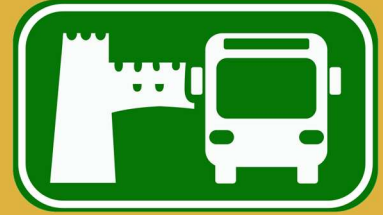


TransPeshawar (The Urban Mobility Company)



TRANS PESHAWAR
The Urban Mobility Company

Request for Quotation (RFQ)

For Security Services for KPUMA Building at Chamkani

Procurement Title	Security Services for KPUMA Building at Chamkani
Source of Funding	Asian Development Bank
Tender Ref. No.	TPC/Operations/S/2020/002/RB
Bid Security	Bid Security of PKR One Hundred Thousand (PKR.100,000) shall be submitted in shape of Demand Draft/ CDR from a scheduled bank of Pakistan in the name of the Chief Executive Officer, TransPeshawar (The Urban Mobility Company).
Performance Security	The successful Bidder shall be required to provide Performance security to the amount of Ten percent (10%) of the annual Contract Price i.e. (Contract Price*12), from a scheduled bank of Pakistan in form of bank guarantee on the given format, within fourteen (14) days of issuance of Letter of Acceptance. Performance Security shall remain valid throughout the execution of the contract and until 28 days after completion of the Contract.
Date of this Request	April 29, 2020
Deadline for Submission of Quotations	11:00 AM, 14 th May, 2020 (Thursday)
Opening of Quotation	11:15 AM, 14 th May, 2020 (Thursday)

Sir/Madam:

1. TransPeshawar (hereinafter called “the Employer”) is established by the Government of Khyber Pakhtunkhwa to operate the bus rapid transit (BRT) system currently being implemented in Peshawar. Set up under section 42 of the company’s ordinance, 2017, The Employer is responsible for Bus Rapid Transit (BRT) project design, procurement, implementation, on-going BRT operations and service contract management. The Employer is committed to providing quality ridership services to the citizen of Peshawar. Unique of its own kind in KP, Peshawar BRT will offer many unique features and facilities for daily future commuters of Peshawar.
2. BRT system will be served by Thirty (30) stations and spans the entire urban region of Peshawar from Chamkani in the east and to Karkhano in the west including Bicycle Sharing System. The BRT system is planned to be operating soon.
3. The Employer hereby requests the services of a company to provide “**Security Services for KPUMA Building at Chamkani**” (hereinafter called the Services) as per “Required Services” attached as **Appendix-I**. The Employer realizes the importance of providing safe, secure, and comfortable office environment to the employees and visitors, therefore, it seeks to induct security services for KPUMA building at Chamkani from where all the operations of Peshawar BRT system will be monitored and controlled. If you, however, have been associated with the firm that prepared the requirements, and

specifications of the contract that is subject to this procurement, you shall be disqualified.

4. It is understood that the bidder has gone through the entire RFQ and has a complete understanding of the terms and conditions and the attached scope of services (Required Services, **Appendix-I**).
5. You must quote a total lump sum monthly price inclusive of all taxes (income tax, sales tax on services, etc.) for the complete scope of services under this request. Price quotations will be evaluated for the complete scope of services and contract will be awarded to the firm which is substantially responsive and offering the lowest evaluated total cost of the required services.
6. You shall submit **one original of the Price Quotation** on Form of Quotation, along with supporting documents and clearly marked as **“Original”**. In addition, you shall also submit a duplicate and marked as **“COPY”**. Both **Original** and **Copy** shall be sealed in separate envelopes. In case of any discrepancy between the Original and Copy, the original shall prevail. “Original” and “Copy” sealed in a single outer envelope shall be addressed and delivered to the following address:

**Chief Executive Officer (CEO),
TransPeshawar (The Urban Mobility Company)
First Floor, KPUMA Building, Main BRT Depot, Near-by NHA Complex,
Chamkani, Peshawar**

7. Your quotation must be written in the English language and must be accompanied by adequate supporting documents as per the requirement of clause 10 (iii) (a) & (b) i.e. Technical and Financial Capability.
8. Your quotation must be typed and shall be signed by you or your authorized representative. **Without having a signature in Form of Quotation, your quotation will be declared as non-responsive.**
9. The deadline for receipt of the quotation by the Employer at the above address is 11:00 AM (PST) 14th May, 2020 (Thursday).
10. Your quotation should be submitted as per the following instructions and in accordance with the attached form of Contract. The attached Terms and Conditions of Services is an integral part of the Contract.
 - (i) **PRICES:** The prices, quoted on a **“Form of Quotation”**, shall be for a complete scope of services given under paragraph 3 and **Appendix-I** as a lump sum monthly amount in Pakistani Rupees (PKR) inclusive of all applicable taxes and fees (income taxes, Sales taxes on services, etc.) in Pakistan.
 - (ii) **EVALUATION OF QUOTATIONS:** Offers having no reservations to the terms

and conditions, and scope of services and meeting the requirement of technical and financial capabilities in all respects shall be declared as substantially responsive. The Employer shall evaluate and compare the prices of only those quotations determined to be substantially responsive. In evaluating the quotations, the Employer will adjust for any arithmetical errors as follows:

- (a) Where there is a discrepancy between amounts in figures and in words, the amount in words shall govern;
- (b) Where there is a discrepancy between the unit rate and the total amount, the unit rate as quoted shall govern.

(iii) **AWARD OF CONTRACT:** The award will be made to the bidder offering the lowest evaluated price that meets the required standards of technical and financial capabilities. The successful bidder will sign a contract as per the attached form of contract and terms and conditions of services. Required Technical and Financial Capability is as follows:

a) Technical Capability

- (i) Company's profile comprising name, address, phone, fax, e-mail address, List of previous/existing clients, List of equipment, etc. (Attach company profile);
- (ii) Incorporated/Registered with Security & Exchange Commission of Pakistan or registrar of firms since 2015 (Attach a certificate of incorporation/registration);
- (iii) Possessing a valid license issued by the Ministry of Interior, Government of Pakistan or Home and Tribal Affairs Department of KP for provision of security services. **Proof of renewal shall be provided in case of expiry of the license.** (Attach relevant license);
- (iv) Registered with FBR and on Active Tax Payer List (ATL) (Attach certificate);
- (v) Registered with Khyber Pakhtunkhwa Provincial Revenue Authority (KPRA) in sale tax on services. **Registration with KPRA may be relaxed if the KPRA office is not open due to COVID-19.** (Attach certificate);
- (vi) Company/firm is not blacklisted by any public or private entity (Attach statement on oath/affidavit to the effect);
- (vii) Successfully completed/ongoing Three (03) contracts of similar nature and complexity in last Three (03) years **in Khyber Pakhtunkhwa.** (Attach contracts agreement/LOA and completion/current status of these contracts/projects)

b) Financial Capability

- (i) Net worth for the last year calculated as the difference between total assets and total liabilities shall be positive;
- (ii) The average annual turnover of the last three (03) years is at least

PKR Twelve (12) Million. (Attach financial/audited statements of last three "03" years)

Proof/evidence of the above requirements must be submitted with the quotation. Failure to submit any of the above documents will result in the non-responsiveness of the bidder.

(iv) **VALIDITY OF THE OFFER:** Your quotation should be valid for a period of ninety (90) days from the deadline for receipt of quotation indicated above.

(v) **BID SECURITY:**

- (a) Each bidder shall furnish, as a part of his bid, at the option of the bidder, a Bid Security amounting to PKR. 100,000/- (PKR one hundred thousand only) in shape of Demand Draft/ CDR from a Scheduled Bank of Pakistan in the name of the Chief Executive Officer, TransPeshawar (The Urban Mobility Company).
- (b) The bid security shall remain valid for a period of Twenty-Eight (28) days beyond the original validity period of the bids.
- (c) Any bid not accompanied by an acceptable Bid Security shall be rejected by the employer as non-responsive.
- (d) Bid Security of the unsuccessful bidders shall be released once the successful bidder furnishes the prescribed performance security or on the expiry of the validity of Bid Security whichever is earlier.
- (e) The bid security of a successful bidder shall be returned once the successful bidder has signed the contract and furnished the required performance security.
- (f) The Bid security shall be forfeited:
 - (i) If a bidder withdraws his bid during the period of bid validity; or
 - (ii) If a bidder doesn't accept the correction of his Bid Price, pursuant to Paragraph above; or
 - (iii) In the case of a successful bidder, if he fails to:
 - Furnish the Performance security in accordance with the terms and conditions of the RFQ
 - Sign the contract agreement, in accordance with the terms and conditions of the RFQ

11. Bidders should note that during the period from the receipt of the quotation and until the award of Contract, all queries should be communicated in writing via email below.

fayyaz.khan@transpeshawar.pk, rafaqat.ali@transpeshawar.pk, khalil.ahmed@transpeshawar.pk

12. To assist in assessing responsiveness and comparison of quotations for the award of contract, the Employer may, at its discretion, ask any Bidder for a clarification of its Bid. No change in the substance of quotation shall be sought, offered or permitted. If a bidder does not provide clarifications of its bid by the date and time set in the Employer's request for clarification it bid shall be rejected as non-responsive.

13. The bidder whose quotation has been accepted will be notified of the award of contract through the Letter of Acceptance along with Form of contract issued by the Employer within the period of bid validity. Within fourteen (14) days of receipt of the Form of Contract, the successful Bidder shall sign, date, and return it to the Employer.
14. This Request for Quotation is being conducted under ADB Procurement Guidelines. As such under ADB's Anti-Corruption Policy, bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. ADB will reject a proposal for award, and will impose sanctions on parties involved if it determines that the bidder recommended for the award or any other party, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract. At the time of submission of your quotation, you should not be on ADB's sanctions list.

Yours sincerely,

CEO TransPeshawar

1 FORM OF QUOTATION

To

Chief Executive Officer (CEO),
TransPeshawar (The Urban Mobility Company)
First Floor, KPUMA Building, Main BRT Depot, Near-by NHA Complex,
Chamkani, Peshawar

1. We offer to execute the "**Security Services for KPUMA Building at Chamkani**" in accordance with the Conditions of Contract accompanying this Quotation for the bid Price inclusive of all taxes (amount in words and numbers) (_____) in PKR with the following breakup.
2. The contract price for the Services in the below format is quoted inclusive of all applicable taxes.

S/No.	Description	Quantity (A)	Monthly Service Cost in PKR without Sales Taxes but including all other taxes (B)	Applicable Sales Tax on services in PKR (C)	Total Monthly Price in PKR (B+C) (Bid Price)
1	All services as per para 3 and Appendix 1 of this RFQ	Minimum Twenty-two (22) Guards			

3. This Quotation and your written acceptance will constitute a binding contract between us. We understand that you are not bound to accept the lowest or any Quotation received by you.
4. We hereby confirm that this Quotation complies with the Validity of the Offer, Term, and Conditions of this RFQ and liquidated damages imposed by the Request for Quotation document and the Terms and Conditions of Services, respectively.
5. We have not been associated with the firm that prepared the design and specifications of the contract that is subject to this request for quotation.
6. We are not in the ADB sanctions list.

Authorized Signature:

Name and Title of Signatory:

Date:

Address:

Phone Number:

Email Address:

2. FORM OF CONTRACT

This AGREEMENT is made on day of, 2020 between TransPeshawar (hereinafter called “the Client”) on the one part and (hereinafter called “the Service Provider”) on the other part.

WHEREAS the Client has requested quotation for provision of Security Services for KPUMA Building at Chamkani by the Service Provider, viz. Contract, “**Security Services for KPUMA Building at Chamkani**” (hereinafter called “the Contract”) and has accepted the Quotation of the Service Provider under the Contract at the sum of PKR (**Amount in words and figures**) hereinafter called “the Contract Price”.

NOW THIS AGREEMENT TO BE WITNESSETH AS FOLLOWS:

1. The following documents shall be deemed to form and be read and construed as part of the Contract, viz:
 - a) Form of Contract
 - b) Letter of Acceptance
 - c) Form of Quotation;
 - d) Terms and Conditions of Services
 - e) Request for Quotation
 - f) Required Services (Appendix-I)
 - g) Map and layout of KPUMA building (Appendix-II)
2. Taking into account payments to be made by the Client to the Service Provider hereinafter mentioned, the Service Provider hereby concludes an Agreement with the Client to execute and complete the Contract and remedy any defects/ complete the whole process therein in conformity with the provisions of the Contract.
3. The Client hereby covenants to pay, in consideration of the acceptance of the Contract, complete all the services and remedying of defects therein, the Contract Price in accordance with Payment Conditions prescribed by the Contract.

IN WITNESS whereof the parties hereto have executed the Contract under the laws of Pakistan on the date indicated above.

Signature and seal of the Client:

For and on behalf of

Mr. _____

Name of Authorized Representative

Signature and seal of the Service

Provider:

For and on behalf of

Mr. _____

Name of Authorized Representative

3. TERMS AND CONDITIONS OF SERVICES

Project Name: Security Services for KPUMA Building at Chamkani

Client: TransPeshawar (The Urban Mobility Company)

Service Provider: _____

1. **Fixed Price:** The prices indicated in the Form of Quotation are firm and fixed and not subject to any adjustment during contract performance subject to the following conditions: -
 - a. Monthly price will be increased with an increase in the minimum wage rate from the date of increase as notified by the government of KP. In case of an increase in the minimum wage rate, the monthly contract price will be adjusted as follows: -
New Monthly Price = Original Monthly Price + [Original Monthly Price x (Percentage increase in minimum wage rate)]
2. **Duration of the Contract:** The Contract shall become effective as of _____ 2020, and shall remain valid for a period of One (01) year (hereinafter called "the Term"). Prior to the expiration of the Term, the Contract may be extended or modified through mutual agreement between the Client and the Service Provider. When used in the Contract, the phrase "the Term" shall refer to the entire duration of the Contract.
3. **Insurance:** The Service provider is responsible for the necessary insurances to cover its liabilities under the Contract.
4. **Applicable Law:** The Contract shall be interpreted in accordance with the laws of Pakistan.
5. **Resolution of Disputes:** The Client and the Service Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute between them under or in connection with the Contract. In the case of a dispute between the Client and the Service Provider, the dispute shall be settled in accordance with the provisions of the arbitration law or rules of Pakistan.
6. **Intellectual Property Delivery:** TransPeshawar shall own and have a right in perpetuity to use all newly created Intellectual Property Rights that have been developed solely during the execution of the Contract, including but not limited to all designs, application configurations, and specifications. The Service Provider shall ensure that all approvals, registrations, licenses, permits, and rights, etc. which are necessary for use of the goods supplied/ service provided by the Service Provider are legally acquired and assigned in the name of TransPeshawar. In case of any infringement on Intellectual Property Rights by the Service Provider, the Service Provider shall have sole control of the defense and all related settlement negotiations. Subject to above on intellectual property, the Service Provider shall retain exclusive ownership of all methods, concepts, algorithms, trade secrets, software documentation, other intellectual property or other information belonging to the Service Provider that existed before the effective date of the contract.
7. **Payment:** The lump sum payment (monthly) as quoted by the Service Provider will be paid through cross cheque on monthly basis within fourteen (14) working days of submission of invoice and relevant supporting documents prescribed by the Client subject to completion of a calendar month and deduction of liquidated damages if any.

8. Liquidated Damages:

Performance of the Service Provider shall be assessed from time to time and failure to perform (violations) shall result in imposing of liquidated damages in accordance with the following table.

S No.	Violations	Penalty in PKR
1.	Security Personnel not wearing proper Uniform or in shabby conditions or untidy	PKR 500 per instance
2.	Misbehavior with staff or Visitors	PKR 1000 per instance
3.	An untrained person found deputed for the services	PKR 500 per day per person
4.	Not carrying required weapons, detectors, or whistle by the security personnel	PKR 500 per instance per person
5.	Less frequency of patrolling	PKR 500 per instance per person
6.	Incident of misbehavior/quarrel among themselves	PKR 1000 per instance per person
7.	Missing entry in the visitor logbook/ database record	PKR 500 per instance
8.	Missing entry in the movable property in/out logbook/database record	PKR 500 per instance
9.	Missing incident reporting and incident report form filling	PKR 500 per instance
10.	Missing issuance of visitor card	PKR 200 per instance
11.	Found unattended duty post	PKR 500 per instance
12.	Late arrival to duty	PKR 500 per hour per person
13.	Absence from duty	PKR 2000 per day per person
14.	Late payment to staff	PKR 5000 per day for delayed days
15.	Violation of labor laws	PKR 4000 per violations
16.	Laziness during duty	PKR 500 per instance per person
17.	Damage or loss to the Property	Equal to the loss
18.	Smoking in office	PKR 1000 per instance per person
19.	Violation of SOP issued by TransPeshawar	PKR 1000 per instance
20.	Not following instructions of TransPeshawar authorized representative	PKR 3000 per instance
21.	Misuse of TransPeshawar assets such as Air-conditioning, Light, etc.	PKR 1000 per instance
22.	Sleeping during duty	PKR 2000 per instance per person
23.	Any other violation of the Contract	PKR 1000 per instance

Liquidated Damages shall be deducted as per the rate described above. The total amount of liquidated damages shall not exceed Ten (10) % of the monthly Contract Price in each monthly invoice. The Client shall be the sole decision-maker for the description of the violation and imposing penalties. The Liquidated damages shall be imposed based on video, documentary proof, etc.

9. Performance Security: The Performance Security to the amount of Ten percent (10%) of the annual Contract Price (Monthly Contract Price*12), from a Scheduled Bank of Pakistan in form of bank guarantee on the given format or in Shape of Call Deposit Receipt (CDR) or Demand Draft. Call Deposit Receipt (CDR) / Demand Draft shall be in favor of Chief Executive Officer TransPeshawar. Within fourteen (14) days of issuance of the Letter of Acceptance, Service Provider shall provide Performance Security to the Client. The Performance Security shall be valid until Twenty-Eight (28) days after completion of a one-year contract or as may be extended from time to time. Extension of the performance security shall be subject to extension of the contract.
10. Force Majeure: The Service Provider shall not be liable for penalties or termination for default if and to the extent that it is a delay in performance or other failures to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but not restricted to, an act of Client in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the Service Provider shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise directed by the Client in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practicable and shall seek all reasonable alternative means for performance not prevented by Force Majeure event.

11. Service Requirements:
Appendix-I & II provide a complete scope of services and requirements under the contract to be performed by the Service Provider.
12. Failure to Perform: The Client may cancel the Contract if the Service Provider fails to perform in accordance with the terms and conditions of the Contract, apart from serving a 14-day notice given by the Client, without incurring any liability. The Client may forfeit the performance security with the termination of the Contract. The Client may also terminate the contract if liquidated damages exceed 10% of the monthly price for a few consecutive months as determined by the Client.

REQUIRED SERVICES

1 Background:

TransPeshawar (The Urban Mobility Company) (hereinafter called “the Client”) is a public owned company established under Section 42 of the Companies Act 2017 and has been tasked for implementation of security services for Khyber Pakhtunkhwa Urban Mobility Authority (KPUMA) Building, in addition to other tasks in Peshawar BRT/Zu Peshawar.

The Government of Khyber Pakhtunkhwa (KPK) has taken an initiative to revamp the urban bus transport system in the provincial capital of the province. In this regard, the Government of KPK has started construction of Bus Rapid System (BRT) in 2017. The BRT corridor is 27-kilometer-long with 30 stations connected through Direct Feeder routes of about 55 kilometers. Because of the integration of Direct Feeder Routes into the main BRT corridor, thus known as the Third Generation BRT System. The BRT system will have 220 buses includes 18-meter (65 numbers) and 12-meter long buses (155 numbers).

Construction work is implemented through Peshawar Development Authority (PDA) while procurement of buses, procurement of operating company for bus operation, procurement of BRT System Control Goods and Services, BIRP, and implementation of security services for KPUMA Building through the Client.

2 Scope of Services:

The Client’s office/Control Center is established at Chamkani in KPUMA building. The Client requires services for the security of KPUMA building on a round-the-clock basis, 24 hours per day, 7 days per week including Saturday, Sundays and holidays (hereinafter called “the Services”), which is the subject of this RFQ/Contract. **The requirement of guards is twenty-two (22) with eight hours shift. It is the responsibility of the service provider to ensure full security of the building in accordance with the scope of service with given number of guards and engagement of any additional guards in dispensing the required services shall be at the cost of the service provider.**

KPUMA building is situated at Chamkani, from where all the operations of the Peshawar BRT system will be monitored and controlled. The Services shall be defined and interpreted as per the following requirements.

3 Requirements:

3.1 General Requirements

The Service Provider shall:

- 3.1.1 Unless directed by the Client, shall continue the Services uninterrupted despite strikes, threats of strikes or walkouts, terrorist activities, emergencies, and adverse weather conditions or disasters (natural, deliberate, or accidental).
- 3.1.2 Engage and supervise the staff and provide all resources necessary to complete the Services.

- 3.1.3 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 follows the code of conduct prescribed by the Client.
- 3.1.4 Ensure that it has 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.
- 3.1.5 Ensure compliance with all the Applicable Laws, Rules and Regulations (including instructions of the Client), 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.
- 3.1.6 Ensure that it does not engage or continue to engage any person with criminal record/conviction or otherwise undesirable persons for the provision of the Services.
- 3.1.7 Be responsible for the medical and accident insurance of its staff, payment of all dues like social security, and EOBI.
- 3.1.8 Ensure that his employed personnel at all times present a neat and clean appearance, paying particular attention to their personal hygiene, bearing, uniform, and equipment. Male personnel must maintain proper shave/trimmed mustaches/trimmed beard;
- 3.1.9 Ensure that all Security personnel assigned must be alert, punctual, physically fit, in good health, without physical/mental abnormalities/defects which could interfere with the performance of his/her duties including good vision without color blindness;
- 3.1.10 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 the Security Services. Neither the Service Provider nor any of his 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 Client.
- 3.1.11 Ensure presence of appointed authorized representative at short notice when required by the Client.
- 3.1.12 Agree to remove from the site, whenever required to do so by the Client, any employee considered by the Client to be unsatisfactory or undesirable, within the limits of any applicable scope;
- 3.1.13 Maintain adequate resource backup to cater for unattended posts, to replace personnel, and to respond to any untoward situation;
- 3.1.14 Provide all information required by the Client to facilitate ground check/security clearance from the related Government agencies of all its personnel;
- 3.1.15 Depute security personnel having minimum qualification of Matric.
- 3.1.16 Be liable to liquidated damages/replacement cost for any loss incurred or suffered/any damage caused to movable or immovable property of the Client, because of negligence, delayed, deficient or inadequate Services.
- 3.1.17 Ensure timely payment to the staff provided, no later than 07 days from the start of the month.

3.2 Specific Requirements:

The Service Provider shall:

- 3.2.1 Responsible for safety and security of equipments, furniture, appliances, infrastructure and all allied facilities within vicinity of KPUMA Building.
- 3.2.2 Recognize and respond to security threats and breaches;
- 3.2.3 Prepare a security plan and security personnel deployment plan.
- 3.2.4 Ensure access control procedures for pedestrian and vehicular traffic to the KPUMA building. Control, guard and curb unauthorized access of pedestrians and vehicles. Permit entry to KPUMA building in accordance with SOP issued by the Client. In this regard the Service Provider shall:
 - a. Conduct thorough examination of the vehicle(s)/person(s) entering the KPUMA building and its premises, with inspection mirrors and handheld metal detectors;
 - b. Intimate the concerned office(s) about the arrival of the visitor(s) intimating the purpose of the visit;
 - c. Escort the visitor(s) to the concerned office(s) if the officer concerned is unable to receive the visitor(s).
- 3.2.5 Safeguard moveable and immoveable property against theft, damage, and misuse. Damage shall include setting up banners, posters, advertisements, graffiti, etc. without Client permission.
- 3.2.6 Maintain a logbook and excel database record in a specified format and submit according to the schedule mentioned in the SOP issued by the Client:
 - a. All movable items that are bringing in or out from KPUMA building.
 - b. All security violations and report occurrences to the Client.
 - c. All entering person(s) and vehicle(s).
- 3.2.7 Effectively patrol the KPUMA building from inside/outside with sufficient frequency round the clock to prevent trespassing, theft, vandalism, sabotage, and to catch culprits, etc.
- 3.2.8 Immediately inform the Client (Operation Control Center) in case an abnormality observed, follow the instructions passed from the Client (Operation Control Center) and provide feedback accordingly until the matter is resolved.
- 3.2.9 Ensure that all security staff must wear a specific uniform. The Service Provider shall provide seasonal uniforms and weather-appropriate protective gear to his staff to carry out the continuous performance of contract requirements. The following shall be a mandatory part of a uniform:
 - a. Properly displayed ID card.
 - b. Waist Belt;
 - c. Belt-case to carry necessary equipment required to perform security duties;
 - d. An umbrella and raincoat for performing duty in tough weather conditions;
 - e. Official Cap;
 - f. Whistle;
 - g. Long collar polished shoes;
- 3.2.10 Maintain a minimum inventory of required equipment for the efficient performance of security duties/responsibilities. The Service Provider shall be responsible for flashlights, cellular phones,

chargers, metal detectors, nightsticks and other related equipment to comply with the scope of the Services.

3.2.11 Ensure that the age limit of security guards is restricted between 18 to 55 years.

3.2.12 Ensure that no security personnel leaves premises assigned unless properly relieved by the next security personnel and provide an immediate replacement where required.

3.2.13 Ensure that the Security Personnel check all doors that they are lock, inspect all areas by turning on a minimum number of lights, and check for open windows, running or dripping water during non-operational hours.

3.3 Training Requirements:

All security personnel be sufficiently trained, perform their regular assigned duties vis-à-vis to deal with any type of emergency.

S#	Training Function	Training Objective	Training Content
	Security Staff	Detect and prevent thefts, vandalism, terrorism	<ul style="list-style-type: none"> • React and take appropriate measures in emergency situations. • Operate a handheld metal detector. • Perform pad-downs/frisk. • Check baggage. • Respond to bomb threats and suspicious packages. • Conflict resolution. • Remove/resolve obstacles in the pathways, entrances stairs, and elevators.
	Customer care	Deal with public/visitors in a professional and ethical manner	<ul style="list-style-type: none"> • Dealing with problematic visitors. • Deny access to unauthorized personnel.
	First Aid	Saves lives, minimize injuries, primary and secondary care of injured	<ul style="list-style-type: none"> • Red Cross and Red Crescent compliant first aid responder training.
	Evacuation drill and procedure	Help and assist staff and visitors in the evacuation of the building	<ul style="list-style-type: none"> • Guide, help and assist staff and visitor(s) in building evacuation. • Make themselves familiar with Assembly area(s). • Assist injured and disabled in the evacuation process.
	Visitors checking	Receive visitors, check their identity and make entries into the register and excel database	<ul style="list-style-type: none"> • Receive visitors and check their identity. • Make entries into visitor's register as well as excel database sheet • Inform concerned office via VHF/intercom about the visitor

			<ul style="list-style-type: none"> • Escort visitors to the concerned office
	Use of fire extinguishers	Put out a fire by using a portable fire extinguisher and inform emergency services about fire	<ul style="list-style-type: none"> • Use portable fire extinguishers to extinguish the fire. • Activate fire alarm on detection of fire. • Alert emergency services about the outbreak of fire. • Guide emergency services about the location of the fire in the building. • Guide emergency services about any staff/visitors trapped inside the building.
	Incident reporting	Inform the relieving guards about incident happenings in the previous shift and fill incident report form in English/Urdu.	<ul style="list-style-type: none"> • Report to Manager Security about incidents. • Report shift supervisor about the incidents. • Fill incident report forms. • Fill incident excel database about the details of the incident.
	Use of CCTV, intercom, VHF, and inspection mirrors	The guards should be proficient in the use of CCTV, and be able to communicate, and use VHF, intercom, telephones.	<ul style="list-style-type: none"> • Proficient in the use of CCTV (Guards employed on entrances). • All guards should be proficient in the use of intercom, VHF, and telephones.

3.4 Minimum Personnel:

3.2.14 The requirement of guards is twenty-two (22) with eight hours shift. Detail on placement of guards is provided as follows:

S. No	Location	Minimum Requirement
1	Main Entrance Check Point	Two (2) armed (Kalashnikov) personnel per shift (24/7).
2	Building Entrance/ Reception	One (1) male armed (Kalashnikov) personnel per shift (24/7) equipped with arm having valid license. One (1) female for 8 hours a day for 5 days a week.
3	First Floor Stairs Post	One (1) personnel per shift (24/7)
4	Second Floor Stairs Post	One (1) personnel per shift (24/7).
5	Rooftop	One (1) armed (Kalashnikov) personnel per shift (24/7) equipped with arm having valid license.

6	Control Room	One (1) personnel per shift (16/7).
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3.3 Minimum Equipment

Service Provider shall always maintain the following number of equipment at KPUMA building.

S. No	Equipment	Minimum Requirement
1	Metal Detector	02
2	Inspection Mirror with flashlight	02
3	Whistle	08
4	Torch	08
5	Lethal Arm (Kalashnikov)	04