

BARBADOS WATER AUTHORITY

TENDER FOR

SECURITY SERVICES

August 2008

1. GENERAL

- 1.1 The Barbados Water Authority invites tenders for the supply of security guarding and cash collection services at its facilities.
- 1.2 For further information or to arrange a site visit please contact the Chief of Security at the Barbados Water Authority, telephone number 425-9110 between the hours of 8.15 am and 4.30 pm.

2. INSTRUCTIONS TO TENDERERS

- 2.1 All tenderers must supply the following information in their bids. Failure to provide the information will render the bid void: -
- a. Registration number of company;
 - b. Country in which company is registered;
 - c. The date on which the company was first incorporated;
 - d. A copy of company's Certificate of Incorporation, as evidence that the company is in existence at the date of the bid. Failure to provide the Certificate of Incorporation will render the tender void;
 - e. In the case of sole proprietorships or partnerships, the names and addresses of owners must be supplied. If the business is registered under the Registration and Business Names Act, a copy of the registration must be provided.

- f. Tenderers must enclose clearance certificates from the Director of National Insurance and the Commissioner of Inland Revenue indicating whether or not there are any outstanding payments due to these authorities by the tenderers.
- g. Tenderers must provide a copy of their VAT Registration Certificate.
- h. Tenderers should be aware that the labour clauses (public contracts) Act, Cap. 349 shall, in so far as is applicable to the subject of the tender, apply to any contract made in respect of the tender.
- i. Tenders should be submitted in sealed envelopes marked “**Tender for Security Services**” and addressed to:-

**The Chairman
Audit, Finance and Tenders Committee
Barbados Water Authority
Manor Lodge
Green Hill
St Michael**

to reach the office no later than Friday September 26, 2008 at 4.30pm.

- j. Tenders are to be placed in the Tenders Box which is located at the Barbados Water Authority’s office at Manor Lodge, Green Hill, St. Michael.
- k. No Tender will be considered unless it complies with the conditions set out in this notice.

- I. The Barbados Water Authority does not bind itself to accept the lowest or any tender.
- 2.2 All prices must be quoted in Barbados Dollars and must be VAT inclusive.
- 2.3 It is the responsibility of the supplier to make all the necessary arrangements for letters of credit or other credit documents as deemed necessary in order to procure the goods. The Barbados Water Authority will not pay for any such documents.
- 2.4 The BWA reserves the right to refuse any tender for the delivery of goods and services that does not conform with the requirements of this document.
- 2.5 The successful tenderer will be required to enter into a formal contract with the BWA for a period of three (3) years.

3. PERFORMANCE SECURITY

- 3.1 The successful Tenderer shall furnish the performance security in a form acceptable to the BWA within twenty-seven (27) days of the receipt of notification of award from the BWA. The performance security must be in a sum equivalent to ten percent (10%) of the contract price.
- 3.2 The performance security shall be valid for one (1) year after the date for completion of Suppliers obligations, and shall be denominated in the currency of the contract or in a freely convertible currency acceptable to the BWA and shall be in one of the following forms:-

- a. A bank guarantee irrevocable letter of credit, issued by a bank located in the Barbados or abroad, acceptable to the BWA and in the form provided in the Bidding Documents or another form acceptable to the BWA; or
- b. A cashiers cheque, or certified check payable to the BWA or cash.

3.3 The performance security will be discharged by the BWA and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations, including any warranty under the Contract.

4. PENALTIES

The Barbados Water Authority reserves the right to enforce penalties against a tenderer for delays occasioned by him in the execution of these works. The penalty shall apply from the stated completion date of the particular phase. The total penalty shall not exceed 5% of contract sum.

MAIN REQUIREMENTS

To provide security services for Barbados Water Authority's facilities and stations to ensure the safety and security of personnel, customers and the protection of BWA assets. Security services will include guarding with an emphasis on access control, foot patrols, cash in transit and emergency response duties. Security services will be concentrated on the following core areas:

- Man guarding of nine (9) facilities located throughout the island.
- Cash collection from two (2) offices.

Please indicate how the cash collection will be provided, stating clearly the number of armored vehicles, used for cash collection purposes, currently in your fleet and the number of security officers dedicated to this service.

Security personnel must be well trained and experienced in the performance of the following:

- Basic security functions with a minimum of three (3) years experience in the security field.
- Access control duties for vehicles and pedestrians.
- Public relations and client orientation.
- Assist in evacuation procedures during and emergency.

Security officers should be able to provide and promote superior customer service through:

- The greeting of BWA customers.
- Enquiring as to the nature of their business.
- Be proactive in offering customer assistance.
- Directing customers to the appropriate customer service representative.

- Be able to answer basic queries (Information to be provided by BWA through training).

Requirements

1. The contractor should clearly outline if all security services can be provided and if not, which ones can be. Full details of the security requirements are to be outlined.
2. The contractor is to offer daily security services, with trained, presentable, responsible, honest, courteous and considerate personnel. BWA will have the right to reject without reason, any guard on duty who does not adhere to these requirements.
3. The contractor is to ensure that its personnel are adequately uniformed, sober, be in good physical and mental health and have no previous criminal record.
4. The contractor is obligated to offer services at the established time scheduled by BWA. For lunch hours, the contractor is bound to supply a replacement officer.
5. The contractor guarantees the upkeep of the equipment or other existing furnishings and accessories at the different installations where services are offered.
6. The contractor is bound to be responsible for the cost of repair for damage that has occurred due to the negligence of the contractor's employees.

7. The contractor is to ensure that its personnel undergo refresher training in conjunction with BWA at minimum once annually.
8. The contractor shall employ competent personnel to interface and operate the systems and activate emergency response as necessary.
9. The contractor shall provide rapid response services in accordance with the agreed guidelines and time frames.

Indicate the number of security personnel employed by your company, at July 1, 2008, showing a breakdown by rank and status of employment (i.e. contractor or employee):

- i. Security Post
- ii. Amount of Staff
- iii. Employment Status

State the number of electronic surveillance technical support personnel currently employed by your company and the percentage of these support personnel that can be dedicated to servicing the needs of BWA.

Please indicate how you intend to supply this service, clearly stating the number of armored vehicles (used for cash collection purposes) currently in the fleet and the number of security officers dedicated to this function.

Vendors should describe the approach they propose to ensure high levels of performance and Security System Development through objective audit mechanisms and feedback to BWA. This should include:

- The objectives and duties of Supervisors.
- The number and ratio of Supervisors to Officers.
- Their hours of work and split between day and night duties.
- If Supervisors will be dedicated to BWA assignments, and where not, what proportion of their time will be so dedicated.

Central Point of Contact

Vendor should explain their intended approach to the establishment of a single point of contact to manage all BWA security operations and account issues, highlighting in some detail the status, objectives and duties of this person and how he/she will achieve these objectives through the interaction with both BWA and the vendor organization.

Training

Vendor should provide details of the approach they recommend for the delivery of officer and supervisory training, both for officers new to BWA facilities and also refresher training. Details of the training provided to all technical service staff must also be provided.

Cost of Services

In your bid, please use a pricing template to provide a breakdown of all costs to be borne by BWA. Note: All man hours stated are estimated numbers only, based on current requirements. BWA makes no commitment in or by virtue of this tender to purchase the stated estimated number of man-hours in full.

The rate per hour must be submitted for normal working days as well as public holidays and should be quoted for each guard. The quoted price must be for the duration of the contract period.

Business Requirements

This document details information regarding the security services requirements currently needed to be met by the supplier. Suppliers must confirm their ability to provide or conform to the service requirement requested by inserting any details that may enhance or improve the service. If the supplier is unable to provide the service or conform to the requirement, then this must be outlined at this point.

Work History/References

Vendors must provide information on security services presently provided and references:

- Vendors must provide a summary of work they are currently undertaking for their customers.
- How many customers they have.
- Their names and addresses.

- The length of the contractual relationship.
- Three (3) references from current customers that have similar requirements to those outlined.