

Addendum No.2 to the Tender Document

SECURITY SERVICES FOR METROBUS SYSTEM IN LAHORE



**METRO BUS SYSTEM (MBS)
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Addendum No.2 to the Tender Document

Due to some clarifications required in the RFP document, the following addendum is hereby issued; which shall form a part and parcel of the original document titled “**SECURITY SERVICES FOR METROBUS SYSTEM IN LAHORE**”, issued and uploaded on August 18, 2012. The contents of this addendum shall supersede/replace pages 9, 10, 12, 13 and 14 in the original RFP document, and shall be read as part of the RFP document uploaded on the following websites:

www.ltc.gop.pk

www.ppra.punjab.gov.pk

www.punjab.gov.pk

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Pakistan or such other address as they shall notify for the purpose; and

- 5.1.5 The words "notify", "certify", "order", "consent", "approve", "instruct", shall be construed accordingly.

6. Tender Scope

Transport Department, GoPb, invites/requests Proposals (hereinafter referred to as "the Tenders") for the Security Services in MetroBus System, as outlined in this document.

The Bus Service Provider's scope of work is as follows;

1. Complete Security and Safety Services with in MetroBus System /Territory

-Service level requirements for these services are outlined in relevant sections in this document.

7. Overview and Objectives

GoPb realizes the importance of providing safe, efficient, comfortable, and affordable Transport to the public and has therefore initiated construction of Metro-bus Corridor from Gajjumatta to Shahdara along Ferozpur Road. The MBS-PMU/PMBA seeks to hire services of professional and experienced Security Service provider for MBS system/Territory. .

MBS initially spans over approximately 27 KM running through the heart of Lahore along Ferozpur Road. Key locations throughout the city are targeted to maximize ridership from all surrounding areas. It consists of a two lane dedicated corridor in the middle of the road, fenced on the edges. The portion from Canal to Data Darbar will be elevated. Roughly 27 stations have been planned to be built throughout the entire route of MBS in the initial phase. The whole stretch of 27 stations spans from Gajju Matta to Shahdara in Lahore. The picture below highlights general station layout.



Each station is about 100 m in length consisting of two platforms each on the curb side. Each station will be provided with overpass, equipped with escalators for pedestrian access. The details are provided in the Station layout drawing

For Passenger control and facilitation, lot of expensive equipments will be installed for which security is essential, such as Turnstiles, Station PCs, PIS display screens, sound systems, surveillance cameras, point of sales machines for tickets, electric appliances etc. Any unauthorized person or vehicle will be strictly prohibited to enter into the MBS corridor. The prime objective of the security service provider will be to provide security and safety of the assets and the users of MBS with qualified and professional staff, and to meet or exceed PMA demands.

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8. Services required

- 8.1. The Service Provider shall provide, render and ensure Security Services as assigned by the Authority on round-the-clock basis, 24 hours per day, 7 days per week including Sundays and holidays. The Service Provider shall be required to perform all necessary security services and duties as outlined in this Scope of Work. Unless directed by Authority the requirements of this Scope of Work shall continue uninterrupted despite strikes, threats of strikes or walkouts, terrorist activities, emergencies, and adverse weather conditions or disasters (natural, deliberate, or accidental).
- 8.2. The Service Provider must be a guarantee company, shall have good name, standing, requisite experience, expertise and professional reputation for performing similar job/ assignment and should not be on the defaulters or negative list of any statutory / regulatory body / authority.
- 8.3. The Service Provider shall abide by all the rules and regulations laid down by the Authority. The Service Provider shall perform but not limited to the following duties
 - 8.3.1. Conform to Authority Rules and Regulations.
 - 8.3.2. Control unauthorized access to MBS territory.
 - 8.3.3. Check entry and exit of the personnel, if required screen / inspect passengers and their baggage, conduct body check (with the metal detector) to identify and take away sharp instruments, flammable stuff. Perform suppression and removal of invaders, demonstrators and unauthorized entrants.
 - 8.3.4. Safeguard the property against theft, damage and misuse. Damage shall include setting up of banners, posters, advertisements, graffiti etc. without Authority's permission in the MBS territory
 - 8.3.5. In case of any theft/ trespassing/Unauthorized access (including passengers without ticket) or any other act that is under non-compliance of Authority's rules and regulations, the Service Provider may be delegated power to impose and collect fines as per Authority's Rules and Regulations from the offender or hold, retain and handover the offender to police as per case demand. The Service Provider will also help the Authority in lodging FIR with Police, if required.
 - 8.3.6. Recognize and respond to security threats or breaches.
 - 8.3.7. Recognize and respond (including passenger evacuation) to emergency situations and safety hazards such as fire, power outages, medical emergencies, accidents, short circuits etc. The Security Staff should be trained for fire fighting, first aid, emergency evacuation, incident reporting, report writing, communication skills or any other special training specified by Authority.
 - 8.3.8. Maintain log of all security violations and report occurrences to the Authority as quickly as possible considering the nature of the violation;
 - 8.3.9. The Service Provider shall patrol the corridor from outside as required by this contract or as directed by the Authority to prevent trespassing, vandalism, sabotage, catch a vehicle, etc.
 - 8.3.10. Monitor and provide information about public events or other activities in the geographic area that may impact MBS Operations
 - 8.3.11. perform monitoring and reporting of breach/breakage in fencing
 - 8.3.12. Provide electronic evidence of Security Staff attendance at each station (Biometrics etc.)
- 8.4. Service Provider will supply all the staff necessary to complete the duties of this contract. The staff may include female security staff as per Authority's directions. The service provider will

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carry out the work in a professional manner and to the satisfaction of this authority and will perform all services with qualified staff.

- 8.5. The Service Provider shall be responsible for furnishing all labor, uniforms and equipments. The minimum equipment inventory should include but not limited to flash lights, whistles, wireless sets, cell-phones, metal detectors, hand cuffs, pepper spray, batons, nylon belts, tactical trousers etc. The Service Provider shall provide adequate fire arms for the staff who are engaged in patrolling and surveillance duties.
- 8.6. The Service Provider will be responsible for seeing that regular supervision is maintained over all working personnel by taking action on and responding to performance concerns. It is his responsibility to see that all their activities are properly coordinated with the MBS operations and modify assignments as required.
- 8.7. The Authority reserves the right to modify this coverage as deemed appropriate to meet its needs
- 8.8. The Service Provider is responsible for providing and maintaining any related transportation needs. The vehicles shall be adequate in number and in good working condition. Contractor shall be responsible for all maintenance / repair and replacement of such vehicles. It shall have the Authority logo prominently displayed at all times. The vehicles shall not enter the corridor without Authority's permission.
- 8.9. The Service Provider shall be responsible for all acts done by the personnel engaged by it. The Service Provider shall at all time use all reasonable efforts to maintain discipline and good order amongst its personnel and ensure that all its personnel are aware of the code of conduct governing the services including the Security Services. The Service Provider or its personnel shall not at any time do, cause or permit any nuisance at the site / do anything which shall cause unnecessary disturbances or inconvenience to the passengers. The Service Provider shall provide appropriate and necessary management and supervision for all of his employees and shall be solely responsible for instituting and invoking disciplinary action against employees not in compliance with Authority's rules and regulations, and instructions.
- 8.10. The Service Provider will ensure proper License / permission, authorization, approval and consent including registrations, all applicable permits including all statutory and regulatory approvals from the concerned authorities, wherever applicable, in order to perform security services. The Service Provider shall obtain compliance with all the Applicable Laws, Rules and Regulations, which are applicable to the Service Provider or personnel deputed by him and shall be solely responsible for liabilities arising out of such compliance, non-compliance or implementation or non-implementation.
- 8.11. An authorized representative of the Service Provider shall ensure his/her presence at short notice when required by the Authority.
- 8.12. The Service Provider shall not sub-contract any of its responsibilities contained in this Agreement to any sub agent or subcontractor without prior written permission of the Authority, and if Authority gives such written permission (which permission may be of a general or specific nature), it shall not be construed as waiver of any accrued rights and / or liabilities and the Service Provider shall be fully responsible for all acts and omissions of its sub contractors or sub agents.

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- 8.13. The Service Provider shall be responsible for the confidentiality of the information. The Service Provider shall take and must have mechanisms and means to ensure adequate precautions to protect the privacy and confidentiality of all data and Confidential Information pertaining to the security plans, in relation to this Agreement or the Security Services. Neither the Service Provider nor any of the it's employees/agents shall discuss nor disclose verbally or in writing any information regarding any of the internal security operations with any uninvolved persons or agencies without prior written approval from the Authority.
- 8.14. The Service Provider is responsible for the medical and accident insurance of its staff, payment of all dues like social security, EOBI, education cess. The Authority shall not accept any responsibility of the designated security personnel in the event of death, injury, disablement or illness that may take place while performing/executing the contract. Any compensation or expenditure towards the treatment of such injury or loss of life shall be sole responsibility of the Service Provider
- 8.15. The Service Provider shall ensure that it does not engage or continue to engage any person with criminal record / conviction or otherwise undesirable persons and shall bar such person from participating directly or indirectly in the provision of Security Services
- 8.16. The Service Provider shall be liable to the penalty for any loss incurred or suffered / any damage caused to movable or immovable property of the Authority, on account of delayed, deficient or inadequate Security Services, or interruption in the Security Services for reasons directly and solely attributable to the Service Provider.
- 8.17. The Security Services of the Service Provider shall be reviewed on regular basis or as decided by the Authority. The Service Provider shall be liable to penalty if the Security Services are found to be deficient, sub-standard and not as per the terms and conditions of the Agreement.
- 8.18. The Service Provider shall agree to remove from the site, whenever required to do so by the Authority, any employee considered by the Authority to be unsatisfactory or undesirable, within the limits of any applicable scope.
- 8.19. The service provider shall provide detailed Execution plan, Methodology within 2 weeks of signing of contract. The Plan should include but not limited to elaborated SOP's for dealing with emergency situations, mob violence, fire, terrorist attacks, defined zones with clear roles and responsibilities etc.
- 8.20. The service provider personnel shall not enter MBS territory without valid entry cards issued by the Authority

SECURITY PERSONNEL CAPABILITIES

- 8.19. The Service Provider shall ensure hiring, training and administration of motivated and professional employees that meet or exceed the Authority's expectations.
- 8.20. All Service Provider's staff on duty shall wear uniform. The Service Provider shall provide seasonal uniforms and weather-appropriate protective clothing to his staff necessary to support continuous performance of contract requirements. The color and style of uniforms will be selected by the Authority from different options provided by the Service Provider
- 8.21. The Service Provider's staff appearance will be influential in creating a good image of MBS. Their appearance shall set a good example. The Service Provider shall ensure that guard