

## **Part 2**

# **Requirement Specifications & Evaluation Criteria**

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## 1. GENERAL

- 1.1 This contract is for the provision of security and guard services to the FAS (JALAN BESAR STADIUM) **from 1 Mar 2019 to 29 Feb 2020** with the option to renew for 1 year from **1 Mar 2020 to 28 Feb 2021**. **The FAS shall have the sole right and absolute discretion whether to exercise the renewal option/s.** The decision on the renewal status will be made known to the Contractor in writing before the twelfth (12<sup>th</sup>) month of the first year contract period i.e. before 1 Mar 2020.
- 1.2 The Contractor shall comply with these Specifications and all provisions in the Tender Document.
- 1.3 No alteration shall be made by the Contractor to the provision of the Tender Document in particular these Specifications and the Schedule to Form of Tender. No alteration, addition or note made by any tenderer will be recognized and the text as originally prepared by the FAS will be strictly adhered to.
- 1.4 It is the responsibility of the Contractor to check the Tender Document, the Site and all vehicles, equipment and materials to gather any information and data required towards the fulfillment of this Contract. The Contractor shall not make any claim against the FAS and shall hold the FAS completely harmless and shall indemnify and keep the FAS fully indemnified against any failure to check or gather information as aforesaid.
- 1.5 Neither the Contractor nor any member of his/her family nor any member of his/her staff may be an employee of the FAS. All salaries and wages payable to staff employed by the Contractor shall be the responsibility of the Contractor.
- 1.6 The FAS shall not be liable for loss or damage to the Contractor's property placed or left on Site or elsewhere on FAS property.
- 1.7 For Goods and Services involving the FAS's departments/organizations, the Contractor shall be paid directly by the respective departments/organizations to which the Goods and Services were provided. The Contractor is to charge the FAS prices based on the rates quoted in the Form of Tender and Schedule to Form of Tender. The rates quoted shall be deemed to include the Contractor's overheads and profits. The Contractor shall cater to all reasonable risks in his / her pricing.

## 2. SCOPE OF SERVICE

- 2.1 The Contractor shall provide security and guard services at the FAS against theft, illegal activities, vandalism, illegal entry of unauthorized persons into the premises and other security-related matters.
- 2.2 The Contractor shall provide Security Personnel (SP), including Security Officers (SO) and Security Supervisors (SS), as and when required by the FAS and carry out the works in accordance with these specifications, Conditions of Contract and to the satisfaction of the FAS. The cost of the services shall be computed in accordance with the Schedule of Rates (see table in the Schedule to Form of Tender). The FAS shall notify the Contractor for such services two weeks in advance before the actual deployment. The Contractor shall abide to all terms and conditions in this tender in the supply of SP.
- 2.3 The Contractor shall provide security and guard services for a period of twelve months with effect from **1 Mar 2019 to 29 Feb 2020** with the option to renew for 1 year from **1 Mar 2020 to 28 Feb 2021**.
- 2.4 The current deployment requirement of outsourced security officers under existing security and guard services contracts are as appended in the table below. The deployment requirement for this tender (Tender Number - Jalan Besar Stadium FAS/COMP/2018/12/01) may be different.

VENUE / DEPLOYMENT	SUPERVISORS	BAG CHECK	HHDM CHECK	STATION	PATROLLING	TOTAL
International Matches (National Stadium)	9	0	72	6	0	87
International Matches (Jalan Besar Stadium)	1	0	18	6	0	25
International Matches (Bishan Stadium)	1	6	0	4	2	13
Local Matches (National Stadium)	1	0	12	6	0	19
Local Matches – Low Key (Jalan Besar Stadium)	1	6	0	0	2	9

Tenderers are to note that this table is mentioned solely as a guide to Tenderers. The FAS is not, in any way, making any representation or any commitment that the total SP required from the successful tenderer for the Contract Period or the Option Periods will be the same or similar. The FAS may require less SP than the numbers indicated in the said table.

The FAS may also appoint more than 1 Contractor under this tender to fulfill its requirements for security and guard services.

2.5 The FAS may deploy the SP in any venues that the matches will be taking place apart from Jalan Besar Stadium in Singapore.

2.6 The Contractor shall preferably be accredited with ISO 9001:2000.

2.7 The Contractor shall provide all the necessary skilled labor, storage space, material, equipment, tools, and transportation to the FAS as and when required by the FAS or his representative to ensure the smooth, timely and effective completion of the Goods and Services.

2.8 The Contractor shall perform and provide the Goods and Services in accordance with the provisions of the Tender Document, in particular, these Specifications, the Instructions to Tenderer, the Form of Tender, the Schedule to Form of Tender and the Conditions of Contract to the satisfaction of the FAS. The Contractor may propose after the award of the Contract a written service level agreement to prevent disputes on the meaning of "satisfaction".

2.9 The Contractor shall perform the following duties during Pre-Match, During Match Day and Post Match as indicated below. The Contractor shall note that the following duties below may not be comprehensive hence it is recommended for the Contractor to propose the additional duties in the written service level agreement;

2.9.1 Pre-Match

- Develop security deployment plan and contingency plan in consultation with FAS, the Singapore Police Force, and the relevant authorities
- Presentation of plans and seeking of approval from FAS, Singapore Police Force, and relevant authorities
- Take part in site visits conducted by FAS
- Provide security coverage at the hotels where the teams and/or match officials are staying, and/or training grounds, if and when required by FAS

2.9.2 During Match Day

- Establish a Security Control Room with Command elements and representatives from FAS, private security agency and/or venue management
- Conduct co-ordination briefing for all security forces that are op-con to the APF, including private security agency officers and marshals and/or stewards
- Conduct pre-match security sweep of the stadium and sterilize the stadium

- Traffic control and/or regulation on peripheral roads leading to and/or from the stadium before and/or after the match, drop-off and/or pick-up points for team coaches, access to carparks
- Enforce access controls at the various security zones, entrances, exits and gates, restricted areas (including dressing rooms, field of play, etc.)
- Enforce security checks on persons and belongings (bags) to prevent prohibited items from being brought into the stadium, including the use of Hand Held Metal Devices if required
- Enforce vehicle screenings and checks, if required
- Enforce segregation of home and away fans
- Maintain law and order and provide security for the teams and match officials
- Respond to and manage all incidents pertaining to disturbances caused by the crowd
- Exercise overall command and control of all security forces including the representatives from FAS, private security agency and/or venue management

### 2.9.3 Post-Match

- Submit a report to FAS which may include incidents as well as any other matters pertaining to security issues
  - Take part in After Action Review conducted by FAS
- 2.10 Unless prior arrangements have been made with and agreed to or ordered by the FAS, the Contractor shall carry out the Goods and Services on the Site under this Contract during the following working hours:
- 2.11 The Contractor in accepting the stores/items according to the instructions of the FAS shall accept the responsibility of such stores/items held in their custody and shall be held liable for all loss and damage to the stores/items. The Contractor shall not allow the stores/items received by them from the FAS to be moved out of their custody except when the stores/items are delivered to the destination.
- 2.12 The Contractor is obliged to provide any other related Goods and Services in support of this Tender other than the requirements specified in these Specifications when requested by the FAS.
- 2.13 The Contractor is also obliged to provide its full assistance and cooperation to any other contractors providing other related goods and services or works affected by this Contract.
- 2.14 The Contractor shall provide Public Liability and Work Injury Compensation insurance coverage for the duration of the Goods and Services. The insurance coverage of all FAS' furniture and stores shall be S\$ 3 (three) million dollars.

## 3. **CONTRACTOR'S EMPLOYEES**

- 3.1 For regular deployment, the Contractor shall provide security and guard service daily at the FAS based on the following timing:

- 2 Hours to half an hour before match kick-off, depend on the nature of the match

The FAS has the right to call for deployment of security and guard service apart from the above timings.

The Contractor may deploy the SP at any site up to **14 hours** provided the Contractor has obtained MOM's approval for its employees to work up to **14 hours**.

- 3.2 For deployment of more than a month, the Contractor shall provide a minimum of one (1) number of dedicated SP for every two (2) numbers of SP deployed as a relief to cover the SPs who will be assigned for duty. For the avoidance of doubt, there will be no separate or additional charges payable by the FAS for these dedicated SP whether on standby or assigned for relief duties.

- 3.3 The SP shall:
- a) possess relevant experience and knowledge of security, firefighting, traffic control and local highway code
  - b) be familiar with building automation systems, security, burglar and fire alarm and card access systems
  - c) be trained in First Aid Responders / AED / CPR
  - d) be able to write and communicate in English
  - e) be healthy, medically and mentally fit
  - f) be efficient, reliable, courteous, tactful and responsible
  - g) be of good character and conduct
  - h) be honest and trustworthy
  - i) be proficient with basic computer skills
- 3.4 The SP shall have a valid license issued by the Police Licensing & Regulatory Department (PLRD) to work as a Security Officer/Supervisor.
- 3.5 The Contractor shall ensure that no illegal foreign workers are employed by him in the performance of the Contract.
- 3.6 An “illegal foreign worker” means a foreign worker who:-
- a) has not lawfully entered or has remained in Singapore in contravention of the Immigration Act (Cap. 133); or
  - b) is employed by an employer without a valid work permit, in contravention of the Employment of Foreign Workers Act (Cap. 91A).
- 3.7 The Contractor shall submit the original of the following documents relating to all its foreign workers to the FAS for its inspection:-
- a) work permits or employment passes (as the case may be); and
  - b) passports, entry permits and re-entry permits.
- The FAS shall be entitled to take copies or to require the Contractor to provide certified true copies of these documents.
- 3.8 If the illegal foreign worker is found to be so employed by the Contractor, the FAS shall, without prejudice to its rights under the Contract be entitled to withhold any payment due to the Contractor and the FAS shall not be liable for any loss or damage suffered by the Contractor as a result of any payment so withheld.
- 3.9 Further, the Contractor shall indemnify the FAS against any costs and/or expenses, including legal expenses, which the FAS may incur as a result of the Contractor’s employment of illegal foreign workers. The FAS may also reserve the right to impose such other measures, including but not limited to forfeiture of the Security Deposit and/or debarring the Contractor.
- 3.10 The FAS shall be entitled to conduct random on-site checks on the workers employed by the Contractor for the purpose of verifying that the Contractor is in compliance with the provisions of this clause. The Contractor shall provide all necessary assistance and facilities in order for the FAS, through the FAS or otherwise, to conduct such checks as it shall deem appropriate.
- 3.11 The Contractor shall be responsible to educate all employees involved in this Contract to be able to answer simple queries from the staff members, students and visitors.
- 3.12 The Contractor shall be responsible for all actions and behavior of his employees during the Period of the Contract.

- 3.13 The Contractor shall be responsible to see that his employees are properly attired with uniforms and name tags approved by the FAS.
- 3.14 The Contractor shall provide the SP with uniforms and identification tags (with photographs) acceptable to the FAS. The Contractor shall supply shoes, belts and other accouterments for SP. The Contractor shall ensure that the SP are neatly and tidily dressed and attired at all times. Their turnout and bearing shall be smart and exemplary at all times.
- 3.15 For security and operational reasons, the Contractor shall provide the FAS with the full particulars of all the SP (both active and relief) engaged in the Contract. i.e.
- a) Name and Recent Passport Size Photograph
  - b) Address and Residential Phone Number
  - c) Facsimile Number
  - d) Email Address
  - e) Mobile Phone Number
  - f) Identity Card
  - g) Citizenship
  - h) Age and Sex
  - i) Payslip of the employees
  - j) Training records
  - k) Assigned Vehicle Number (if applicable)

The Contractor shall also declare to the FAS the names of employees with past criminal and mental records (if any).

- 3.16 The Contractor shall ensure that the SP involved in this Contract are medically examined at regular intervals and are medically fit and not suffering from any illness or disease. The FAS shall have the right to require the Contractor to remove from his/her employment any SP who is medically unfit. Any person so removed from the work shall be replaced immediately by a competent substitute approved by the FAS. The Contractor shall indemnify the FAS and the FAS against any claim by such SP arising from such removal.
- 3.17 The Contractor shall ensure that the SP are:-
- a) medically examined at regular intervals;
  - b) medically fit and not suffering from any illness or infectious disease (e.g. SARS, Bird flu, typical or Atypical phenomena, etc);
  - c) inoculated, vaccinated and medically examined whenever required by the FAS and/or the relevant authorities;
  - d) not having fever of 37.5 Degrees Celsius and above when inside the FAS;
  - e) take and declare their temperature to the FAS as many times whenever required by the FAS and/or the relevant authorities; and
  - f) declare their travel and medical history to the FAS regularly whenever required by the FAS and/or the relevant authorities
- 3.18 The FAS shall be at liberty to object to, and require the Contractor to remove forthwith from the areas any person employed by the Contractor, who in the opinion of the FAS has misbehaved himself/herself, or is incompetent or negligent in the proper performance of his/her duties or whose employment is otherwise considered by the FAS to be undesirable. Any person so removed from work shall be replaced immediately by a competent substitute approved by the FAS.
- 3.19 The Contractor's SP must comply strictly with the instructions and directions given by the FAS or his authorized representative.
- 3.20 Within a period of one (1) year from the date of cessation of the Contractor's employees employment with the Contractor serving the FAS, the Contractor's employees (who has privy knowledge to the FAS's restricted information) are not allowed to:

- a) engage, be employed or be interested directly or indirectly whether for reward or gratuitously, in any business/service which is similar to or competes with any of the business/service of the FAS, or
- b) carry on the person own account either alone or in a partnership or be concerned as a director in any company engaging or about to engage in any business/service which is similar to or competes with any of the businesses/services of the FAS; or
- c) assist in any way or provide with technical advice any person, firm or company engaged or about to be engaged in any business/service which is similar to or competing with any of the businesses/services of the FAS; or
- d) solicit in competition with any of the businesses/services of the FAS the custom of any person, firm or company, who was a customer/service provider of the FAS during the term of their employment; or
- e) use privileged information for any other use and must return all documents, materials etc containing such information without making copies of them.

The Contractor is liable to the FAS in the event of a breach of this provision by any of the Contractor's employees.

3.21 The Contractor must ensure that their employees do not abuse the facilities of the FAS. Examples of such abuses are:

- a) Illegal dumping, e.g. leaving litterbags at common corridors, staircases, lift lobbies, etc
- b) Sleeping or resting along corridors or other circulation space
- c) Resting, eating or listening to music along corridors or other circulation space
- d) Placing personal belongings at unauthorized spaces
- e) Gambling, giving of loans ("loan-sharking"), soliciting of money or operate tontine
- f) Misuse of FAS's resources e.g. failure to turn off water taps, electrical switches, etc
- g) Staying/sleeping overnight on the FAS premises.

3.22 The Contractor shall provide a 2-day (8 hours per day) On-Job-Training (OJT) programme for the SP at their intended deployment point. The OJT aims to allow SP to understand the requirements for the respective deployment points as well as to familiarize themselves with the terrain of the work site. SP on OJT will not be considered as a headcount contributing towards the operational manpower headcount required pursuant to clause 2.2 above and the time spent by the SP during OJT will not count for the purposes of calculating the payment due to the Contractor under this Contract. After the OJT, the SP shall immediately be deployed at the same deployment point for a probation phase of 14 consecutive working days. The SP will be required to undergo an oral assessment by the respective campus' Operations Manager (OM) at the end of this probation phase. SP must be assessed by the OM to be competent before they can continue to be deployed within the FAS. SP who are assessed as not yet competent shall be placed on extended probation or rejected from deployment at the FAS's discretion in which case they shall be replaced immediately by the Contractor with competent substitutes. This clause is without prejudice to the FAS's rights provided in clause 3.19 above.

#### **4. DUTIES AND RESPONSIBILITIES OF SECURITY PERSONNEL (SP)**

4.1 The SPs are to provide security to the FAS and conduct regular patrols in and around the FAS. The main responsibilities of the SP are:

- a) to protect the properties of the FAS
- b) to prevent unauthorized entry into the FAS
- c) to respond to security, fire alarm, M&E warning alarm panels and lift supervisory systems and take prompt follow-up action
- d) in case of fire and other emergencies, to assist in the evacuation of staff members, students and visitors
- e) to perform traffic and crowd control duties as and when necessary
- f) to perform patrolling rounds at designated checkpoints as stipulated by the FAS



- g) to provide security services for pandemic, SARS, infectious disease etc related contingency measures
  - h) to assist the Crisis and Emergency Management Team (CEM) in managing crisis and emergency as and when necessary
  - i) to perform any other duties as given by the FAS
- 4.2 The SP shall be responsible for unlocking and locking of doors in the FAS when instructed.
- 4.3 The SP shall screen visitors to the FAS and ensure that no unauthorized personnel is allowed into the premise in accordance with the standard operating procedures.
- 4.4 The SP shall be responsible for handling the building automation systems as well as the fire control systems.
- 4.5 The SP shall be properly attired with name tag, clean shaven, maintain decent haircut, no highlighted hair color, polished shoes and with a smart turn out and bearing, at all times.
- 4.6 The SP shall ensure that all facilities are not abused through improper use.

## **5. PERFORMANCE STANDARD OF SP**

- 5.1 The SP shall be punctual at all times when reporting for duty.
- 5.2 The SP shall conduct himself properly with decorum at all times.
- 5.3 The SP shall be deployed at the Security point and patrolling areas at all times. The SP shall position himself at all times as instructed by the FAS.
- 5.4 The SP shall be alert and attentive at all times while on duty.
- 5.5 The SP shall not gossip, idle, smoke, read newspapers, drink or eat while on active duty unless during his official breaks for meals as specified.
- 5.6 The SP shall not smoke at all times in any part of the stadium or premises
- 5.7 The SP shall pay a proper compliment to all VIPs, senior staff, and faculty members and visitors in the FAS.
- 5.8 The SP shall not consume any substance or drinks that can cause him to get intoxicated whilst on duty.
- 5.9 The SP shall not gamble while on duty.
- 5.10 The SP shall be well versed with all the daily procedures and Standard Operating Procedures (SOP).
- 5.11 The SP shall acquaint himself with the entire fire alarm panel, other electronic and security equipment which he is required to operate.
- 5.12 The SP shall respond to all fire alarms immediately upon activation.
- 5.13 The SP shall answer all telephone calls in a courteous manner and customer friendly manner. All calls shall be answered within 10 seconds
- 5.14 The SP shall inform the Security Supervisor in case of fire and crime at the scene immediately.
- 5.15 The SP shall summon the standby personnel in case of power failure, lift and air-conditioner break down.
- 5.16 The SP shall raise the alarm on the discovery of fire, gas leak etc.

- 5.17 The SP shall not retain or keep any parcel, bags, or properties belonging to outsiders, visitors etc in the post. All lost and found items must be handed over to the Security Supervisor as soon as possible. The SP must record this transaction in the lost and found register.
- 5.18 The SP shall not bring any friends, families etc to the post while on duty.
- 5.19 The SP shall acquaint himself with the relevant rules and regulations pertaining to the Stadium Security.
- 5.20 The SP shall keep the security posts and its surrounding area clean and tidy at all times.
- 5.21 The SP is to take instructions/orders from only the following personnel:
- a) General Secretary, Deputy Directors, Assistant Director, Senior Managers, Managers, Assistant Managers of FAS.
  - b) Any other personnel as authorized in writing by the FAS from time to time.
- 5.22 The SP shall prevent cars, buses and other vehicles from honking indiscriminately in FAS.
- 5.23 The SP shall not use the stadium telephones for his own private purposes. The Stadium telephones provided at the security posts/counters are strictly meant for work-related and official purposes. Contractor shall bear the phone bills incurred as a result of any abuse or unauthorized usage of the telephones by its SP.
- 5.24 The SP shall be removed out of the stadium without any prior notice if he/she is found to have been involved in any criminal activities or breach of the state laws and legislation in the stadium. The SP shall also be removed for any misconduct.
- 5.25 The SP shall not be involved in any disputes either over the phone or in person with any Stadium staff, students, visitors or with his/her own colleagues at the FAS.

## **6. THE CONTRACTOR'S SUPERVISORS**

- 6.1 The Contractor shall provide an experienced and competent supervisor for the efficient and effective administration of the Goods and Services detailed in this Contract and to regularly supervise the SP and ensure the effective execution of the work in this Contract.
- 6.2 The supervisor shall be deemed to have the full authority of the Contractor, and any instructions given to the supervisor by the FAS shall be deemed to be instructions given to the Contractor. Any changes to the Contractor's supervisors shall be reported to the FAS immediately together with the particulars of the new supervisors.
- 6.3 The supervisor shall be proficient in:
- a) written English
  - b) operating a computer and use the internet and Microsoft Office software (e.g. Word, Excel and Outlook) so as to communicate with the users
- 6.4 It is the responsibility of the Contractor to ensure a smooth handover of duties whenever there is a change in supervisor assigned to this Contract.
- 6.5 It is the responsibility of the Contractor to furnish or supply a copy of the Contract to his Supervisor or to fully explain the detailed nature of the Contract.

## **7. EQUIPMENT**

- 7.1 For effective communication, all the SPs are to be issued with walkie-talkies/iden sets. The SP shall be familiar with the relevant voice procedures. The SP shall be contactable through the walkie-talkies/iden set at all times during their tour of duty. All walkie-talkies/iden set have to

be set at the same channel as OCS. All walkie-talkies/iden set complete with charger are to be supplied in this contract.

- 7.2 All SP shall also be issued with security/patrolling torchlights and other equipment (i.e. reflective vest, reflective gloves, traffic control wand). The SP must also be supplied with foul weather suits as specified by the FAS.
- 7.3 The walkie-talkies/iden sets, torchlights and other equipment to be supplied must be in good working condition and trouble-free to ensure works are not unnecessarily delayed. In the event the equipment breaks down, they should be replaced within one hour by similar equipment in good working condition to ensure smooth completion of works. The cost of providing all equipment shall be borne by the Contractor.
- 7.4 The Contractor shall be required to provide the SP with masks (N95 and surgical), gloves and full protective suits against the pandemic, SARS, infectious disease etc, if there is a need for them to put on the items due to any such occurrences. The masks, gloves, and suits supplied must be acceptable to the FAS.

## **8. SERVICE QUALITY**

### **8.1 Service**

- a) It is the Contractor's responsibility to provide good quality Goods and Services to the satisfaction of the FAS in accordance with the FAS's standards and practices as may be amended from time to time.
- b) The Contractor shall indemnify and keep the FAS indemnified against all claims, demands, actions, judgments, damages, costs and expenses due to a change in supervisors assigned to this Contract or alleged unsatisfactory performance arising directly or indirectly from the performance of this Contract or the provision of Goods and Services to the FAS or any matter relating thereto unless such unsatisfactory performance is due solely to the use of any specifications or drawings provided by the FAS.
- c) Performance of the Goods and Services shall be affected by the Contractor in the manner specified in the Contract. The Contractor shall comply with any special instructions from the FAS regarding the safe transit, storage, delivery and arrangements of the stores/ items.
- d) The Contractor shall provide his supervisors on-site with sufficient telecommunications means to communicate with the FAS.
- e) The FAS shall liaise with the appointed Contractor supervisor directly via telephone, facsimile or email.
- f) The Contractor's supervisor shall expeditiously respond, in writing (proper written English), to all queries forward by the FAS within three (3) working days.
- g) The Contractor shall conduct, analyze and present, customer satisfaction surveys and needs/ demand surveys (including online surveys) when requested by the FAS.

### **8.2 Reports on Feedback**

- a) The Contractor shall expeditiously report all faults, observations and incidences onsite and feedback from users to the FAS during the course of the Service.

- b) The Contractor shall expeditiously respond, in writing (proper written English), to feedback or complaints forwarded by the FAS for feasibility studies or investigations within three (3) working days. An interim reply shall be provided if the Contractor needs more time to investigate.
- c) There shall not be more than four (4) negative feedback/ complaints per month. If the Contractor, in the course of the Service, considers that at any time:
  - i) an unreasonable number of complaints are being made which on the investigation, reveals no apparent fault; or
  - ii) an unreasonably high number of feedback on the same issue.

then the Contractor may appeal to the FAS in writing and the FAS may after taking into account the circumstances, take action he considers necessary to rectify the situation.

### Service Recovery

The Contractor shall adopt the following 6-step service recovery to rebuild customer loyalty after a complaint:

**Step 1:** Respond promptly to the complainant. A fast response means that you are taking the complaint seriously.

**Step 2:** Apologies or acknowledge the fact that the customer is experiencing an inconvenience.

**Step 3:** Listen and empathize with the customer. Find out what went wrong.

**Step 4:** Offer a fair solution to the customer and put right what had gone wrong.

**Step 5:** Deliver and keep the promise. Your first chance at recovery is often your last, so make it happens.

**Step 6:** Follow up with the customer to ensure that you have won him/her over. Check with the operations/ service provider to ensure that the rectifications are in place to prevent similar service failure.

## **9. DELAY IN PERFORMANCE**

9.1 In the event of failure by the Contractor to complete the job assignment within the stipulated time, the FAS shall be at liberty to engage other Contractors to assist the assignment, and all losses and expenses incurred by the FAS shall be recoverable from the Contractor. The Contractor may also be required to pay the FAS liquidated damages for the delay as stipulated in the Contract.

9.2 If the FAS is of the view that the Contractor is incapable of continuing the Contract, the FAS may elect to terminate the Contract or part thereof by way of a notice of termination. The termination shall take effect from the date of the notice. The FAS may obtain replacements for the canceled Goods and Service from other sources and recover all increased costs reasonably from the Contractor.

9.3 The rights of the FAS specified under this clause shall be in addition to such other rights and remedies as the FAS may have or be entitled to against the Contractor for breach of contract or otherwise.

## **10. NUISANCE AND IRREGULARITIES**

10.1 If the Contractor is found to have committed any of the following irregularities:-

- a) Non-compliance with the Specifications;
- b) Creating nuisance at the Site thereby causing inconvenience to the FAS or the public or committing similar acts (such as not complying with site safety requirements, etc.) which are likely to bring the FAS into disrepute;
- c) Unsatisfactory or incomplete performance of Goods and Services;
- d) Failure to carry out any instruction of the FAS issued pursuant to this Contract;
- e) Breach of contract or non-compliance or non-fulfillment of any contractual obligation

without prejudice to the FAS's option to pursue its right to damages at law and under the provisions of the Contract, the FAS shall be entitled as an alternative remedy to instead impose on the Contractor a charge as compensation to the FAS or liquidated damages ("Liquidated Damages") for the inconvenience, losses and/or expenses suffered by the FAS and for damage to the FAS's reputation and standing generally. The Contractor hereby fully accepts and agrees to the imposition and to pay without dispute or question the charge in accordance with the rates specified in paragraph 11.2 below, or if not specifically provided in the said paragraph 11.2 then as determined by the FAS in its sole discretion on the basis of such rates as guidance. The Contractor further agrees for the said charge to be deducted from the monies due to the Contractor without further reference to the Contractor.

10.2 In addition to the above charges, the FAS is empowered either:-

- a) to order any irregular work to be removed and made good to the satisfaction of the FAS at the Contractor's expense; or
- b) in lieu of corrective work not done in accordance with the Contract, the FAS may allow such work to remain and shall recover any cost differences between the specified requirements and the non-compliance.

10.3 For nuisance committed on Site, the Contractor shall take immediate action to cease the nuisance committed upon instruction given by the FAS.

## 11. LIQUIDATED AND ASCERTAINED DAMAGES

11.1 The FAS reserves the right to deduct monies from the Contractor for Goods and Services carried out unsatisfactorily or left undone by the Contractor or failure to carry out instruction by the FAS.

11.2 The FAS shall apply the following rates:-

S/No.	Descriptions	Liquidated Damages (S\$) excl. GST
1.	Failure to provide necessary manpower, per SP per hour.	25.00
2.	Failure to lock and unlock doors as instructed, per door.	50.00
3.	Failure to record incidents and occurrences in the occurrence diary, such as the arrival of Police, ambulance vehicles and personnel etc, per case.	
4.	Failure to ensure that SP is issued with walkie-talkies/iden sets, mobile phones, torchlight, raincoat, reflective vest, reflective gloves, torchlights, traffic control wand and etc per case per item.	
5.	Failure to perform clocking rounds as stipulated by the FAS.	
6.	Failure to ensure punctuality of security guards, per case per day.	
7.	Failure to carry out instructions given by the FAS, per SP per case.	

S/No.	Descriptions	Liquidated Damages (S\$) excl. GST	
8.	Failure to adhere to the FAS's Anti-Smoking Regulations (smoking whilst on duty), per person per case.		
9.	The Contractor's supervisor failure to respond to FAS's letter or email per incident within three (3) working days or within stipulated deadline per day of delay.		
10.	Failure to conduct an investigation into customer feedback, per incident.		
11.	Failure to produce license/ permits by the relevant authorities upon demand by FAS, per day of delay.		
12.	Failure to keep Security Post clean and tidy, per case		
13.	SP not at the FAS during work hours (AWOL), per case.		
14.	Failure to give at least one week notice to FAS before using the service of new SP, per case per day.		
15.	Failure to deploy SP in proper decorum e.g. uniform, shoes and belts without ID badges, wearing slippers, shirts tucked out, long hairs, highlighted colored hair, unshaven, per guard per case.		
16.	Failure to report in case of fire alarm activation, lift supervisory alarm, power failure, lift, and air-conditioner breaks down immediately, per case.		
17.	Bring in friends, families, etc. to the post while on duty, per case.		
18.	Failure to remain alert whilst on duty e.g. sleeping, per case.		
19.	Failure to attend a site meeting at a mutually agreed time, per case.		
20.	SP deployed continuously at the site for more than 14 hours, per SP.		
21.	Subsequent failure to adhere to the FAS's Anti-Smoking Regulations (smoking whilst on duty), per SP per case.		
22.	Poor customer service, misconduct of the Contractor's employees such as sleeping along the common corridor, drinking of alcohol, gambling, discourteous, causing nuisance, harassment, vulgar, fighting, etc, per person per case.		150.00
23.	Misuse of FAS's equipment, such as excessive use of the phone for personal matters, surfing the internet and playing a computer game at the security posts, per person per case		
24.	Failure to report in case of fire or crime at the scene immediately, per case.		200.00
25.	Failure to remove Contractor's employee from the site when told to do so by FAS, per case.		

*The above-liquidated damages do not limit the FAS from recovering the full damages for any losses suffered by the FAS and any expenses incurred to put the FAS in the position it would have been in had the Contractor performed its obligations satisfactorily under the Contract.*

## **12. AVOIDANCE OF INTERFERENCE WITH FAS' OPERATION**

- 12.1 The Contractor shall undertake to carry out all the works in an orderly manner and to avoid inconvenience to the staff, students, public and also disruption to the flow of traffic.
- 12.2 The Contractor shall take care in ensuring that any disruption to the normal function of the surrounding area of the areas affected by the Services is kept to a minimum. The Contractor shall be entirely responsible for all safety of his workmen including the FAS's staff and

students on site as well as the general public around the working areas. All necessary warning lights, signs and barricades, etc., are to be installed at conspicuous positions and operated as directed by the FAS.

- 12.3 The Contractor shall be responsible for ensuring that his vehicles, including movement of plant and equipment, and his workmen do not at any time cause obstruction and interference to the operations of the FAS.
- 12.4 The Contractor shall take full responsibility for the adequacy, stability and safety of all Site and method of operations.

### **13. PROTECTION OF WORKS AND MATERIALS**

- 13.1 The Contractor shall provide everything necessary for the proper protection to materials and completed works, and must also protect all existing works and property including sensitive equipment, instruments, roads, drains, fencing, etc, from damage during the carrying out of the works. Precautions to be taken during works shall include the provision of signboards, warning signs, etc., as directed by the FAS. Any damage done to such existing works and property by the Contractor's lorries or workmen, or by operations under the contract, shall be made good to the satisfaction of the FAS.
- 13.2 During the execution of all Services, materials on any vehicle under this Contract shall be protected from damage or loss by weather, fire, carelessness or other causes. Any such damage or loss that may occur shall be made good or replaced by the Contractor at his own cost. Great care and precautionary measures shall be taken by the Contractor to prevent any damage to or loss of the FAS's property especially, lifts, glass doors, and staircases.

### **14. DISMANTLING OF STORES/ITEMS**

- 14.1 The Contractor is required to dismantle items at the site as and when decided by FAS. The Contractor should thus take this aspect into consideration when submitting the tender. No additional claims will be entertained.
- 14.2 The Contractor is warned against dumping any materials, waste, etc in the FAS or non-government authorized dumping grounds. Legal action will be taken and/or hefty fine will be imposed against the Contractor if he/she is found to commit illegal dumping in the FAS or any areas belonging to the FAS.

### **15. QUOTATIONS (FOR SERVICES OR ITEMS NOT COVERED IN UNDER THIS CONTRACT)**

- 15.1 Contractor shall provide quotations or invite quotations on behalf of the FAS for Services or items not covered under this Contract as and when required by the FAS. The quotation indicating clearly the itemized breakdown pricing of all components must be submitted to the FAS within three (3) working days of the FAS's request.
- 15.2 The cost of the services or items shall be based on valuation and fair market price and be subject to the mutual consent in writing of the FAS and the Contractor and in the event of disagreement shall not be more than 10% above the actual cost.

### **16. USE OF THE FAS' NAME**

- 16.1 The Contractor shall not use the name of the FAS in any advertisement, news release, handouts or documents, either locally or abroad for any purpose either for its own or for that of the FAS without the specific written permission from the FAS.

The right of use of the FAS's Corporate Identity rests with the FAS and its appointed agencies.

16.2 The Contractor shall not display any advertisement on any of the FAS's lands, buildings, site or equipment nor permit any advertisement to be displayed by others without the written permission of the FAS.

## **17. END OF THE CONTRACT**

17.1 At the expiry of the Contract, the Contractor shall

- a) if required by the FAS remove all fixed equipment, fittings, furniture and movable equipment put in or installed by him/her at the Site. The FAS has the right to the ownership of all fixed equipment, fittings, furniture installed by the Contractor.
- b) remove all notices, notice boards or signage's bearing the name of or otherwise relating to the Contract or its business.
- c) reinstate the Site to its original condition if so required by the FAS, at his own expense.
- d) make good to the satisfaction of the FAS all damages to the Site resulting from the removal of the Contractor's belongings or reinstatement.
- e) either return to the FAS or hand over to the incoming contractor the tools and equipment on loan from the FAS.

## **18. HANDING OVER TO NEW CONTRACTORS**

18.1 The Contractor shall be required to afford all assistance, access to the site and to hand over all documents, drawings, diskettes, etc to the incoming contractor so that the latter can be familiarized with the FAS's requirements for this Contract.

18.2 If required by the FAS, key personnel of the Contractor's organization may have to be retained for up to 3 months after the expiry of the Contract to assist the incoming Contractor.

## **19. FAS HOUSE RULES AND REGULATION FOR THE CONTRACTOR**

19.1 The FAS shall be entitled from time to time to enact and/or impose other rules and regulation for the Contractor to comply from time to time and notwithstanding these Specifications. The Contractor is bound to comply with such rules and regulations provided seven (7) days' prior notice shall be given by the FAS.

19.2 All contractors carrying out works in the FAS are to note and comply strictly with the Safety Management System of the FAS and guidelines from Office of Safety Health and Environment.

19.3 The FAS reserves the right to issue stop-work orders or to impose such penalties on contractors found in breach of the FAS rules and conditions. The FAS shall be indemnified against all claims, demands, actions, judgments, damages, costs and expenses resulting directly or indirectly from the stop work order.

## **20. PROVISION OF INFORMATION**

20.1 The Contractor shall provide at regular intervals or as and when required by the FAS information on the Health and Travel History Declaration form and Summary on a weekly basis and; daily (AM, PM and Evening) Temperature Records of all employees on a daily basis.

## **21. CONTRACT SUM**



- 21.1 The rates quoted in the Price Schedule and Schedule of Rates shall be deemed to include the supply of all necessary labour, tools, travelling expenses, transport expenses, plant, cartage, and consumable items, spare parts, Contractor's overheads and profits and all associated services as stipulated in the Contract and shall remain firm in this Contract. The contractor shall cater to all reasonable risks in his pricing.
- 21.2 The Contractor shall be deemed to have visited, inspected and examined all loading and unloading places of the FAS and has satisfied himself as to the local conditions, the accessibility (e.g. proliferation of staircases and lack of lifts), the full extent and the character of the work, the supply and conditions affecting labour and materials, the transportation of labour, equipment, etc and the executive of the works generally, as no claim on ground of want to knowledge in this respect shall be entertained.

## **22. EXPERIENCE OF TENDERERS**

- 22.1 Tenderers shall possess the necessary track record to show evidence of their capability to fulfill the contract.
- 22.2 Tenderers shall also produce documentary and financial evidence that they are able to undertake a contract with a duration of at least **3** years.

## **23. PROPOSAL BY TENDERERS**

- 23.1 Tenderers can also include any special value-added services in the proposal.

## EVALUATION CRITERIA

The following criteria will be used in the evaluation of the tender:

S/No	Key Aspect	Description
<b>I.</b>	<b>Tender price</b> - Price Schedule and Schedule of Rates*	
<b>II.</b>	<b>Tenderer's Standing</b>	
1.	Establishment of Tenderer	Resources and Experience a. Financial strength, Paid-up Capital, Profit & Loss Account, Balance Sheet etc. b. EPPU and BCA Supply Head Reference and Financial Category c. Relevant track records for the past three years d. Current clients' references
2.	Quality Management System and other accreditations	Singapore Quality Class; ISO9001; ISO14000, ISO18000
3.	Grading under SPF-PLRD	
<b>III.</b>	<b>Experience, Training, Staffing, and Management</b>	
1.	Quality of Security Personnel (SP – including Security Officers and Security Supervisors)	a. Is the Compensation package for the Security Personnel competitive in order to attract and retain good Security Personnel? b. Does the tenderer have a comprehensive and systematic training package for the Security Personnel?
2.	Management support	a. Standard Operating Procedures on the following: - Inspection of Security Personnel by Operations Managers/Executives/Security Supervisors b. Any other value-added services.
<b>IV.</b>	<b>Approach</b>	
1.	Compliance to all requirement specifications	a. How the tenderers are to comply with the specifications (method statement). b. Stating of operating procedures in the method statement under Particulars of Tender Form. c. Submission of deployment pattern. Submission of prospective SP's resumes, with details e.g. education qualification, license, and NSRS/WSQ certification. Tenderers to submit resumes with details (including training history) for ten (10) SPs

\*Critical Criteria – Non-compliance or incomplete proposals shall be deemed as invalid and be excluded from further evaluation.