



Bidding Document

PROVISION OF SECURITY SERVICES FOR SICOM PREMISES

Procurement Reference No. SIC-QUO/SEC-2025-067

02 October 2025

State Insurance Company of Mauritius Ltd | Business Registration No. C07007065

SICOM Building, Sir Célicourt Antelme Street, Port Louis, 11302

t: (230) 203 8400 | f: (230) 208 7662

sicom.mu



Letter of Invitation

30 September 2025

Dear Sir/Madam

**State Insurance Company of Mauritius (SICOM) Ltd
Invitation to Bid
Provision of Security Services for SICOM Premises
Procurement Reference No: SIC-QUO/SEC-2025-067**

The State Insurance Company of Mauritius Ltd (SICOM) is inviting you to submit your bid for the service(s) at SICOM Building 1, SICOM Building 2, Ex-Harel Mallac, Ex-Rey&Lenferna and SICOM Tower, Ebene, as described in this bidding document.

We commit ourselves to maintain the highest standard of integrity and ethical principles during all stages of the procurement cycle.

Please prepare and submit your bid in accordance with the instructions given or inform the undersigned if you will not be submitting a bid. **Late bids will not be accepted and bids sent by email will not be considered.**

We thank you for your kind consideration.

Yours faithfully



F. Budaly
Senior Executive Officer (Property, Facilities & Procurement)



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Section I – Instructions to Bidders

Section I. Instructions to Bidders

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Instructions to Bidders

A. General

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|---|---|
| 1. Scope of Bid | 1.1 The State Insurance Company of Mauritius Ltd (SICOM) also referred to herein as the Employer invites bids for the provision of Security Services at SICOM Building 1, SICOM Building 2, SICOM Tower Ebene, Ex-Harel Mallac & Ex-Rey&Lenferna as described in Section III- Scope of Service and Performance Specifications. |
| 2. Corrupt or Fraudulent Practices | <p>2.1 The Employer requires that bidders/suppliers/contractors, participating in procurement, observe the highest standard of ethics during the procurement process and execution of contracts.</p> <p>2.2 The Employer will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question;</p> <p>For the purpose of this Sub-Clause:</p> <ul style="list-style-type: none">(i) “corrupt practice” is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;(ii) “fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;(iii) “collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;(iv) “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;(v) “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or |

threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.

3. Eligible Bidders

- 3.1 The Employer may in the course of bids evaluation require the submission of signed statements from the bidders, certifying eligibility, in the absence of other documentary evidence establishing eligibility.

Eligibility compliance may refer to the following:

- (a) Business registration, for which evidence may include the certificate of company registration;
- (b) Tax status, for which documentation of tax registration and tax clearance are particularly relevant;
- (c) Certification of status regarding conviction for any offence involving fraud, corruption or dishonesty.

- 3.2 A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if :

- (a) they have a controlling partner in common; or
- (b) they receive or have received any direct or indirect subsidy from any of them; or
- (c) they have the same legal representative for purposes of this bid; or
- (d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Employer regarding this bidding process; or
- (e) a Bidder participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the party is involved. However, this does not limit the inclusion of the same subcontractor in more than one bid; or
- (f) a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications

of the contract that is the subject of the Bid.

4. Qualification of the Bidder

4.1 Bidders shall include the information and documents listed hereunder with their bids. If, after opening of bids it is found that any document is missing the Employer may request the submission of that document subject to clause 26.1. The non-submission of the document by the Bidder within the prescribed period may lead to the rejection of its bid.

- (a) copies of original documents defining the constitution or legal status, place of registration, and principal place of business;
- (b) total monetary value of maintenance services performed for each of the last three years;
- (c) experience in services of a similar nature and of similar size as far as possible, in each of the last five years, and details of services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;
- (d) major items of resources, logistics support and strategies proposed to deploy for the execution of this contract;
- (e) qualifications and experience of all personnel including supervisory proposed to ensure good performance of the service;
- (f) reports on the financial standing of the Bidder for the last three years, such as certified copies of Financial Statements/ Audited Accounts as filed at the Registrar of Companies before the deadline set for such submission of bids;
- (g) information regarding any litigation, current and during the last five years, in which the Bidder is involved, the parties concerned, and disputed amount;
- (h) lists of contracts that have been terminated prior to their expiry dates in the last three years and reasons for such occurrences., and

4.2 To qualify for award of the Contract, Bidders shall meet the following minimum qualifying criteria:

- (a) the average annual financial amount of services provided over the last three years should represent a reasonable percentage of the annual contract value or part thereof for

which the Bidder is selected for award.

- (b) experience and satisfactory performance over the last five years as prime contractor in providing services on sites of similar nature as specified in the scope of service;
- (c) proposals for the timely acquisition or arrangements (of additional resources and logistics) in case the contract or part thereof is awarded;
- (d) an undertaking from the Bidder that the salaries and wages to be paid in respect of this bid are compliant with the relevant Laws, Remuneration Order and Award where applicable and that it will abide to the sub-clause 4.6 of the General Conditions of Contract, if it is awarded the contract or part thereof.

A consistent history of litigation or arbitration awards against the Bidder may result in disqualification.

5. Cost of Bidding

- 5.1 The Bidder shall bear all costs associated with the preparation and submission of his bid, and the Employer will in no case be responsible or liable for those costs.

6. Site Visit

- 6.1 The Bidder, at his own responsibility and risk, is encouraged to visit and examine the site(s) and its surroundings where the services are required and obtain all information that may be necessary for preparing the bid and entering into a contract for the services. The costs of visiting the Site shall be at the Bidder's own expense.

Site visits are scheduled as follows:

- i. on **Tuesday, 7 October 2025 at 14h00 (local time)** at **SICOM Building 1, SICOM Building 2, Ex-Harel Mallac and Ex Rey&Lenferna, Port Louis.**
- ii. on **Wednesday, 8 October 2025 at 11h00 (local time)** at **SICOM Tower, Ebene.**

Should you wish to attend, kindly send your contact details to sicom.procurement@sicom.mu by **Monday, 6 October 2025 before noon**, for all site visits.

B. Bidding Documents

7. Content of Bidding Documents

7.1 The set of bidding documents comprises the documents listed in the table below and addenda issued in accordance with ITB Clause 9:

Section I	Instructions to Bidders
Section II	Bidding Forms
Section III	Scope of Service and Performance Specifications
Section IV	Activity Schedule
Section V	General Conditions of Contract
Section VI	Schedules

7.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid. Sections II and IV should be completed and returned with the bid in the number of copies specified in ITB Clause 17.

8. Clarification of Bidding Documents

8.1 A prospective Bidder requiring any clarification of the bidding documents may contact SICOM by emailing at sicom.procurement@sicom.mu.

The Employer will respond to any request for clarification received earlier than 7 days prior to the deadline for submission of bids. Copies of the Employer's response having any incidence in the preparation of bids will be forwarded to all those who received the bidding documents directly from the Employer, but without identifying its source.

9. Amendment of Bidding Documents

9.1 Before the deadline for submission of bids, the Employer may modify the bidding documents by issuing addenda.

9.2 Any addendum thus issued shall be part of the bidding documents and shall be communicated in writing to those who obtain the bidding documents directly from the Employer. Prospective bidders shall acknowledge receipt of each addendum in writing to the Employer.

9.3 To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, the Employer

shall extend, as necessary, the deadline for submission of bids, as necessary in accordance with ITB Sub-Clause 19.2 hereunder.

C. Preparation of Bids

10. Language of Bid

- 10.1 All bids, proposals and contract documents relating to the bid shall be in “English”.
- 10.2 Notwithstanding the above, documents in French submitted with the bid may be accepted without translation.

11. Documents Comprising the Bid

- 11.1 The bid submitted by the Bidder shall comprise the Technical and Financial Proposals as detailed hereunder:
- (a) Qualification Information Form and Documents annexed to the Bid Submission Form in Section II;
 - (b) Documents listed in ITB Sub-Clause 4.1 and
 - (c) Proposal as required in ITB Sub-Clause 12.1
 - (d) Bid Submission Form (contained in Section II);
 - (e) Price Activity Schedule (Section IV);
 - (f) Schedule A-Duties of Security Guards, Schedule B-Key Performance Indicator (KPI) for Security Guards.
 - (g) Bid Securing Declaration; and
 - (h) An undertaking on the part of the Bidder that the salaries and wages payable to its personnel in respect of this proposal are compliant to the relevant laws, Remuneration Order, and Award, where applicable and that it will abide to sub-clause 4.6 of the General conditions of Contract if it is awarded the contract or part thereof.
 - (i) Documents required in the Section VI- Part 2: Sustainability Criteria.

12. Technical Proposal

- 12.1 The Bidder shall structure the operational and technical part of its Proposal as follows:
- (a) Management plan

This section should provide a brief description of the

Bidder's present activities. It should focus on services related to the Proposal.

The Bidder should comment on its experience in similar projects and identify the person(s) representing the Bidder in any future dealing with the Employer.

(b) Resource plan

This should fully explain the Bidder's resources in terms of personnel and facilities necessary for the performance of this requirement. It should describe the Bidder's current recruitment and training policy, capabilities/facilities and any plan for their expansion.

(c) Safety and Health Policy

The Bidder should produce its Safety and Health Policy and describe the arrangements made to fulfill its obligations to ensure compliance of the duty of the employer, as defined under the Occupational Safety and Health Act.

(d) Proposed Plan of Work

This section should demonstrate the Bidder's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed, and demonstrating how the proposed methodology meets or exceeds the requirements. The Bidder must submit a detailed staff (Security Guards) management plan and site monitoring plan, including the number of staff, their task, and timelines for performing maintenance tasks as outlined in Section III, Scope of Service and Performance Specification. In addition to the above information, as a minimum, the Bidder must submit the following documentation:

- 1) Number of qualified Security Guards available;
- 2) confirmation that the Service Provider is able to communicate with the Security Guards and to response promptly in case of any major incident to assist its

- personnel on site;
 - 3) information of how the Service Provider will manage the provision of replacement of Security Guards during sick leave and annual leave;
 - 4) leave entitlement for the Security Guards and method of managing staff leave entitlements
 - 5) Client reference list, including contact details; and
 - 6) list of major recent contracts.
- (e) A copy of the Service Provider's insurance covers for on-going contracts, namely: (a) The Contractors' All Risks Insurance Cover and (b) The Third Party Liability Insurance Cover.

[Note; The Successful Service Provider will be required to arrange for its insurance covers in respect of these risks at the time of contract award to cater for at least Rs 5 Millions for the Professional Indemnity Insurance Cover for the whole contract value or apportioned as per value of contract awarded, extended to loss/damages to guarded assets (excluding all monies and securities). The Third Party Insurance Cover should cater for at least Rs 5 Millions at any one occurrence and an annual aggregate of Rs 5 Millions against bodily injuries/ death and damages to property].

Non-submission of these information or submission of incomplete information could prove to be detrimental to the Bidder's proposal in the evaluation and marks allocation of its Technical Proposal.

13. Bid Prices

- 13.1 The Contract shall be for the services or part thereof, as described in Section III and based on priced activity schedules submitted by the Bidder.
- 13.2 Bidders shall fill in prices for the items of the services described in Section III and listed in the Section IV.
- 13.3 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 14 days prior to the deadline for submission of bids, shall be included in the total bid price.
- 13.4 Prices shall be fixed and inclusive of all taxes, end-of –the year bonus and gratuities as well as any increase that may be awarded by government during the contract period.

14. Contract Price

- 14.1 The total amount contained in the Activity Schedule shall be brought forward in the Financial Bid Form as a lump sum in

Mauritian Rupees.

- 14.2 Bidders may be required by the Employer to substantiate that the amounts included in the Lump Sum are reasonable and responsive also to ITB Sub-Clause 4.2.

15. Bid Validity

- 15.1 Bids shall remain valid for the period of 120 days after the closing date for submission of bids.
- 15.2 In exceptional circumstances, the Employer may request that the Bidders extend the period of validity for a specified additional period. The request and the Bidders' responses shall be made in writing. A Bidder may refuse the request without having the Bid Securing Declaration executed. A Bidder agreeing to the request will not be required or permitted to otherwise modify the bid.

16. Bid Securing Declaration

- 16.1 The Bidder shall be aware of the content of the Bid Securing Declaration and shall subscribe to it by signing the Bid Submission Form.
- 16.2 If a Bid Securing Declaration is executed, the bidder may be disqualified to be awarded a contract for a period of time as determined by the Employer.

17. Format and Signing of Bid

- 17.1 The Bidder shall prepare one original set of the documents comprising the Technical and Financial Proposals as described in ITB Clause 11. In addition, the Bidder shall submit 1 copy of the Technical and Financial Proposals and one set of accompanying documents as listed in ITB Sub-Clause 4.1. In the event of discrepancy between them, the original shall prevail.
- 17.2 The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, pursuant to ITB Sub-Clauses 4.1(b). All pages of the bid, where entries or amendments have been made, shall be initialed by the person or persons signing the bid.

D. Submission of Bids

18. Sealing and Marking of Bids

- 18.1 The Bidder shall seal the original in one envelope
- 18.2 The envelope shall:

- (a) bear the name and address of the Bidder;
- (b) be addressed to: the Group Chief Executive Officer, Attention: Mr Fayaz Budaly, Senior Executive Officer, Property, Facilities and Procurement Department, SICOM Building 1, Sir Cécilcourt Antelme Street, Port Louis.
- (d) bear the name and identification number of the Contract as defined in the Invitation to bid; and
- (e) provide a warning not to open before the specified time and date for Bid Opening as mentioned in ITB Clause 21.

18.3 If the envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the bid.

19. Deadline for Submission of Bids

19.1 Bids shall be deposited in the Tender box located at the Ground Floor, SICOM Building 1, Sir Cécilcourt Antelme Street, Port Louis not later than **Thursday, 23 October 2025 by 13:30 hrs (local time). Late bids will not be accepted and bids sent by email will not be considered.**

19.2 The Employer may extend the deadline for submission of bids by issuing an amendment in accordance with ITB Clause 9, in which case all rights and obligations of the Employer and the Bidders, previously subject to the original deadline, will then be subject to the new deadline.

20. Late Bids

20.1 Any bid received by the Employer after the deadline prescribed in ITB Clause 19 **will not be accepted.**

21. Modification and Withdrawal of Bids

21.1 Bidders may modify or withdraw their bids by giving notice in writing before the deadline prescribed in ITB Clause 19.

21.2 Each Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with ITB Clauses 18 and 19, with the outer and inner envelopes additionally marked "MODIFICATION" or "WITHDRAWAL," as appropriate.

21.3 No bid may be modified after the deadline for submission of bids.

21.4 Withdrawal of a bid between the deadline for submission of bids and the expiration of the period of bid validity specified in Clause 15.1 or as extended pursuant to ITB Sub-Clause 15.2 shall result in execution of Bid Securing Declaration pursuant to

ITB Clause 16.

- 21.5 Bidders may only offer discounts to, or otherwise modify the prices of their bids by submitting bid modifications in accordance with this clause, or included in the original bid submission.

E. Bid Opening and Evaluation

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| 22. Bid Opening | 22.1 Bids will be opened at SICOM. No bid shall be rejected at Bid Opening except for the late bids pursuant to ITB Clause 21. |
| 23. Process to be Confidential | 23.1 Information relating to the examination, clarification, evaluation, comparison of bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other person not officially concerned with such process. Any effort by a Bidder to influence the Employer's processing of bids or award decisions, may result in the rejection of his bid. |
| 24. Clarification of Bids | <p>24.1 To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer's discretion, ask any Bidder for clarification of the Bidder's Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing via e-mail or facsimile, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with ITB Clause 28.</p> <p>24.2 Subject to ITB Sub-Clause 24.1, no Bidder shall contact the Employer on any matter relating to its bid from the time of the Bid Opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Employer, he should do so in writing.</p> <p>24.3 Any effort by the Bidder to influence the Employer in the Employer's bid evaluation or contract award decisions may result in the rejection of the Bidder's bid.</p> |
| 25. Examination of Bids and Determination of Responsiveness | <p>25.1 Prior to the detailed evaluation of bids, the Employer will determine whether each bid:</p> <ul style="list-style-type: none"> (a) meets the eligibility criteria defined in ITB Clause 3; (b) has been properly signed; and (c) is substantially responsive to the requirements of the bidding documents. <p>25.2 A substantially responsive bid is one which conforms to all the terms, conditions, and specifications of the bidding documents, without material deviation or reservation. A material deviation</p> |

or reservation is one:

- (a) which affects in any substantial way the scope, quality, or performance of the Services;
- (b) which limits in any substantial way, inconsistent with the bidding documents, the Employer's rights or the Bidder's obligations under the Contract; or
- (c) whose rectification would affect unfairly the competitive position of other Bidders presenting substantially responsive bids.

25.3 If a bid is not substantially responsive, it shall be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

26. Errors and Omission

26.1 In the examination of substantially responsive bids, the Employer shall distinguish between errors and omissions that are properly subject to correction and those that are not. A Bidder should not be automatically disqualified for not having presented complete information, either unintentionally or because the requirements in these bidding documents were not sufficiently clear. Provided that the error or omission in question is subject to correction – generally a situation arising in the context of issues relating to data, information of a factual or historical nature, or issues that do not affect the principle that bids should be substantially responsive, the Employer must permit the Bidder to promptly provide the missing information or correct the mistake. However, there are certain basic errors or omissions which, because of their nature are not subject to correction. Examples of these are failure to sign a bid or submit a guarantee. Furthermore, the Bidder may not be permitted to correct errors or omissions that alter the substance of an offer, constitute material deviation or reservation, or in any way improve it.

27. Comparison of Technical Proposal

27.1 The Technical Proposals shall be evaluated as per a marking system as indicated in Section VI- Schedule.

F. Opening and Evaluation of Financial Proposals

28. Correction of Errors

28.1 Bids determined to be substantially responsive shall be checked by the Employer for any arithmetic error. Errors shall be corrected by the Employer as follows:

- (a) where there is a discrepancy between the amounts in

figures and in words, the amount in words shall govern; and

- (b) where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted shall govern, unless in the opinion of the Employer there is an obviously gross misplacement of the decimal point in the unit rate, in which case the line item total as quoted shall govern, and the unit rate shall be corrected.

28.2 The amount stated in the bid shall be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the bid shall be rejected, and the Bid Securing Declaration exercised in accordance with ITB Sub-Clause 16.2.

29. Evaluation and Comparison of Financial Proposals

29.1 The Employer will evaluate and compare only those bids that have scored the minimum pass mark.

29.2 In evaluating the bids, the Employer will determine for each bid the evaluated bid price by adjusting the bid price as follows:

- (a) making any correction for errors pursuant to ITB Clause 28; and
- (b) making appropriate adjustments to reflect discounts or other price modifications offered in accordance with ITB Sub-Clause 21.5.

29.3 The prices shall be compared as per a marking system. The lowest financial proposal (F_m) will be given the maximum mark (S_m) allocated to financial proposals and the marks shall be computed as follows:

$$S = S_m \times F_m / F$$

Where F is the price of the proposal under consideration.

(Example: If the price quoted by the lowest bidder is Rs. 250 000 and the maximum marks allocated for the Financial Proposal is 100 marks, the lowest bidder gets 100 marks and a bidder having quoted Rs. 300 000 gets $(Rs\ 250\ 000 / Rs\ 300\ 000) \times 100$, that is, 83 marks and so on and so forth for the other bidders).

The method of selection of the service provider shall be Quality Cost Based Selection. The formula for determining the overall score is as follows: -

The weights given to the Technical and Financial offers are:

T = 0.6 and

F = 0.4

Overall Score = (Technical Score x 0.6) + (Financial Score x 0.4) based on markings specified in Schedule VI.

G. Award of Contract

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| 30. Award Criteria | <p>30.1 Subject to ITB Clause 32, the Employer will award the Contract to the Bidder whose bid has been determined to be substantially responsive to the bidding documents and who has scored the highest marks provided that such Bidder has been determined to be:</p> <ul style="list-style-type: none"> (a) eligible in accordance with the provisions of ITB Clause 3; and (b) qualified in accordance with the provisions of ITB Sub-Clause 4.2. |
| 31. Employer's Right to Accept any Bid and to Reject any or all Bids | <p>31.1 Notwithstanding ITB Clause 30, the Employer reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or Bidders.</p> |
| 32. Signing of Agreement | <p>32.1 The Contract, in the form provided in the bidding documents, will incorporate all agreements between the Employer and the successful Bidder. It will be signed by the Employer and sent to the successful Bidder along with the Letter of Acceptance. Within 21 days of receipt of the Contract, the successful Bidder shall sign the Contract and return it to the Employer, together with the required Performance Security pursuant to Clause 33.</p> |
| 33. Performance Security | <p>33.1 Within 21 days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Employer a Performance Security in the amount (5 % of the annual contract value) denominated in Mauritian Rupees in the form of</p> |

Bank/insurance company guarantee as per the format in Section VI, and in accordance with the General conditions of Contract.

- 33.2 Failure of the successful Bidder to comply with the requirements of ITB Sub-Clause 33.1, shall constitute sufficient grounds for cancellation of the award and execution of the Bid Securing Declaration.

Section II – Bidding Forms

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Bid Submission Form

Date:

To:[name and address of Employer]

- (a) Having examined the bidding documents, [includingaddenda], we offer to execute the.....
[name and identification number of Contract] in accordance with the Conditions of Contract, Scope of Service and Performance Specifications and the Activity Schedules accompanying this bid for the Contract Price of Rs.....

.....
[Insert the total bid price in words and figures, indicating the various amounts and the respective currencies];

- (b) .We hereby confirm that this proposal complies with the bid validity required by the bidding documents.
- (c) We have read and understood the content of the Bid Securing Declaration form contained in Section II and subscribe fully thereto. We further understand that this declaration shall be construed as a signed Bid Securing Declaration which could lead to disqualification on the grounds mentioned therein.
- (d) We confirm that the salaries and wages payable to our personnel in respect of this proposal are in compliance with the relevant Laws, Remuneration Order and Award, where applicable and that we shall abide with the provisions of sub clause 4.6 of the General Conditions of Contract, if we are awarded the contract or part thereof.
- (e) Commissions or gratuities, if any, paid or to be paid by us to agents relating to this bid, and to contract execution if we are awarded the contract, are listed below:

Name and address of agent	Amount and Currency	Purpose of Commission or gratuity
_____	_____	_____
_____	_____	_____
_____	_____	_____

[if none, state "none"]

- (f) We have taken steps to ensure that no person acting for us or on our behalf will engage in any type of fraud and corruption as per the principles described hereunder, during the bidding process and contract execution:
- i. We shall not, directly or through any other person or firm, offer, promise or give to any of the SICOM's employees involved in the bidding process or the execution of the contract or to any third person any material or immaterial benefit which he/she is

- not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- ii. We shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.
 - iii. We shall not use falsified documents, erroneous data or deliberately not disclose requested facts to obtain a benefit in a procurement proceeding.

We understand that transgression of the above is a serious offence and appropriate actions will be taken against such bidders.

- (g) We understand that you are not bound to accept the lowest or any bid you receive.
- (h) We understand that this bid, together with your Letter of Acceptance, shall constitute a binding Contract between us, until a formal contract is prepared and executed.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

[Company's seal]

Appendix to Bid Letter

Bid Securing Declaration

By subscribing to the undertaking in respect of paragraph (c) of the Bid letter:

I/We* accept that I/we* may be disqualified from bidding for any contract with the State Insurance Company of Mauritius Ltd (SICOM LTD) for the period of time that may be determined by the company, if I am/we are* in breach of any obligation under the bid conditions, because I/we*:

- (a) have modified or withdrawn my/our* Bid after the deadline for submission of bids during the period of bid validity specified by the Bidder in the Bid letter; or
- (b) have refused to accept a correction of an error appearing on the face of the Bid; or
- (c) having been notified of the acceptance of our Bid by the State Insurance Company of Mauritius Ltd (SICOM LTD) during the period of bid validity, (i) have failed or refused to execute the Contract, if required, or (ii) have failed or refused to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We* understand this Bid Securing Declaration shall cease to be valid (a) in case I/we am/are the successful bidder, upon our receipt of copies of the contract signed by you and the Performance Security issued to you by me/us ; or (b) if I am/we are* not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our* Bid.

In case of a Joint Venture, all the partners of the Joint Venture shall be jointly and severally liable.

* To delete as appropriate

Annex to Technical Proposal Form

Qualification Information

1. Individual Bidders

1.1 Constitution or legal status of Bidder: *[attach copy]*Place of registration: *[insert]*Principal place of business: *[insert]*Power of attorney of signatory of bid or alternative acceptable evidence: *[attach]*1.2 Total annual volume (amount in rupees) of services performed in each of the last three years: *[insert]*

1.3 Services performed as prime Service Provider on the provision of services of a similar nature over the last three years. Also list details of work under way or committed, including expected completion date.

	Project name	Client	Client's contact person	Contract Price MUR	Ongoing/ Completed	Payment received (MUR)		
						(yr)	(yr)	(yr)
(a)								
(b)								
Annual Turnover								

[The selected bidder will be required, at post qualification assessment to submit, within seven days, written evidence for each of the listed projects certified by his client or by a professional) having worked on those projects stating inter alia that the project was executed by the said contractor in its capacity as prime service provider]

1.4 Major items of Service Provider's Equipment and logistics proposed for carrying out the Services. List all information requested below. Refer also to ITB Sub-Clause 4.2(c).

Item of equipment	Description, make, and age (years)	Condition (new, good, poor) and number available	Owned, leased (from whom?), or to be purchased (from whom?)
(a)			
(b)			

- 1.5 Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data. Refer also to ITB Sub-Clause 4.2(d) and GCC Clause 4.

Position	Name	Years of experience (general)	Years of experience in proposed position
(a)			
(b)			

- 1.6 Proposed subcontracts and firms involved.

Sections of the Services	Value of subcontract	Subcontractor (name and address)	Experience in providing similar Services
(a)			
(b)			

- 1.7 Financial reports for the last three years: balance sheets, profit and loss statements, auditors' reports, financial statements etc. List below and attach copies.
- 1.8 Name, address, and telephone, and facsimile numbers of banks that may provide references if contacted by the Employer.
- 1.9 Information regarding any litigation, current or within the last five years, in which the Bidder is or has been involved.

Other party(ies)	Cause of dispute	Details of litigation award	Amount involved
(a)			
(b)			

- 1.10 Statement of compliance with the requirements of ITB Sub-Clause 3.1.

2. Additional Requirements

- 2.1 Bidders should provide any additional information required in the ITB and to fulfill the requirements of ITB Sub-Clause 4.1, if applicable.

Section III – Scope of Service and Performance Specifications

3.0 SCOPE OF SERVICE AND PERFORMANCE SPECIFICATIONS

3.1 Introduction

SICOM Ltd is hereby inviting prospective Service Provider to bid for the Provision of Security Services at its premises as per more fully described below.

1. SICOM Building 1:

The building consists of eleven storey (10 floors, basement and roof balcony). It has two entrances at ground floor and one through basement parking. The building is equipped with two lifts up to the tenth floor. There is one normal staircase from the roof balcony to the basement and one emergency staircase from level 10 to ground floor to be used in case of emergency. The building has a fire alarm system and a CCTV system.

2. SICOM Building 2:

It is multi-storey office building (basement, ground floor + 13 floors). The basement is used as parking. There are also parking facilities at ground and first floor and is fitted with three lifts from basement to the top floor. There are three entrances as follows: 1) basement to the lifts 2) main entrance from Reverend Jean Lebrun Street and 3) Back entrance from Chevreau Street. There is one staircase used for normal and emergency situation. The building has a fire alarm system and CCTV system.

3. SICOM Tower, Ebene:

The building is a concrete fourteen floors with parking facilities all around the compound. The building is secured by a perimeter fence around the compound with a Security Booth for Security Guards at the Main gate entrance. The building is fitted with four lifts and has two emergency staircase from the top floor to the ground floor and one from level two to ground floor.

4. Ex-Harel Mallac Building:

The building is a stone structure with iron sheet roof having a mezzanine. The building has one main entrance in front and two emergency exits at the back. There are two stairs leading to the mezzanine floor. The area is covered by CCTV camera and has a fire alarm system.

5. Ex-Rey Lenferna Building:

The building is a concrete one with basement and first floor. The building house an office of life department and the rest of the building is used for filing and store. The yard is used as parking bay for officers of SICOM ltd. The area is covered by CCTV camera.

Contract Duration

The contract of the above services will be initially for a period of three months. After successful delivery of the services, the contract will be then extended up to nine months (Year 1). The contract will be thereafter renewed for the subsequent years (Year 2 and Year 3), subject to satisfactory performance of the service provider during the initial contractual period.

For avoidance of doubt, the contract shall automatically terminate at the expiry of each agreed period without any requirement for the Client to any notice whatsoever. If the Service Provider is allowed to stay on site after the termination of any period or continue services, it is agreed that it will neither be construed nor deemed to be an implied or express renewal of the contract. Tacit reconduction of the contract is hereby expressly excluded.

3.2 Scope of Services

SN	Building	Number of Security Guards
1)	SICOM Building 1	Two security guards
2)	SICOM Building 2	One security guard
3)	Ex-Harel Mallac Building	One security guard
4)	Ex-Rey&Lenferna Building	One security guard
5)	SICOM Tower, Ebene	Six security guards

Note:

- 1 Bidders have to refer to the schedule A for more details of the duties for the Provision of Security Services at SICOM Building 1, SICOM Building 2, Ex-Harel Mallac Building, Ex-Rey Lenferna Building and SICOM Tower, Ebene.**
- 2 Bidders are strongly advised to visit the sites before submission of tender to be fully acquainted with the nature of the sites and extent of work involved.**

3.3 Reports

The Service Provider should submit the following reports/checklist to SICOM: -

- (i) Daily checklist, daily night shift checklist before 8:00 hrs. for SICOM Buildings.
- (ii) Monthly report and other checklist as may be requested by SICOM.

3.4 Emergency situations

The security guards should inform their supervisor, and the Senior Supervisor Security of SICOM any emergency arising (e.g. any incident in parking area, lift, fire alarm triggering, leakage of water from piping/AC piping, Chiller breakdown, no water in the buildings, no electricity in the buildings etc...)

The security guards shall take appropriate actions immediately with respect to the emergency situations arising on site.

3.5 Cyclone

As from cyclone class II, a Cyclone Response Team (CRT) is activated at SICOM, security guards will form part of that team and will be required to stay at SICOM Buildings at all times irrespective of weekend and public holiday until the official removal of cyclone warning.

(i) Responsibility of the CRT for SICOM Premises located in Port Louis

The CRT shall have the responsibility to look after the SICOM Building 1, SICOM Building 2, Ex Rey Lenferna Building and Ex Harel Mallac Building. The CRT shall fill appropriate forms and Cyclone checklist (the checklist may be amended at any particular time to meet the actual condition) provided by SICOM.

(ii) Responsibility of the CRT for SICOM Tower, Ebene

Security guards are to team up with maintenance personnel to take all necessary preliminary precaution in the building and compound to mitigate the effect of the cyclone.

The CRT shall provide regular feedback, photos and updates on WhatsApp as per the checklist and as requested.

The service provider shall make provision for foods, basic amenities, clothes, transports, appropriate equipment/tools against bad weather, and torches during the cyclone period and even cyclone class IV. After removal of cyclone warning, the service provider shall provide another team of personnel on sites and there must be proper handing over for smooth running of the buildings. The service provide to shall remunerate security guards who have worked during the cyclone according to the Worker's Rights Act & Regulations.

3.6 Safety and Health Requirements

The Service Provider shall be responsible for the Safety and Health of his workers and provide them with the necessary personal protective equipment (PPE). This includes providing PPEs, such as face masks, hand sanitizers, gloves, and any other items required to maintain a safe working environment. The Service Provider must ensure that all workers adhere to safe working practices in accordance with the Occupational Safety and Health Act 2005 and its associated regulations.

3.7 Additional works related to major works

In addition to the above-mentioned tasks, the schedule of requirements may be extended for any other task based on quoted rates provided in the schedule of rate. In case the quoted rate in the schedule of rate is high, SICOM reserves the right to negotiate the rate for the additional works only before award.

3.8 Performance Target (Key Performance Indicator-KPI)

The monthly performance of the service provider shall be measured using KPI as follows: -

Year of Service	Monthly performance Target
1 st year	90% of the max KPI score
2 nd year	95% of the max KPI score
3 rd year	97.5% of the max KPI score

Any under achievement of the above performance target will result in an amount being deducted from the monthly fees. The maximum monthly deduction is capped to a maximum of 10% of the monthly fee quoted. The actual KPI score as per Schedule B and Schedules will be assessed by SICOM. The amount of deduction in the event of under achievement is calculated as follows: -

$$\text{Amount of deduction} = \frac{\text{Monthly Target KPI Score} - \text{Actual KPI Score}}{\text{Max KPI Score}} \times \text{Monthly Fee}$$

3.9 Terms of Payment

After the assessment of the **Performance Target (Key Performance Indicator-KPI)**, **payments will be effected on a month-to-month basis**, as per Clause 3.8 of Section III- Scope of Service and Performance Specifications, accordingly.

3.10 Qualification of Security Guards

Security Guards shall have minimum qualifications and experience as described below:

Grade	Qualifications	Requirement
Security Guards	Secondary Education- Minimum Form III Computer Literate- Basic computer knowledge in order to view CCTV images.	Security Guards should be less than 65 years old.

Section IV – Price Activity Schedule

S/N	Description	No of Guards required	Total price/ Rs (excl. VAT)		
			Year 1 2025-2026	Year 2 2026-2027	Year 3 2027-2028
1.0	Security Duties at SICOM Building 1	2			
2.0	Security Duties at SICOM Building 2	1			
3.0	Security Duties at SICOM Tower, Ebene	6			
4.0	Security Duties at SICOM Building Ex-Harel Mallac	1			
5.0	Security Duties at SICOM Building Ex-Rey&Lenferna	1			
6.0	Any other items not mentioned above but required for the services requested (Please provide details on a separate sheet)				
Subtotal (A)					
Discount offered ¹(B)					
Overall Discounted Price (A-B)					
VAT (15%)					
Total Price (VAT included)					

Note:

- Prices shall be inclusive of attendance during weekend and public holidays including cyclone warnings Class III and IV, torrential rainfall alert and any social unrest in the country.
- The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of any personnel.

¹ The bidder is requested to offer a discount in the event that contracts for **SICOM Building 1, SICOM Building 2, SICOM Tower Ebene, Ex Harel Mallac Building and Ex Rey&Lenferna Building** are being awarded to the same bidder.

3. SICOM Ltd shall have the right to split the contract for security services for each SICOM Building (that is SICOM Building 1, SICOM Building 2, SICOM Tower Ebene, SICOM Building Ex- Harel Mallac and SICOM Building Ex- Rey&Lenferna).

Priced Activity Schedule Authorised By:

Name:		Signature:	
Position:		Date:	
Authorized for and on behalf of:	Company		



Section V – General Conditions of Contract

STATE INSURANCE COMPANY OF MAURITIUS LTD

BRN: C07007065

SICOM Building, Sir Célicourt Antelme Street, Port Louis

t: (230) 203 8482 **l f:** (230) 208 7662 **l e:** email@sicom.mu

www.sicomgroup.mu

Section V. General Conditions of Contract

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Section V. General Conditions of Contract

1. Commencement, Completion, Modification, and Termination of Contract

- | | |
|--------------------------------------|--|
| 1.1 Effectiveness of Contract | This Contract shall come into effect on the date the Contract is signed by both parties or on such other date as may be stated in the letter of Acceptance. |
| 1.2 Commencement of Services | <p>1.2.1 Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Program showing the general arrangements, order, timing for change of shifts and routine site checks. The Services shall be carried out in accordance with the approved Program as updated.</p> <p>1.2.2 The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be specified in the Letter of Acceptance.</p> |
| 1.3 Intended Completion Date | 13.1 Unless terminated earlier pursuant to Sub-Clause 1.7, the Service Provider shall complete the activities by year 2028 for an additional period of 6 months thereafter, if the contract is renewed at the Employer's discretion. |
| 1.4 Modification | 14.1 Modification of the terms and conditions of this Contract, including any modification of the scope of the service or of the Contract Price, may only be made by written agreement between the Parties. |
| 1.5 Force Majeure | <p>1.5.1 For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.</p> <p>1.5.2 The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.</p> |

Failure to provide maintenance technicians on sites during cyclone warning class III and IV shall not be considered as Force Majeure.

1.6 Notices

- 1.6.1 Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, or facsimile to such Party.

1.7 Termination

- 1.7.1 The Employer may terminate this Contract, by not less than thirty (30) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (e) of this Sub-Clause :

(a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within a prescribed time or after being notified or within any further period as the Employer may have subsequently approved in writing;

(b) if the Service Provider becomes insolvent or bankrupt;

(c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than seven (7) days; or

(d) if the Service Provider, in the judgment of the Employer has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purposes of this Sub-Clause:

- (i) "corrupt practice"² is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

² For the purpose of this Contract, "another party" refers to a public official acting in relation to the procurement process or contract execution.

- (ii) “fraudulent practice”³ is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - (iii) “collusive practice”⁴ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - (iv) “coercive practice”⁵ is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - (v) “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; and
- (e) If the maximum of the 10 % penalty has been exceeded as per clause 2.9.

1.7.2 Notwithstanding the above, the Employer may terminate the Contract for convenience after giving thirty (30) days’ written notice.

1.7.3 The Service Provider may terminate this Contract, by not less than thirty (30) days’ written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause:

- (a) if the Employer fails to pay any money due to the Service Provider pursuant to this Contract and not subject to

³ For the purpose of this Contract, “party” refers to a public official; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.

⁴ For the purpose of this Contract, “parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

⁵ For the purpose of this Contract, “party” refers to a participant in the procurement process or contract execution.

dispute pursuant to Clause 6 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or

(b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than seven (7) days.

1.7.4 Upon termination of this Contract pursuant to Sub-Clauses 1.7.1, 1.7.2 or 1.7.3 the Employer shall make the following payments to the Service Provider:

(a) remuneration pursuant to Clause 4 for Services satisfactorily performed prior to the effective date of termination;

(b) except in the case of termination pursuant to paragraphs (a), (b), and (d) of Sub-Clause 1.7.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract.

1.8 Integrity Clause The Service Provider shall take steps to ensure that no person acting for it or on its behalf will engage in any type of fraud and corruption during the contract execution:

Transgression of the above is a serious offence and appropriate actions will be taken against such Service Provider.

2. Obligations of the Service Provider

2.1 General The Service Provider shall perform the Services in accordance with the Scope of Service and Performance Specification, the Activity Schedule, and carry out its obligations with all due diligence and efficiency in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate human resources and logistics indicated in Appendix A to the Contract Form. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealing with subcontractors or third parties.

2.2 Confidentiality The Service Provider, its subcontractors, and the personnel of either of them shall not, either during the term or within two (2) years

after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.

**2.3 Service
Provider's
Actions
Requiring
Employer's Prior
Approval**

The Service Provider shall obtain the Employer's prior approval in writing before taking any of the following actions:

- (a) entering into a subcontract for the performance of any part of the Services,
- (b) appointing such members of the Personnel not listed by name in Appendix C ("Key Personnel and Subcontractors"),
- (c) changing the Program of activities; and
- (d) any other action that may be specified in the handing over of site.

2.4 Assignment

The Service Provider shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of the Employer.

2.5 Indemnification

The Service Provider shall indemnify, hold and save harmless, and defend, at its own expense, the Employer, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Service Provider, or the Service Provider's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of Employer's liability and Workmen's Compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this clause do not lapse upon termination of this Contract.

**2.6 Insurance and
Liabilities to Third
Parties**

- (a) The Service Provider shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- (b) The Service Provider shall provide and thereafter maintain all appropriate Employer's Liability and Workmen's Compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this

Contract.

- (c) The Service Provider shall provide and thereafter maintain a Contractor's All Risks Insurance Cover extended to cover loss and damages of guarded assets (excluding all monies and securities) for at least Rs 5 Millions, for the whole contract value or apportioned as per the value of contract awarded, to indemnify the Employer against all losses resulting from failure in the services provided
- (d) The Service Provider shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, or other equipment owned or leased by the Service Provider or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- (e) For the Third Party Insurance Liability cover, the insurance policy shall:
 - (i) name the Employer as additional insured;
 - (ii) include a waiver of subrogation of the Service Provider's rights to the insurance carrier against the Employer; and
 - (iii) provide that the Employer shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

2.7 Reporting Obligations

The Service Provider shall submit to the Employer, the reports and documents specified in Section III- Scope of Service and Performance Specifications and any other matter in the form and time specified therein or as otherwise agreed upon addressed to [insert name and contact address of Employer's Representative].

2.8 Tax and Duties

The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the contract price.

2.9 Penalties for non-Performance

The Service Provider shall pay penalties for non-performance to the Employer at twice the daily remuneration rate payable for each day that the services have not been provided on the site in case of absence. The Service Provider shall also pay penalties for non-performance of the security guards on site. The Employer may

deduct penalties from payments due to the Service Provider. Payment of penalties shall not affect the Service Provider's other liabilities.

2.10 Performance Security

The Service Provider shall provide the required Performance Security to the Employer not later than the date specified in the Letter of Acceptance. The Performance Security shall be issued in an amount and form indicated in the letter and by a bank/insurance company operating in Mauritius. The Performance Security shall be valid until a date 28 days after the Completion Date of the Contract.

3. Service Provider's Personnel

3.1 Description of Personnel

The titles agreed job descriptions, minimum qualifications, and estimated periods of engagement of the Service Provider's security guards for carrying out the Services are described in bid document, Schedules and KPI.

3.2 Removal and/or Replacement of Personnel

- (a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.
- (b) If the Employer finds that any of the personnel has (i) committed serious misconduct or has been charged with having committed a criminal action, or (ii) has reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.
- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of any personnel.

4. Payments to the Service Provider

4.1 Lump-Sum Remuneration

The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Provider in carrying out the Services described in Schedules and KPI. Except as provided

in Sub-Clause 4.5, the Contract Price may only be increased above the amounts stated in Sub-Clause 4.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 1.4 and 4.3.

- 4.2 Contract Price** The amount payable is *[insert contract price]* monthly. Prices shall be fixed and inclusive of all taxes, end-of –the year bonus and gratuities as well as any increase that may be awarded by government during the contract period.
- 4.3 Terms and Conditions of Payment** Payments will be made to the Service Provider on a monthly basis subject to the Employer obtaining the invoice, updated monthly report attached, accompanying documents and after assessing the KPI as per Clause 3.21 of Section III-Scope of Service and Performance Specifications.
- Any adjustment in respect of absences and penalties for the current month shall be communicated to the Service Provider to enable the latter to make the necessary adjustment in the subsequent invoices.
- 4.4 Interest on Delayed Payments** If the Employer has delayed payments beyond thirty (30) days after the due date stated, interest shall be paid to the Service Provider for each day of delay at the legal rate.
- 4.5 Price Adjustment** Prices shall not be adjusted for fluctuations in the cost of inputs. If so, the amounts certified in each payment certificate, shall be adjusted by applying the respective price adjustment factor to the payment amounts due.
- $$P_c = A_c + B_c \cdot L_{mc}/L_{oc}$$
- Where:
- P_c is the adjustment factor for the portion of the Contract Price payable.
- A_c the nonadjustable portion; B_c the adjustable portion relative to labor costs; and
- L_{mc} is the index prevailing at the first day of the month of the corresponding invoice date and L_{oc} is the index prevailing 28 days before Bid opening for labour.
- 4.6 Labour clause** 4.6.1 The rates of remuneration and other conditions of work of the employees of the Contractor shall not be less favourable than those established for work of the same character in the trade concerned-

- (i) by collective agreement applying to a substantial proportion of the workers and employers in the trade concerned;
 - (ii) by arbitration awards; or
 - (iii) by Remuneration Regulations made under the Worker's Rights Act .
- (b) Where remuneration and conditions of work are not regulated in a manner referred to at (a) above, the rates of the remuneration and other conditions of work which are not less favourable than the general level observed in the trade in which the contractor is engaged by employers whose general circumstances are similar.

4.6.2 No Contractor shall be entitled to any payment in respect of work performed in the execution of the contract unless he has, together with his claim for payment filed a certificate:

- (a) stating the rates of remuneration and hours of work of the various categories of employees employed in the execution of the contracts;
- (b) stating whether any remuneration payable in respect of work done is due;
- (c) containing such other information as the Chief Executive Officer of SICOM administering the contract may require to satisfy himself that the provisions under this clause have been complied with.

4.6.3 Where the Chief Executive Officer of SICOM administering the contract is satisfied that remuneration is still due to an employee employed under this contract at the time the claim for payment is filed under subsection 4.3, he may, unless the remuneration is sooner paid by the Contractor, arrange for the payment of the remuneration out of the money payable under this contract.

4.6.4 Every Contractor shall display a copy of this clause of the contract at the place at which the work required by the contract is performed.

5. Quality Control

5.1 Identifying shortcomings

The principle and modalities of the monitoring of services by the Employer shall be explained at the handing over of sites. It shall be in line with the procedures defined in Section III- Scope of Service and Performance Specifications. The Service Provider shall be informed of all shortcomings. Such monitoring shall not in any way substitute or alleviate the Service Provider's contractual obligations towards providing a satisfactory service.

5.2 Attending to shortcomings

(a) The Employer shall give notice to the Service Provider of any shortcoming;

(b) Every time notice of a shortcoming is given, the Service Provider shall correct the notified shortcoming within the length of time specified by the Employer's notice; and

(c) If the Service Provider has not corrected a shortcoming within the time specified in the Employer's notice, the Employer will consider such act as a lack of performance which could lead to the termination of part or the whole contract as a breach in the good performance of the contract.

6. Settlement of Disputes

6.1 Dispute Settlement

If a dispute between the parties arises in connection with performance of obligations under this Contract, either party shall serve a written notice of dispute providing adequate details of the nature of the dispute. Notwithstanding the existence of the dispute, all parties shall continue to perform their obligations under the Contract.

After receipt of the notice of dispute, the parties should use their best endeavours to resolve the dispute or to agree methods of doing so. If after 30 days of the service of the notice of dispute there is no resolution of the dispute, it shall be referred to court for settlement under the laws of Mauritius.

6.2 Applicable Law

The Contract shall be implemented, interpreted, executed and enforced in accordance with the laws of Mauritius.

Section VI – Schedules

1. Evaluation Criteria

The method of selection of the service provider shall be Quality and Cost based selection.

Details of Technical Evaluation Markings		
		Max Marks
A	Company Profile and Experience	30
(i)	Profile and insight of activities	
(ii)	Experience in providing security services during the past 15 years to companies that are comparable in size and profile and security requirements.	
(iii)	Past projects and works	
	Sub Total (A)	
B	Site Management and Organization / Methodology and Management Approach	20
(i)	Methodology and site management for efficient security services	
(ii)	Detailed profile of security guards to be assigned at SICOM Buildings.	
(iii)	Organization of resources and resource persons	
(iv)	Organizational chart & Key personnel	
(v)	Compliances to SICOM Plan and processes	
	Sub Total (B)	
C	Sustainability Criteria as per bid document	
	Company's approach to Adoption of Sustainability Measures	10
(i)	Environmental Criteria	
(ii)	Social Criteria	
(iii)	Ethical Criteria	
	Sub Total (C)	
D	Qualifications	15
(i)	Qualification and requirements for security guards	
	Sub Total (D)	
E	Supervision and Monitoring Mechanism	15
(i)	Administrative controls, plans and processes to monitor and ensure compliance with SICOM requirements.	
(ii)	Supervisory structure to monitor security guards	
(iii)	Number of random night checks and day checks per site	
(iv)	Contingency plan & emergency response capabilities	
(v)	Mechanism for reporting of incidents.	
	Sub Total (E)	
F	Logistics	10
(i)	Details of fleet of vehicles & deployment for rapid response	
(ii)	Number of control centers operational island wide on a 24-hour, 7 days a week basis.	
(iii)	Control centers' equipment and communication facilities, demonstrating adequacy for rapid response	

(iv)	Communication tools of security guards	
(v)	Means of identification of security guards (uniform, badge, identity card etc.)	
	Sub Total (F)	
	TOTAL MARKS-Technical (A+B+C+D+E+F)	100

The minimum pass mark is 60. Only those bids having scored at least the pass marks shall be retained for further evaluation. Bids having scored less than pass marks shall be declared not responsive.

The lowest financial proposal (F_m) will be given the maximum mark (S_m) allocated to financial proposals and the other marks shall be computed as follows:

$$S = S_m \times F_m / F$$

where F is the price of the proposal under consideration.

Ranking of the bids shall be made in the order of the highest marks after adding the technical score to the financial score.

Overall Score = (Technical Score x 0.6) + (Financial Score x 0.4) based on markings specified in Schedule VI.

2. Sustainability Criteria

The purpose of the Sustainability Criteria is to define the sustainability characteristics of the Related Services required by the Employer.

SN	Sustainability Criteria	Verification Guidance	Documents to be submitted along with the Bid
<ul style="list-style-type: none"> The bidder shall provide a write-up describing how they are dealing with the following sustainability measures within their organisation and as part of the current assignment. Upon request, bidders may be asked to provide additional documentary evidence to support their declaration. 			
1. ENVIRONMENTAL CRITERIA			
i.	Environmental awareness demonstrated by Service Provider's staff	<p>Where applicable, the bidder shall promote energy-efficient operations (e.g efficient use of vehicles, lighting, surveillance equipment)</p> <p>Training for staff in good environmental practices in the workplace (energy conservation/saving practices, pollution prevention & waste minimization), will be considered an advantage.</p>	<ul style="list-style-type: none"> Bidders to incorporate the related information in their write up or To provide a list of trainings undergone, if applicable
2. SOCIAL CRITERIA			
i.	Adherence to national social regulations and standards	<p>Bidders shall comply to the national social standards and legislations. The following are the basic requirements:</p> <ul style="list-style-type: none"> Employment Relations Act 2008 & Worker's Rights Act 2019 Occupational Safety and Health Act 2005 Equal Opportunities Act 2008 	Bidders to incorporate the related information in their write up.
ii.	Fulfilment of social security obligations	Bidders shall fulfill obligations relating to the payment of statutory contributions in accordance with the legal provisions of Mauritius.	Bidders to incorporate the related information in their write up.
iii.	Decent working conditions for security officers	Bidders must demonstrate provision of statutory working hours, fair pay and overtime compliance.	Bidders to incorporate the related information in their write up.
iv.	Training ensuring safety of people and property	Security personnel must be trained and competent to respond promptly and	<ul style="list-style-type: none"> Bidders to incorporate the related information

		effectively to all emergency situations, ensuring the safety of people and property including but not limited to security procedures & emergency response, first aid & fire safety, and use of security technology.	in their write up or <ul style="list-style-type: none"> To provide a list of trainings undergone
3. ETHICAL CRITERIA			
i.	Licensing & regulatory compliance	Bidder must hold a valid licence under the Private Security Act 2004.	Valid security service licence.
ii.	Anti-Corruption, anti-money laundering & bribery	Bidders shall comply with the Financial Crimes Commission Act 2023 and have measures in place to prevent bribery, corruption or unethical conduct	Bidders to incorporate the related information in their write up.
iii.	No past misconduct or debarment	Bidders shall certify that he has not been suspended, debarred, or penalized for procurement fraud or misconduct.	Bidders to incorporate the related information in their write up.
iv.	Respect for Human Rights & ethical conduct	Bidders must ensure that their staff will treat all individuals with dignity and respect, avoiding excessive force, harassment or discriminatory practices.	Bidders to incorporate the related information in their write up.
v.	Training security guards on confidentiality, data handling and non-disclosure obligations	Bidders shall submit a list of training that their security personnel have undergone on confidentiality, data handling and non-disclosure obligations.	<ul style="list-style-type: none"> Bidders to incorporate the related information in their write up or To provide a list of trainings undergone

[letterhead paper of the Employer]

2. Letter of Acceptance

[date]

To: *[name and address of the Service provider]*

This is to notify you that your bid dated *[date]* for execution of the *[name of the Contract and identification number, as given in the Special Conditions of Contract]* for the Contract Price of the equivalent of *[amount in numbers and words]* *[name of currency]*, as corrected and modified in accordance with the Instructions to Bidders, is hereby accepted by *(insert name of Employer)*.

The contract shall be for an initial period of months effective as from for the following sites: *(insert list of sites, details of guards, shift hours and rates)*

The contract is renewable after the initial period ofmonths, at fixed rates, subject to your satisfactory performance.

We look forward to obtaining the Performance Security in the form of a Bank/insurance company Guarantee as per the format enclosed herein for an amount of Rs..... and the enclosed contract duly signed within 21 days from your receipt of this Notification. The Performance Security shall remain valid until a date 28 days from the Completion Date of the Contract.

You are hereby instructed to proceed with the execution of the said contract for the provision of Services in accordance with the Contract documents.

You may also note that failure on your part to sign the contract and submission of the Performance Security in the prescribed time will constitute sufficient ground for the cancellation of the award and execution of your Bid Securing Declaration.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Service Provider: _____

Enclosure: Contract (in two originals)

3. Form of Contract

[letterhead paper of the Employer]

LUMP-SUM REMUNERATION

This CONTRACT (hereinafter called the “Contract”) is made the *[day]* day of the month of *[month]*, *[year]*, between, on the one hand, *[name of SICOM]* (hereinafter called the “Employer”) and, on the other hand, *[name of Service Provider]* (hereinafter called the “Service Provider”).

[Note: In the text below text in brackets is optional; all notes should be deleted in final text. If the Service Provider consist of more than one entity, the above should be partially amended to read as follows: “...(hereinafter called the “Employer”) and, on the other hand, a joint venture consisting of the following entities, each of which will be jointly and severally liable to the Employer for all the Service Provider’s obligations under this Contract, namely, [name of Service Provider] and [name of Service Provider] (hereinafter called the “Service Provider”).]

WHEREAS

- (a) the Employer has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the “Services”);
- (b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of.....;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

- (a) the Letter of Acceptance;
- (b) the Service Provider’s Bid;
- (c) the General Conditions of Contract;
- (d) the Scope of Service and Performance Specifications;
- (e) the Activity Schedule; and
- (f) the following Appendices: *[Note: If any of these Appendices are not used, the words “Not Used” should be inserted below next to the title of the Appendix and on the sheet attached hereto carrying the title of that Appendix.]*

Appendix A: Description of the Services

Appendix B: Schedule of Payments

Appendix C: Key Personnel and Subcontractors

2. The mutual rights and obligations of the Employer and the Service Provider shall be as set forth in the Contract, in particular:
- (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
 - (b) the Employer shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[name of Employer]*

[Authorized Representative]

For and on behalf of *[name of Service Provider]*

[Authorized Representative]

[Note: *If the Service Provider consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]*

For and on behalf of each of the Members of the Service Provider

[name of member]

[Authorized Representative]

[name of member]

[Authorized Representative]

4. Performance Security (Bank/insurance company Guarantee)

.....[Bank/insurance company's Name and Address of Issuing Branch or Office].....

Beneficiary:[Name and Address of SICOM]

Date:.....

PERFORMANCE GUARANTEE No.:.....

We have been informed that[name of the Supplier].....
(hereinafter called "the Contractor") has entered into Contract No.....[reference number of the Contract]..... dated..... with you, for the execution of [name of Contract and brief description of goods](hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance security is required.

At the request of the Contractor, we [name of Bank/insurance company]hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of [amount in figures (amount in words)]..... such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire not later than twenty-eight days from the date of issuance of the Certificate of Completion/Acceptance Certificate, calculated based on a copy of such Certificate which shall be provided to us, or on the.....day of,, whichever occurs first. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

.....**Seal of bank/insurance company and Signature(s)**.....

5. Check list for Bid Submission

	List of documents	Please tick
(a)	Bid Form duly filled as per format in Section II;	
(b)	Qualification Information Form duly filled as per format in Section II together with: <ul style="list-style-type: none"> (i) Copy of legal status of Bidder; (ii) Evidence certifying that the signatory of the bid may commit the bidder, where applicable; (iii) Balance sheets, profit and loss statements or Auditor's Reports or Financial Statements for the last three years; (iv) Statement of Compliance with the eligibility criteria as per ITB 3.1. (v) Undertaking of compliance for payment of salaries and wages as per ITB 4.2 (d) and (vi) Documents described in ITB 13.1 to enable technical evaluation to be carried as per the criteria mentioned in Section VI. 	
(c)	Priced Activity Schedule as per format contained in Section IV;	
(d)	Documents as per Sustainability Schedule (Part 2. Sustainability Criteria)	

Bidders are cautioned that the above Check List is meant to assist them in submitting a bid which is complete but the onus is on them to read carefully the bidding documents and to ascertain that their bids contain all the necessary documents that have been requested in the bidding documents and that they have forwarded all the data and references needed to assess their merits as per the technical evaluation criteria.

Schedule A: Duties of security guards at SICOM Sites

Schedule B: Key Performance Indicator (KPI) for Service Provider

Schedule A

Duties of Security Guards at SICOM Sites

1. SICOM Building 1

Two security guards are required as from 1600 hrs. up to 0800 hrs. during week days and from 0800 hrs. to 0800 hrs, the next day during weekends and public holidays including cyclone, torrential rain fall alert and any social unrest in the country to:

- To be based on ground floor at the security counter and provide general security duties such as welcoming customers, guiding them to appropriate departments/staff and follow covid 19 protocol.
- Handle noisy/hostile customers with civility.
- Monitor the CCTV screen at the security desk.
- After working hours, prevent the entry of unauthorized persons.
- To lock all floors as staff leave the building progressively after ensuring all lights are switched off and taps are closed.
- To give access to authorized building contractors and supervise them throughout their stay in the building.
- To record entries in relevant logbooks regarding contractors and other service providers promptly.
- Carry out checks in company of Maintenance contractor personnel and insert appropriate entries in logbook.
- Assist the maintenance personnel in lift evacuation exercise and silence the fire alarm panel as and when required.
- To answer phone calls from customers after office hours, giving them simple information like number of towing services.
- To contact building maintenance contractors and report any conditions which need urgent attention.
- To manage parking in front of building and not to allow parking in basement except authorized ones’.
- Carry out regular patrol from level 11(Cafeteria) to basement checking of lightings and any water leakage from piping and A/C units.
- To inform Senior Supervisor Security of any incidents or problems arising promptly.
- To fill in daily security checklist before the end of tour of duty.
- Any other duties as directed by the Senior Supervisor Security.

2. SICOM Building 2

One security guard is required as from 1600 hrs. up to 0800 hrs. during week days and from 0800 hrs. to 0800 hrs. the next day during weekends and public holidays including cyclone, torrential rain fall alert and any social unrest in the country to:

- To be based in the parking at ground level after working hours and provide general security duties in the building.
- To carry out frequent patrol in common areas in different floors and ensure all openings are closed at night and during weekend.
- Allow access to authorised building contractor and supervise them throughout their stay in the building.
- Prevent access to unauthorised persons in the building at night and during weekends.
- Carry out checks in company of Maintenance contractor personnel and insert appropriate entries in logbook.
- Assist the maintenance personnel in lift evacuation exercise and silence the fire alarm panel as and when required.
- Any other duties as directed by the Senior Supervisor Security.

3. SICOM Ex-Harel Mallac

One security guard is required as from 0800 hrs. up to 1700 hrs. during week days to:

- To be based at the reception counter and provide general security duties including welcoming customers, guiding them to appropriate departments/staff and follow covid 19 protocols.
- Handle noisy/hostile customers with civility.
- After working hours, prevent the entry of unauthorized persons in the building.
- To lock the building as staff leave progressively after ensuring all lights are switched off and taps are closed.
- To give access to authorized building contractors and supervise them throughout their stay in the building.
- To manage parking in front of the Building.
- To inform Senior Supervisor Security of any incidents or problems arising promptly.
- Any other duties as directed by the Senior Supervisor Security.

4. SICOM Ex-Rey Lenferna

One security guard is needed for night duty as from 1600 hrs. to 0800 hrs. the next day during weekdays and from 0800 hrs. to 0800 hrs. the next day during weekend and public holidays including cyclone, torrential rain fall alert and any social unrest in the country to:

- To be based at the security booth near the entrance gate and provide general security of the site including safekeeping of vehicles parked in the compound.
- To assist managers leaving the parking bay at the gate entrance
- To check for any water leakage near toilet area.
- To prevent unauthorized vehicle parking in the compound.
- To prevent entry of unauthorised person in the compound.
- To fill in daily security checklist before the end of tour of duty.
- To inform Senior Supervisor Security of any incidents or problems arising promptly.
- Any other duties as directed by the Senior Supervisor Security.

5. SICOM Tower Ebene

A team of four security guards are needed for day duty as from 0700 hrs. to 1700 hrs. One should be a female security guard who will be required to be at the reception counter in the building at ground floor while two guards will be on duty at the security gate post. One will carry out prowler foot patrol over the parking area.

For night duty (1700 hrs. to 0700 hrs.), **two security guards** should be on duty; one at the gatepost and one at the security counter in the building to:

- To be based at the security booth at the entrance gate and provide general security of the site including safekeeping of vehicles parked in the compound.
- One security guard to be posted in the reception counter in the building in a 24 hour basis. He/ she will welcome visitors, give necessary information and marshal them to required floors/Tenants.
- To manage the parking space efficiently and help tenants and Visitors park in their respective slots.
- Control the pedestrian access to the building and prevent unauthorised access.
- Log in all vehicles entering the compound and their exits in the vehicle register provided for that purpose.
- Carry out regular patrols in the compound by day and night and insert relevant entries in the logbook.
- Assist the maintenance personnel in lift evacuation exercise and silence the fire alarm panel as and when required.
- Carry out checks in company of Maintenance personnel at nights in toilets and common areas and report any abnormalities in the checklist provided.
- To fill in daily security checklist before the end of tour of duty.
- To inform Senior Supervisor Security of any incidents or problems arising promptly.
- To contact building maintenance contractors and report any conditions which need urgent attention.
- Any other duties as directed by the Senior Supervisor Security.

Schedule B
Performance Target (Key Performance Indicator-KPI)

S/N	Key Performance Indicator	KPI Targets for each Month	KPI score	Actual KPI Score
1	No. of times, failing to carry out handing /taking over of duties within the required timeframe.	0	0 time - 8 points 1 time -5 points 2 times -3 points >2 times - 0 point	
2	No. of times, failing to be properly dressed with all articles of uniform whist on duty.	0	0 time -6 points 1 time -4 points 2 times -2 points >2 times - 0 point	
3	No. of times, failing to report any incident promptly within one hour on SICOM sites to SICOM Senior Supervisor Security.	0	0 time -6 points 1 time -4 points 2 times -2 points >2 times - 0 point	
4	No. of times, failing to comply promptly with Sicom's instructions regarding Security duties.	0	0 time -6 points 1 time -4 points 2 times -2 points >2 times - 0 point	
5	No. of complaints from internal and external customers.	0	0 time - 8 points 1 time -5 points 2 times -3 points >2 times - 0 point	
6	No. of times, failing to carry out foot patrol every two hours in the compound and common area in the building where applicable and insert appropriate entries in logbooks.	0	0 time -4 points 1 time -3 points 2 times -2 points >2 times - 0 point	

S/N	Key Performance Indicator	KPI Targets for each Month	KPI score	Actual KPI Score
7	No. of times, unauthorized vehicle/person is found on SICOM sites.	0	0 time - 8 points 1 time -5 points 2 times -3 points >2 times - 0 point	
8	No. of times, failing to update different logbooks kept under the charge of security guards.	0	0 time -4 points 1 time -2 points 2 times -1 points >2 times - 0 point	
9	No. of times, guards are engaged in activities not within duties specified in the Bid document or involved in personal activities on site.	0	0 time - 8 points 1 time -5 points 2 times -3 points >2 times - 0 point	
10.	No. of times, security guards leave site before being properly relieved.	0	0 time - 8 points 1 time -5 points 2 times -3 points >2 times - 0 point	
11	No. of times, security guards fail to participate in lift evacuation exercise in company of Maintenance personnel.	0	0 time -6 points 1 time -4 points 2 times -2 points >2 times - 0 point	
12	No. of times, failing to prevent unauthorized removal of materials from SICOM sites.	0	0 time -6 points 1 time -4 points 2 times -2 points >2 times - 0 point	
13	No. of times, Security guards fail to inform maintenance or service provider of any defects/abnormalities observed on site.	0	0 time -6 points 1 time -4 points 2 times -2 points >2 times - 0 point	

S/N	Key Performance Indicator	KPI Targets for each Month	KPI score	Actual KPI Score
14	No. of times, Security guards fail to inform tenants on problems arising in their respective floors after office hours, during weekends, public holidays and Cyclonic conditions.	0	0 time -6 points 1 time -4 points 2 times -2 points >2 times - 0 point	
15	No. of times, Security guards fail to submit daily checklist to SICOM Senior Supervisor Security.	0	0 time -4 points 1 time -2 points 2 times -1 points >2 times - 0 point	
16	No. of times, security guards fail to reset the fire alarm panel and inform maintenance personnel readily.	0	0 time -6 points 1 time -4 points 2 times -2 points >2 times - 0 point	