officers shall report to UDeCOTT's HSSE Department and the senior designated UDeCOTT employee on-site, on any matters which may affect or compromise the company's safety or security policies and procedures.
- f) The Security Officers provider shall inform UDeCOTT immediately thereafter of any breaches of security and their efforts to deal with such occurrences. Such reports should be directed to the UDeCOTT's HSSE Department and the senior designated UDeCOTT employee on-site, before the end of the related shift.
- g) The Security Officers shall perform all necessary and reasonable services to assure the safety and protection of the daily earnings from the carpark. Protect all accessories, occupants on the premises, and personal property against injury, loss, or damage from preventable causes including, but not limited to fire, theft, trespass, espionage, and sabotage, upon the direction of UDeCOTT's Management and following applicable laws.
- h) The security officers shall assist in all emergencies and emergency training that relates to the Salvatori Street Carpark.

- i) The Security Officers shall be required to perform any other duty related to security as may be deemed appropriate by UDeCOTT, given the nuances of the Carpark.
- j) The Security Officers shall adhere to all lawful directions whether verbal or written as to the operational procedures and policies of the Carpark.
- k) The Security Officers shall be responsible for the opening and closing of the barrier and locking of the Carpark.
- l) At the end of the day, when the Carpark closes the security officer will accompany the cashier to UDeCOTT's Office if required.
- m) The Security Officer shall ensure all the COVID-19 protocols are being followed by staff and customers.

### **3. INSURANCE REQUIREMENTS:**

The following is a summary of the insurance required of the SSP in performing work for the UDeCOTT:

- a) The insurance carrier must be registered in Trinidad and Tobago to do business and approved by the Supervisor of Insurance.
- b) The SSP shall obtain all the following insurance required, and shall maintain the same at all times during the life of the contract. At the time of execution, and before the contract is executed, the contractor must file, with UDeCOTT's Corporate Secretary, the original of an insurance policy or certificate certifying that the required coverage and endorsements as set forth below are in effect:
  - Employer's Comprehensive General Liability
  - Workmen's Compensation
  - Automobile Liability Coverage:
    - Bodily Injury: Minimum \$1,000,000 each person
    - Minimum \$1,000,000 each accident
    - Property damage: Minimum \$1,000,000 each accident
- c) Notice of Cancellation: A thirty-day notice shall be shown on each certificate promising to notify UDeCOTT in the event of coverage cancellation or a reduction in coverage.
- d) All insurance documents must be reviewed for approval by UDeCOTT's Procurement Department.



#### 4. QUALITY ASSURANCE

The Security Services Provider must ensure:

- a) All Security Officers provided shall be Citizens or Legal Residents with the right to be employed in Trinidad and Tobago. In the case of CARICOM citizens, the right to be employed in Trinidad and Tobago according to the Revised Treaty of Chaguaramas. In the case of other legal residents, they must possess a valid work permit issued by the Ministry of National Security.
- b) All Security Officers provided shall be eighteen years or older.
- c) All Security Officers shall have a Police Certificate of Good Character not older than three (3) months from date of request. Officers must not have been convicted of any Criminal Offence at any time during the contract or be subject to consideration of being charged for a criminal offence.
- d) The Names, Employee Identification Numbers and Certificate of Character of all proposed Security Officers must be provided by the contractor in advance and approved by UDECOTT. UDECOTT reserves the right to reject and have removed any of the assigned Officers for any reason whatsoever.
- e) All Security Officers provided shall have completed an approved Security Officers Training Program or be holders of a valid Precept authorized by the Commissioner of Police. The Training Program should be a minimum of forty (40) contact hours and should include a written examination. The SSP is required to produce evidence of this before the execution of the contract.
- f) Security Officers shall passed a medical examination and fulfil the following:
  - Must have all physical faculties.
  - Full physical fitness, use of all limbs, **No impairments.**
  - Visual Acuity of 20/20, with or without the use of corrective lens.
  - Depth perception and colour vision to determine red/green/blue/amber.
  - When tested by use of an audiometric device, does not have significant hearing loss.
  - Pass a Drug / Narcotics Test which must include Marijuana, Cocaine, Heroin or any Drug which impairs Physical or Mental work.
  - Possess no medical history or diagnosis of Epilepsy or condition which can cause fits or loss of consciousness.

- g) The SSP shall ensure each Security Officer shall be equipped with the following:
- One flashlight
  - One nightstick/baton
  - One pair of handcuffs with keys or tie-straps ❖ One pocket diary.
  - One Raincoat and /or umbrella.
- h) The SSP shall ensure each Security Officer report for duty, fully equipped as described above. He/She must punctually sign in and then commence duties from the start of each shift.
- i) The SSP shall ensure that each officer assigned to the location is adequately briefed on the requirement and expected standards for the Salvatore Carpark
- j) The Security Officer will perform duties at the location specified by UDeCOTT.
- k) Security Officers / Security Supervisory personnel shall be suitably trained and qualified for the position. They must not be any person who has been dishonourably discharged or dismissed from the Protective Services or convicted of any crime or pending matters for fraud, sexual harassment, larceny related offences or matters of a serious injury or assault.
- l) All Security Officers must conform with and are bound by UDECOTT's Health, Safety & Environmental Policy and Handbook which will be provided.
- m) The Station Diary and all other relevant registers must be kept up-to-date and must be appropriately maintained by the Security Officers on duty. It must be made available for any designated UDeCOTT representative for inspection or to make copies of any relevant information.
- n) UDECOTT's representatives will conduct scheduled / unscheduled checks at all security posts. They will checks to ensure compliance with UDeCOTT's instructions and contractual requirements.
- o) The SSP shall conduct regular scheduled checks at the Facility. They shall also conduct random and unscheduled checks to ensure Compliance with Standing Orders. This shall be done by a Precepted Officer or any other person assigned, who is suitably trained in Security Supervision.
- p) The Conduct and Performance of ALL Security Officers shall be governed by UDECOTT's Policies and Procedures.
- q) The Security Service Provider and its' Officers on site will be subjected to UDeCOTT's Security Performance Management System which provides for structured and impromptu visits, audits and inspections. These include:
- Security Visit Form
  - Security Audits
  - Security Contract Appraisal Form

- Adherence to the Scope of Works
- Adherence to the Contract for Service
- Adherence to any best practice in the Security Industry

## **5. SANCTIONS & RESERVATIONS**

UDeCOTT reserves the following rights:

- a) Any officer found to be negligent in the execution of his/her duties, responsibilities or displaying behaviour that contravenes criminal law and or UDeCOTT's corporate Regulations will be subject to immediate removal from his/her post.
- b) UDECOTT reserves the right to instruct the SSP to replace any officer who contravenes any rules or regulations of UDECOTT.
- c) UDeCOTT reserves the right to terminate the contract for continued breaches in performance of the whole part of the contract including Post Orders as well as any other reasonable and lawful instructions.
- d) UDeCOTT reserves the right to amend the contracted security detail by notification via email within twelve hours of the commencement of the affected shift.

## EDWARD STREET CAR PARK

Edward Street Car Park is located on a flat opened area situated on the southern side of Port of Spain. It is situated at the corner of Edward and Richmond Streets as well as Independence Square South. Its southern neighbor is the Brian Lara Promenade. The facility provides paid parking for banks' employees and business owners, shoppers, and visitors.



## 1. SERVICES PROVIDER'S DUTIES & RESPONSIBILITIES

- a) The Security Services Provider (SSP) must provide the numbers and types of security officers as listed in Table 1:

*Table 1*

Weekdays (Mon-Fri)	Number of Officers	Type of Service
Daylight	One (1)	Baton Officer
Night	NIL	NIL
Weekends (Saturday) Public Holidays	Number of Officers	Type of Service
Daylight	NIL	NIL
Night	NIL	NIL

### **Dress Code: Shirt and Tie with Long Pants**

- b) The SSP shall provide suitably trained Baton Officers as scheduled for the duration of the contract. Where there is a shortfall or absence, immediately notify UDeCOTT's HSE Manager of the absence or shortfall and thereafter take steps to remedy the shortfall.
- c) The SSP will submit a list of officers qualified to work at the location. The SSP shall inform UDeCOTT's HSE Department in advance once there is a change in the roster (no new officers are allowed on the location without UDeCOTT's HSE Department being informed and the Officer receiving a proper handover and UDeCOTT's orientation).
- d) The SSP shall provide a list of approved substitute officers who will act as replacements for any absent officer, on leave, etc.
- e) The SSP shall ensure their officers are in proper attire for duty. The following is not permitted:
- No visible nose/tongue piercing
  - No extending fingernails
  - No extending eyelashes
  - No dirty foot-wear
  - No un-kept uniform
- f) The SSP shall provide personnel files to UDeCOTT's HSE Department containing information about the length of service, relevant training certificates, recent drug, and alcohol test, fit to work medical, and Certificate of Character for each Officer.
- g) The SSP shall make all arrangements for the Security Officers to be relieved for meals or any other breaks by providing a "Relieving Officer". This will ensure the contracted quantum of officers is maintained.

- h) The SSP shall provide a **Support Desk / Control Office** which must be manned continuously to provide support to the Security Officer when on duty. The Support Desk must have the means to monitor and call every Security Officer on duty and to make arrangements for the routine relief or emergency relief of its security officers on duty. They must also provide an Emergency Response Unit in cases of emergency.
- i) The SSP shall routinely monitor by routine and random physical on-site checks and by telephone or radio of its personnel to ensure they are on the job, and performing their assigned roles and responsibilities at the standard required by UDeCOTT.
- j) The SSP must ensure all Security Officers are issued an Employee Identification Card which shall be presented upon request by UDeCOTT Officials. The Employee Identification Card must have the following information's:
- A photograph of the officer
  - The name of the officers in block letters
  - The signature of the officer
  - The Logo of the Security Service Provider (SSP)
- k) The SSP will provide to UDeCOTT's HSE Manager or his designate, immediately upon commencement of the contract a draft Post Orders/Standing Orders for the project. The SSP shall provide the following:
- Post Diary
  - Thermal Handheld Scanners.
  - Visitors' Log
  - Patrol Register
  - Attendance Register
  - Dedicated Cell Phone for Security Officer

**Any other pertinent registers as instructed by UDeCOTT's HSE Manager**

- l) The SSP shall ensure that registers referred to in 1(k) are made available for inspection by authorized UDeCOTT personnel.
- m) The SSP shall ensure all Security Officers comply with all lawful and reasonable instructions authorized by UDeCOTT officials.
- n) The SSP shall ensure that all entries made in the prescribed register are legible, coherent, and contain the pertinent information required.
- o) The SSP shall ensure all equipment and installations brought onto the premises by the SSP for use by the Security Officers in the performance of the contract shall remain the sole property of the contractor. Upon the termination of this contract, the SSP shall be permitted to remove all its equipment's from the premises within a reasonable time.
- p) The SSP shall ensure that all equipment, furniture material issued to the SSP by UDeCOTT be kept in a state of good repair and be used solely for the execution of this contract. Where the

aforementioned are destroyed or rendered unserviceable, replace same or reimburse UDeCOTT the full value of the afore-mentioned item.

- q) The SSP shall investigate all reported breaches that occur on-site and provide a comprehensive written report to UDeCOTT's HSE Department within Forty-Eight (48) hours of the breach or incident being reported.
- r) The Security Officer assigned to the location must be trained in the use of Fire Fighting Equipment. The SSP shall provide to UDeCOTT's HSE Department documented evidence of this training.

## **2. GENERAL DUTIES OF SECURITY OFFICERS**

The duties and responsibilities to be carried out shall include, but not be limited to the following:

- a) The Security Officer shall ensure that only authorized personnel and bona-fide users of the Carpark are permitted onto the premises.
- b) The Security Officers shall ensure only authorized personnel and UDeCOTT staff are allowed in the cashier booth. Ensure staffs are safe from danger or harm, i.e. protecting such persons against attacks, assaults and robbery.
- c) The Security Officers shall prevent the illegal/unauthorized removal of fittings and fixtures from customer's vehicles and equipment from the premises without proper authorization.
- d) The Security Officers shall prevent vandalism and theft of property and equipment on the premises and malicious damage to facilities.
- e) The Security Officers shall report to UDeCOTT's HSE Department and the senior designated UDeCOTT employee on-site, on any matters which may affect or compromise the company's safety or security policies and procedures.
- f) The Security Officers provider shall inform UDeCOTT immediately thereafter of any breaches of security and their efforts to deal with such occurrences. Such reports should be directed to the UDeCOTT's HSE Department and the senior designated UDeCOTT employee on-site, before the end of the related shift.
- g) The Security Officers shall perform all necessary and reasonable services to assure the safety and protection of the daily earnings from the carpark. Protect all accessories, occupants on the premises, and personal property against injury, loss, or damage from preventable causes including, but not limited to fire, theft, trespass, espionage, and sabotage, upon the direction of UDeCOTT's Management and following applicable laws.
- h) The security officers shall assist in all emergencies and emergency training that relates to the Edwards St Carpark.
- i) The Security Officers shall be required to perform any other duty related to security as may be deemed appropriate by UDeCOTT, given the nuances of the Carpark.
- j) The Security Officers shall adhere to all lawful directions whether verbal or written as to the operational procedures and policies of the Carpark.

- k) The Security Officers shall be responsible for the opening and closing of the barrier and locking of the Carpark.
- l) At the end of the day, when the Carpark closes the security officer will accompany the cashier to UDeCOTT's Office at the Government Parkade Plaza.
- m) The Security Officer shall ensure all the COVID-19 protocols are being followed by staff and customers.

### **3. INSURANCE REQUIREMENTS**

The following is a summary of the insurances required of the SSP for performing work at UDeCOTT:

- a) The insurance carrier must be registered in Trinidad and Tobago to do business and approved by the Supervisor of Insurance.
- b) The SSP shall obtain all the following insurance required, and shall maintain the same at all times during the life of the contract. At the time of execution, and before the contract is executed, the contractor must file, with UDeCOTT's Corporate Secretary, the original of an insurance policy or certificate certifying that the required coverage and endorsements as set forth below are in effect:
  - Employer's Comprehensive General Liability
  - Workmen's Compensation
  - Automobile Liability Coverage:
    - Bodily Injury: Minimum \$1,000,000 each person
    - Minimum \$1,000,000 each accident
    - Property damage: Minimum \$1,000,000 each accident
- c) Notice of Cancellation: A thirty-day notice shall be shown on each certificate promising to notify UDeCOTT in the event of coverage cancellation or a reduction in coverage.
- d) All insurance documents must be reviewed for approval by UDeCOTT's Procurement Department.

### **4. QUALITY ASSURANCE**

The Security Services Provider must ensure:

- a) All Security Officers provided shall be Citizens or Legal Residents of the Republic of Trinidad and Tobago. In the case of CARICOM citizens, the right to be employed in Trinidad and Tobago according to the Revised Treaty of Chaguaramas. In the case of other legal residents, they must possess a valid work permit issued by the Ministry of National Security.
- b) All Security Officers provided shall be eighteen (18) years or older.
- c) All Security Officers shall have a Police Certificate of Character not older than three (3) months from the date of request. Officers must not have been convicted of any Criminal Offence at any time during the contract or be subject to consideration of being charged for a criminal offense.



- d) The Names, Employee Identification Numbers, and Certificate of Character of all proposed Security Officers must be provided by the contractor in advance and approved by UDeCOTT. UDeCOTT reserves the right to reject and have removed any of the assigned officers for any reason whatsoever.
- e) All Security Officers provided shall have completed an approved Security Officers Training Program or be holders of a valid Precept authorized by the Commissioner of Police. The Training Program should be a minimum of forty (40) contact hours and should include a written examination. The SSP is required to produce evidence of this before the execution of the contract.
- f) Security Officers shall pass a medical examination and fulfill the following:  Must have all physical faculties.
- Full physical fitness, use of all limbs, **No impairments.**
  - Visual Acuity of 20/20, with or without the use of a corrective lens.
  - Depth perception and colour vision to determine red/green/blue/amber.
  - Tested by use of an audiometric device, does not have significant hearing loss.
  - Pass a drug and narcotics test which must include Marijuana and Cocaine,  Heroin or any Drug which impairs Physical or Mental capabilities.
  - Possess no medical history or diagnosis of Epilepsy or condition which can cause fits or loss of consciousness.
- g) The SSP must ensure each Security Officer shall be equipped with the following:
- One flashlight
  - One nightstick/baton
  - One pair of tie-strap restraint/handcuffs with keys
  - pocket dairy
  - Raincoat/ Umbrella
- h) The SSP shall ensure each Security Officer reports for duty, fully equipped as described above. He/she must punctually sign in and then commence duties from the start of the shift.
- i) The SSP shall ensure that each officer is adequately briefed on the requirements and expected standards for the Car Park.
- j) Security Officers / Security Supervisory personnel shall be suitably trained and qualified for the position. They must not be any person who was dishonorably discharged from any of the Protective Services or convicted of any crime or pending matters for fraud, sexual harassment, larceny, related offenses, or matters of a serious injury or assault.
- k) All Security Officers must conform with and are bound by UDeCOTT's Health, Safety, Security & Environmental Policy Handbook, which will be made available.
- l) The Station Dairy and all other relevant registers must be kept up-to-date and must be appropriately maintained by the security officers on duty. It must be made available for any designated UDeCOTT representative on duty. It must be made available for any designated UDeCOTT Security representative for inspection or to make copies of any relevant information.
- m) The SSP (Compliance Officer) shall conduct regularly scheduled checks at the facility.
- They shall also conduct random checks to ensure Compliance with their Standing Orders.

- n) At the facility, a Post Diary and any other relevant register must be kept and must be appropriately maintained by the Security Officers on duty. It must be made available for any designated UDeCOTT representative for inspection or to make copies of relevant information.
- o) UDECOTT's representatives may conduct scheduled/unscheduled checks at all stations. They shall also conduct random and unscheduled checks to ensure compliance with UDeCOTT's Instructions and contractual requirements.
- p) The SSP shall conduct regularly scheduled checks at all stations. They shall also conduct random and unscheduled checks to ensure compliance with Standing Orders. This shall be done by a Precepted Officer or other person holding or who formerly held the rank of a warrant officer or commissioned officer in the Trinidad and Tobago Defence Force suitably trained in security supervision.
- q) The Security Officers on site will be subjected to UDeCOTT's Security Performance Management System which provides for structured and impromptu visits, audits, and inspections. These include:
  - Security Visit Form
  - Security Audits
  - Security Contract Appraisal Form
  - Adherence to the Scope of Service
  - Adherence to the Contract for Service
  - Adherence to any best practice in the Security Industry

## **5. SANCTIONS & RESERVATIONS**

UDeCOTT reserves the following rights:

- a) Any officer found to be negligent in the execution of his/her duties, responsibilities or displaying behavior that contravenes criminal law and or UDeCOTT's corporate regulations will be subject to immediate removal from his/her post.
- b) UDECOTT reserves the right to instruct the SSP to replace any officer who contravenes any rules or regulations of UDECOTT.
- c) UDeCOTT reserves the right to terminate the contract for continued breaches in performance of the whole part of the contract including Post Orders as well as any other reasonable and lawful instructions.
- d) UDeCOTT reserves the right to amend the contracted security detail by notification via email within twelve hours of the commencement of the affected shift.

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

### **The Provision of Security Services for UDeCOTT's UPark Facilities**

#### **What is the purpose of this Request for Proposal?**

The purpose of this Request for Proposal is to identify and contract a suitably qualified and experienced Contractor with the specialised expertise necessary to undertake the Project.

#### **What is the Location of the site?**

The locations for The Provision of Security Services for UDeCOTT's UPark Facilities are as follows;

1. Government Plaza Parkade: corner of Edward and Queen Streets, Port of Spain
2. International Waterfront Centre Car Park: Wrightson Road, Port of Spain
3. Salvatori Car Park: Independence Square Port of Spain
4. Edward Street Car Park: Edward Street and Independence Square, Port of Spain

#### **Date and Time of Pre-submission Meeting and Site Visit?**

Wednesday 31<sup>st</sup> March, 2021 at 10:00 a.m.

#### **Are there any eligibility requirements for this Procurement Process?**

In order to be eligible for evaluation and/or consideration to provide the Works, Proponents must be able to demonstrate the following:

- Incorporation or otherwise registered to do business in Trinidad and Tobago **prior** to the award of any contract for the provision of the Works, as evidenced by the Certificate of Incorporation or Registration (as applicable),
- Submission of Annual Return – 2020 (2021 if applicable)
- Submission of valid statutory clearance/compliance certificates, namely,
  - VAT Clearance Certificate
  - BIR Clearance Certificate
  - NIS Certificate of Compliance

**Are Proponents required to submit a Bid Bond with their Proposals?**

No. A Bid Bond is not required for this Project.

**Would proposals submitted by Joint Ventures be acceptable?**

Proposals submitted by Joint Venture (JV) entities would be acceptable providing that the following is included in their Proposals:

1. Joint Venture Guarantee
2. Joint Venture Agreement (executed)
3. Audited Financial Statements, Litigation History and Experience of each member
4. Other related documents identified in the RFP.

**What is the recommended team composition?**

At a minimum, the proposed team should comprise the following:

1. Project Manager/Team Leader (1 No.)

**Proponents are to note that the responses provided as guidance to these Frequently Asked Questions does not relieve the Proponent of its obligation and responsibility to fulfil and comply with all requirements of the Request for Proposals.**