



DENARAU CORPORATION PTE LIMITED
(DCL)

**SECURITY SERVICES
TERMS OF REFERENCE**



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1. BACKGROUND

1.1. ABOUT DENARAU CORPORATION PTE LIMITED

Denarau Corporation PTE Limited (DCL) incorporated under the Companies Act in 1996 to perform the role of Body Corporate for the five Precincts on Denarau Island namely:

1. Hotel Precinct
2. Residential Precinct
3. Commercial Precinct
4. Marina Precinct
5. Golf Precinct

The Directors

The DCL Board comprises of Directors drawn from each individual Precinct whom are empowered with the duty to formulate rules pertaining to the control, management and administration of DCL through the Corporate Office.

Role of the Corporate Office

The Corporate Office comprises a General Manager and its core duties include:

- Legal & Financial Management (Collection of Levies & Budget Control);
- Operational & Maintenance Function of Assets;
- Security Services;
- Waste Management;
- Green Waste Management;
- Enforcement of DCL By-Laws & Disaster Management Plans and Statutory Compliance.

The General Manager reports to the DCL Board.

Both the DCL Board & Corporate Office work in close association with the respective precincts with the best interests of a long-term integrated management approach to Denarau Island's infrastructure and facilities.

2. CIRCULATION

This document contains vital security information. Therefore, it is imperative that all information contained herein remain confidential and classified and not further disseminated or distributed without prior written authorization from duly authorized management of DCL.

3. OBJECTIVE AND FAMILIARISATION

The objective of this tender is to:

- 3.1. Outsource and provide best practise security services such as static, mobile and foot patrols and control room operations as a support service;
- 3.2. Develop and maintain a stable business structure and quality management system equipped to manage service delivery and identified risks;

- 3.3. Deploy a resilient Operations Manager with relevant regional exposure, experience, and a firm grasp of international/local private security industry regulations;
- 3.4. Provide manned guarding services where each prospective service provider shall be required to comply with all applicable Fiji Government and Company regulations;

Security is a top priority for DCL. As such, the contracted service provider is required to comply with the security requirements of DCL's Security Policy and Procedures and the agreed outlines within their respective service agreements.

To achieve the objectives of this contract, the contractor at its own cost, is required to make the necessary arrangements for site visitations with DCL, should the contractor require it necessary. Appointments for site visitation, shall be organized by way of written request to ravi.prasad@denarau.com and tony.navusolo@denarau.com

In cases where the Contractor identifies a scope that is excluded but deemed necessary, to achieve the objective of the contract, the Contractor, shall advise DCL during the tender process and where agreed, shall include the additional scope in the tender proposal.

4. SCOPE OF WORKS

The scope of work entails developing a business relationship designed to mentor the security company to deliver the following services:

- 4.1. Main Gate - Static Guards
- 4.2. Mobile Security/Supervisors
- 4.3. Private Beach
- 4.4. Port Marina Car Park Management and
- 4.4. Control Room Operations

This tender is for DCL to ensure standards are maintained, and resources are adequately distributed; therefore, the Contractor must show a separate budget allocation for DCL.

Any sharing of resources to be clearly identified.

5. AREAS OF SECURITY

The general areas of security will be as follows:

- 1.1. Provide static security at the Main Gate Entry onto Denarau Island including but not limited to the following:
 - 5.1.1 Ensure that only authorized person, vehicles and items are given access;
 - 5.1.2 Check and verify (if unsure) the reasons for seeking access onto island through Control Room and/or DCL office
 - 5.1.3 Ability to scan existing vehicles for any suspicious personnel and / or items prior to providing entry;
- 5.2 Conduct random mobile security patrols including but not limited to the following:
 - 5.2.1 Take responsibility of each shift and ensure operations are not affected;

- 5.2.2 Be the first responder to any accidents and/or incidents on Denarau Island;
- 5.2.3 Must be knowledgeable with the By-laws regulations, policies/procedures pertaining to Denarau Island
- 5.3 Conduct foot roving patrols:
 - 5.3.1 Carried out during day and night hours;
 - 5.3.2 Covering private beach area, main gate area including transit car park and the botanical gardens;
- 5.4 Conduct cart patrols:
 - 5.4.1. Including 5.3.1 to 5.3.2
 - 5.4.2. Identify high risk areas of security during patrol
- 5.5 Manage emergency procedures for natural and man-made disasters under the policy and procedures of DCL
- 5.6 Assist DCL with the enforcement of By-laws

6. HOURS OF SECURITY SERVICE

The general hours of service will be as follows:

PREMISES	NUMBER OF GUARDS	SPECIFIC DUTIES	WORKING HOURS
Main Entry	x2 - Day & Night shift	Foot and Stationary patrol	24 hours, 7 days a week including Public Holidays
Private Beach	x1 - Day shift x2 - Night shift	Foot and Stationary patrol	24 hours, 7 days a week including Public Holidays
Mobile Supervisor (MS)	x 1 on rotation	Mobile Vehicle	24 hours, 8 hours per shift, 7 days a week, including Public Holidays (<i>Exclusive to DCL</i>)
Control Room	1	Stationary	24 hours, 7 days per week, including Public Holidays
Port Marina – Parking Management	x1 Day shift only	Foot	8 hour shift, 5 days a week (Monday to Friday) including Public Holidays

7. REQUIREMENTS

7.1. SECURITY PERSONNEL

The contractor shall provide and meet the following requirements of all security personnel under this scope of works:

- 7.1.1 Must have valid Security License;
- 7.1.2 Must have minimum 2 years Police Clearance;
- 7.1.3 Must not be over the age of 55;
- 7.1.4 Must be medically and physically fit and
- 7.1.5 Must have good communication skills including reading, writing and speaking in English

DCL does not discriminate and promotes gender equality. The contractor must understand that every personnel that meets the above DCL requirements listed above may be eligible without discrimination for the scope of works listed under the contract.

7.2. MANPOWER, ASSOCIATED EQUIPMENT AND TOOLS

The successful contractor shall provide all labour, equipment and tools associated with fulfilling the contract.

Equipment and tools include but not limited to the following and does not include standard company requirements including uniform and PPE:

- 7.2.1 Mobile Patrol Vehicle. LTA registered and compliant
- 7.2.2 Communications tools including Radio Telephone and Mobile phone (Radio Telephone frequency dedicated to DCL operations only unless approved by DCL for cost sharing with other customers)
- 7.2.3 Torch (minimum 50m beam)
- 7.2.4 Baton
- 7.2.5 Body Camera

Throughout the term of the contact, the contractor must achieve and better its standard of operations to ensure consistency is maintained.

7.3. MANAGEMENT

To qualify for the award of this tender, the proponent must submit the following:

- 7.3.1 The qualifications and credentials of all Senior Management that will perform the contract.
- 7.3.2 Detailed curriculum vitae with supporting references of a qualified and experience Operations Manager with proven record of accomplishment.

7.4. TENDER

Companies interested in participating in the tender, are required to submit valid respective copies of the following listed documents, in addition to all other appropriate documentation to support their application:

- 7.4.1 Company Registration Certificate
- 7.4.2 VAT Registration Certificate
- 7.4.3 Security Master License
- 7.4.4 Tax Compliance Certificate
- 7.4.5 FNPf Compliance Certificate
- 7.4.6 OHS Certificate
- 7.4.7 Insurance Covers. Refer item 19

Additionally, interested firms are required to provide a company profile clearly indicating the following:

- 7.4.8 Evidence of National footprint in Fiji
- 7.4.9 Experience of managing large and complex security projects
- 7.4.10 Reputation / References
- 7.4.11 Training
- 7.4.12 Contract Management
- 7.4.13 Guard qualifications
- 7.4.14 Emergency Response Plan
- 7.4.15 Communications Plan

8. REPUTATION

DCL will consider two main factors when researching a company's reputation:

8.1. NEGLIGENCE

The interested bidder must provide "Loss Experience" report to DCL, in order to review its liability insurance claims history.

The bidder must also disclose whether the company has ever been involved in any lawsuits and whether there has been any legal incident involving their employees while on a client's property during the last 10 years with the outcome of the legal proceedings.

8.2. WORKERS COMPENSATION CLAIMS

DCL will also review the listing of worker compensation claims prior to January 2020 to determine the possibility of patterns of carelessness or inadequate employee safety practices recorded with the Ministry of Employment, Productivity & Industrial Relations and reports / cases of non-compliance with the Health and Safety at Work Act.

9. TRAINING AND QUALIFICATIONS

The proposal should set the minimum qualification as follows:

- 9.1 Security- related education
- 9.2 Training levels
- 9.3 Experience of personnel to be assigned to DCL
- 9.4 How your company will induct staff who have not previously worked at this location. A Security contractor that provides additional education and training to their staffs will be preferable.
- 9.5 Must be trained in the specific following areas:
 - 9.5.1 Customer Service;
 - 9.5.2 DCL Policies & Procedures and By-Laws;
 - 9.5.3 Basic Self Defence;
 - 9.5.4 Fire Safety;
 - 9.5.5 First Aid; and
 - 9.5.6 OHS

10. STAFFING

Staffing must be regular, rotating or if required, temporary. It is imperative to know beforehand which KEY personnel we will be dealing with. Permanent staff assignment is always preferable and best, if it can be obtained.

The contractor **MUST** advise DCL, the reason, before transferring (or replacing) personnel from any post or specific duties.

Having a stable work force is an important aspect of this contract with staff turnover at a level that will not impede the quality of service including operations.

It is imperative that all Security personnel contracted to DCL have the ability to demonstrate empathy towards all persons and at all times.

11. SUPERVISION

The interested Contractor should explain clearly how they are to monitor and control the quality of security services. This includes what remedial action/s the company takes when faults are detected and how they will be reported.

12. DOCUMENTATION/REPORTING

Communication is of crucial concern for DCL. In selecting the best quality contractor, the proposal should describe the type/s of communication, frequency of reports and documentation (example: daily officer activity logs, incident reports, crime reports, and other special reports, etc.).

Consistent and thorough written communication is an important output of the security contract services and plays an integral part in DCL Management's office procedures.

13. INSTRUCTIONS TO SECURITY GUARD

Your proposal should also include sample of Post Orders or Standard Operating Procedures (SOP) Manual.

This document describes all aspects of job performance at our site including security guard grooming and decorum, sets the standard of security services, and provides the basis of guard discipline. The contractor should provide a document that is comprehensive and clear to DCL and the security guards.

14. EMERGENCY PROCEDURES

The contractor's proposal should describe how its guards will function under various emergency conditions. The proposal should demonstrate an understanding and coherent approach to a wide variety situation including nonstandard, unusual, crisis and natural disasters.

15. DCL

15.1 ANNUAL BUDGETS

The contractor may, at the discretion of DCL, be asked to work closely with DCL to plan and compile operating and capital budgets relating to Security Services.

15.2 BOUNDARIES

This will be covered during the scheduled joint inspection as part of this tender.

15.3 PROPERTY, PLANT & EQUIPMENT

The following are part of the service contract and remains the property of DCL:

15.3.1 Main Entry Gate Guard House

15.3.2 CCTV

The contractor will have qualified and trained personnel to provide the services and back up for DCL's surveillance systems.

15.3.3 Main Entry and Exit Point – Change Room

15.3.4 Private Beach Guard House

The property is equipped with a work station and operational power points and lights all connected to EFL power supply. The rest room facility is located separately but within working & walking distance; the property has access to water supply through a water tank.

15.3.5 Control Room

15.3.6 Other Areas as determined and agreed

Sections not covered in this tender brief, but identified during the joint inspection must be identified by the contractor and priced.

16. OFFICE

The contractor shall provide its own office accommodation and training facilities.

The current structure of operations is shared with DREL, where a Security Control Room owned by DCL is provided as part of the service contract.

17. EQUIPMENT SHARING

Where the contractor intends to acquire other security contracts on Denarau Island that use and/or share similar equipment used under this scope of works, the contractor must, either during the tender process or after whichever the case maybe, clearly identify to DCL the equipment and machinery shared with other customers of the contractor and the associated cost component shared.

17.1. EQUIPMENT COSTING AND SAVINGS

That where the contractor secures other security contracts on Denarau Island and the contract uses the same and/or some of equipment to the extent cost savings maybe realised, the contractor must clearly identify such cost savings to DCL and where practical, rebate any cost savings through a reduction in the overall annual contract price.

17.2. FINANCING

DCL will not underwrite and/or make any advance payments to the contractor for financing or whatever reason.

18. OTHER DUTIES

18.1. DISASTER MANAGEMENT

The Contractor is part of the Denarau Island - Disaster Management Committee and is to provide its operational plan as per item 14 where a performance minimum as part of the disaster program should include:

- 18.1.1 Pre, During and Post Operation plans
- 18.1.2 Traffic Management
- 18.1.3 Communications and Reporting
- 18.1.4 Accommodation and Transfers

19. INSURANCE

The contractor shall maintain current the following insurance, which MUST be provided to DCL at commencement of each financial year during the contract.

19.1. PUBLIC LIABILITY INSURANCE

The Cover to be no less than a limit of FJD\$10,000,000.00

19.2. MOTOR VEHICLE INSURANCE – THIRD PARTY PROPERTY DAMAGE AND BODILY INJURY & DEATH

The cover for all vehicles used in the service contract must include Third Party Property Damage to be no less than a limit of FJD\$5,000,000.00

BACK TO ITEM 7.4.7

19.3 ACCIDENT COMPENSATION COMMISSION FIJI (ACCF)

This is at the Contractor's own discretion and DCL will not be held responsible for any form of reimbursement of wages to any of the contractor's employees.

19.4 SECURITY WAGE COUNCIL RATES

The contractor shall demonstrate its compliance with respect to awarding its employees according to rates stipulated by the Council.

20. AUDIT

The contractor is to provide an audit plan to ensure that they have a quality management system in place. This audit should include but not limited to record keeping, equipment and uniform inspection, licensing requirements e.g. security, driving license where needed, customer satisfaction survey, identifying staff who have performed exceptional service, cleanliness of facilities, risk and OHS compliance.

DCL shall have the right to carry out its own audit and serve notice to the contractor where required for any breaches or non-compliance.

21. DUE DILIGENCE

The Confidentiality Non-Disclosure shall apply to submission of the detailed cost structure required under this tender. The Contractor may request access to historical costing in order to arrive at an accurate submission.

22. COST STRUCTRE

The proponent must provide the cost break down on all categories of the service required under item 4.1 to 4.4, 15.3.2 and 15.3.5. Where there are exclusions, the contractor must clearly indicate the exclusions; define the exclusion and the associated cost.

The contractor may separately as required provide separate cost proposals but must at all times identify clearly to DCL any costs that are shared between DCL and/or any other contracts where costs are shared and that cost savings may accrue to DCL, whether currently managed or proposing for future management.

The contractor is to provide DCL with the unique hourly rate for each of the service provided and must disclose to DCL the wage rate its officers/guards will be paid.

Payment Schedule

Hourly Rate per Guard: FJ\$ VIP

Other Associated Costs

<i>Item No.</i>	<i>Description</i>	<i>Cost</i>
1		
2		
3		
4		

<i>Premises</i>	<i>Amount Payable</i>	<i>Terms of Invoicing</i>	<i>Due Date for Payment</i>
All DCL Premises	Number of Security Guards x Hourly Rate per Security Guards	Security Company shall invoice DCL at the end of each Calendar month for Services provided in that Month	DCL shall pay each invoice for Services provided by the contracted Security Company within 30 working days of receipt of any such invoice from the contracted Security Company.

Applicants who do not meet this requirement will not be considered.

23. THE CONTRACT

The contractor shall indemnify DCL for all security-related liability for which the contractor is responsible.

DCL retains the right to terminate the agreement at any point in time for serious breach and non-compliance. Either party may terminate the agreement by serving no less than three (3) months written notice due to insolvency.

The successful contractor, upon commencement of the term of contract, shall carry out its duties as agreed, based on a probationary period of six (6) months. One month prior to the expiry of the

probationary period, DCL shall call upon the contractor to discuss its standard of performance relation to the agreed terms and conditions.

Full details shall form part of the contract with the successful contractor.

24. EXCLUSIONS FROM THE CONTRACT

24.1. ELECTRICAL WORKS

All electrical works such as the maintenance and replacement of bulbs, wiring, and maintenance of control settings and timing of lights, replacement of lamp heads and other components connected to the guardhouse is the responsibility of DCL and shall be **excluded** from this contract.

24.2. GATE MAINTENANCE

The maintenance of all gates and accessories shall be **excluded** from this contract. However, as part of the tender, security is responsible for any damages, which may occur as a direct result of negligence. Should this happen, the contractor shall pay for any costs involved.

24.3. GUARDHOUSE & CONTROL ROOM MAINTENANCE

The structural maintenance and upkeep of DCL property shall be the responsibility of DCL and shall be **excluded** from this contract. However, as part of the tender, the security contractor shall be responsible for any damages, which may occur as a direct result of negligence. Should this happen, the contractor shall pay for any costs involved.

Cleaning of DCL property will incur a separate cost, which is arranged by DCL in order to maintain consistent cleanliness across all DCL property. Cleaning of DCL property shall be carried out twice per week. The contractor is to ensure that all staff are responsible for keeping the property in a clean state at all times thereafter.

25. TENDER SUBMISSION

Submissions are to be received no later than 1400hrs 10th June, 2022, by hand delivery, courier or mail with envelope clearly marked:

C O N F I D E N T I A L
“TENDER – DCL SECURITY”
DENARAU CORPORATION PTE LIMITED
DENARAU CORPORATE OFFICE
DENARAU ISLAND

DCL Board of Directors decision to award the successful security contractor is final.

26. INFORMATION REQUIRED

(Please Tick & Enter the page number of the Submission)

	Tick	Page No.
1. Company Profile (Including Director(s) Owner(s))	_____	_____
2. Certificate of Business Registration	_____	_____
3. Business License	_____	_____
4. Vat Registration	_____	_____
5. FNPF Registration Number	_____	_____
6. Security Master License	_____	_____
7. Public Liability Insurance Cover	_____	_____
8. Wage Care Insurance Cover	_____	_____
9. Motor Vehicle Insurance Cover	_____	_____
10. HSE Certification & Policies	_____	_____
11. Previous Work Experience/Customer Reference	_____	_____
12. Knowledge & Expertise and Qualification of Staff (Key Employee Profile. Curriculum Vitae etc.)	_____	_____
13. Qualification of Guards and Training provided	_____	_____
14. First Aid and CPR Certification of Guards	_____	_____
15. Cost Proposal	_____	_____
16. Description & Quality of Product/Service	_____	_____
17. Price Validity of Product/. Service	_____	_____
18. Warranty/Guarantee of Product/Service	_____	_____
19. Other Information Regarding this Tender	_____	_____

To be filled and accompanied with the Tender Proposal Documents