



REQUEST FOR PROPOSAL (RFP)

PROVISION OF SECURITY SERVICES

Reference: PROC/408/22/RN

Date: 11 November 2022

1. Introduction

Air Mauritius Ltd (MK) is hereby inviting bids from established companies with proven track record and relevant experience for the provision of physical, electronic and specialised security services for its premises and offices at SSR International Airport, Plaine Magnien.

The required security services are classified as follows:

- 01 - Aircraft Security
- 02 - Cargo Warehouse Security
- 03 - General Security
- 04 - CCTV Operations and Rental
- 05 - Adhoc Security Services

The above services are summarised in enclosed **Annex 1**.

About Air Mauritius

Air Mauritius is the national carrier of the Republic of Mauritius. Created in 1967, the airline's network today covers several destinations in Europe, Asia, Africa, Australia and in the Indian Ocean. Air Mauritius currently has a fleet of 4 Airbus A350 XWB, 2 Airbus A330-NEO & 3 ATR 72-500. Air Mauritius is a leading airline in the Indian Ocean and carries over 1.3 million passengers yearly. More information can be accessed via its website: www.airmauritius.com

2. RFP Objectives

This Request for Proposal (RFP) exercise aims at selecting a service provider capable to meet successfully the security needs of Air Mauritius.

It is part of a **competitive procurement process** which helps Air Mauritius selects the best provider of services both in financial and qualitative terms. At the same time, it provides suppliers with a fair opportunity for their services to be considered. With this structured tender process in place, Air Mauritius aims at obtaining the best value from service providers.

For ease of reference, each potential bidder of the specified services receiving this RFP is referred to as a "service provider" and the bidder selected to provide the services to Air Mauritius is referred to as the "selected service provider".

3. Eligible Bidders

To be eligible to participate in this tender exercise, the service provider must:

- (a) have legal capacity to enter into a contract to execute the services;
- (b) possess a valid license from the Commissioner of Police to operate as 'Private Security Service Provider';
- (c) be compliant with all relevant laws in Mauritius including remuneration order in connection with salaries and other conditions of works of security personnel;
- (d) have been continuously in the business of providing security services at least during the last ten (10) years;
- (e) have provided security services for an average annual monetary value over the last three (03) years representing at least half of the proposed annual contract value;
- (f) submit a bundled offer for all required security services including CCTV services;
- (g) submit a valid tender bond in the sum of MUR 100,000 as per the conditions set out in section 8 of this RFP document;
- (h) not be insolvent, in receivership or in process of winding up and have an overall sound financial position;
- (i) not be under debarment, suspension or any declaration of ineligibility by the Government of Mauritius
- (j) not have a conflict of interest in relation to this procurement requirement.

4. Scope of Services

The services specifications and general requirements for security guard are detailed in enclosed **Annex 2** and **Annex 3** respectively.

The service provider is expected to provide an efficient, reliable and quality aviation security, general security and other associated services as per MK requirements and exigencies. The selected service provider will be required to adhere to a Service Level Agreement (SLA) as detailed in enclosed **Annex 4**.

It is the intent of Air Mauritius to enter into a contractual agreement with the selected service provider for a five (5) year period effective **01st May 2022** for the provision of security services on a 24 x 7 basis.

5. Pre-proposal Meeting and Site Visit

Service providers are invited for a pre-proposal meeting and site visit which will be held on **16th November at 10.00hrs**.

The names, NIC number and vehicle number of the attendees (limited to two persons) must be communicated to the email address indicated in Section 13 by latest 15th November 2022 at 14.00hrs.

The meeting point shall be at the DCA permit office, next to the Old Terminal Building, SSR International Airport, Plaine Magnien. Attendees are required to bring along their NIC and their vaccination pass (BE FULLY VACCINATED) to have access to airport premises.

Service providers are strongly advised to attend the pre-proposal meeting and site visit. The selected service provider shall be deemed to have satisfied himself as to the nature and extent of the works. No claims for extra expense under the contract will be allowed on the grounds that insufficient information was given in the RFP document and/or that the service provider was not conversant with the conditions prevailing at the site and its surroundings.

6. Evaluation and Selection

Air Mauritius will evaluate proposals and select the service provider on the basis of the following:

1. The responsiveness of the proposal. That is, the level of conformity and compliance to the RFP requirements, especially to the eligibility criteria listed in section 3 above.
2. The proposal which is found to be most value adding to Air Mauritius, based on technical and financial criteria below.

▪ Technical

Company Profile and Experience
Profile and insight of activities
Experience in providing security services to businesses/companies that are comparable in size, profile and security requirements of Air Mauritius
Client References
Site Management and Organization / Methodology and Management Approach
Methodology and site management for efficient security services
Organization of resources and resource persons
Organizational chart & Key personnel
Detailed profile of security personnel to be assigned to Air Mauritius sites

Manpower Policy, Recruitment and Screening Mechanism, Training
Recruitment mechanism
Screening processes (education, background, criminal history, substance abuse)
Job descriptions of security personnel
Training program (pre-assignment, on-the-job, retraining systems, management training and development programs)
Specific training (customer service and working in premises that are comparable in size, profile and security requirements of Air Mauritius)
Supervision and Monitoring Mechanism
Administrative controls, plans and processes to monitor and ensure compliance with Air Mauritius security requirements.
Supervisory structure to monitor security guards
Number of random night checks and day checks per site
Contingency plan & emergency response capabilities
Mechanism for reporting of incidents
Logistics
Details of fleet of vehicles & deployment for rapid response
Number of control centers operational island wide on a 24-hour, 7 days a week basis
Control centers' equipment and communication facilities, demonstrating adequacy for rapid response
Communication tools of security personnel
Means of defense of security personnel
Means of identification of security personnel (uniform, badge, identity card, etc)
CCTV
Proposed system features: Camera specifications (type/number of devices, connectivity, lens, sensor, resolution, software, etc) and Video Recording system (storage)

- **Financial**

Pricing proposal for the 5-year contract period for provision of the required security services, including the rental cost for CCTV camera system.

All proposals received will be carefully evaluated. Air Mauritius may subsequently seek for clarifications regarding certain aspects of the proposal

and will subsequently conduct negotiations and select the service provider which, in its assessment, has made the best proposal and will award the contract accordingly.

A letter of offer will be issued to the selected service provider, subject to finalisation and signature of a written agreement by both parties. Unless or until a formal agreement is executed, the conditions of this RFP, the tender proposal together with the letter of offer and its acceptance thereof shall constitute a binding contract between Air Mauritius and the selected service provider.

7. Contents of Proposal

The service provider's proposal must contain all information as outlined in this RFP document and include but not limited to the following:

The **Technical proposal** shall comprise of the following compulsory documents:

1. Company profile
 - a) Copy of license from the Commissioner of Police to operate as 'Private Security Service Provider';
 - b) Shareholders and directors' information;
 - c) Type of business engaged in, number of years in business, locations of business and commercial information;
 - d) Organisation structure and staffing (full time & part time)
 - e) Copies of original documents defining the constitution or legal status, place of registration and principal place of business.
 - f) Copies of VAT & BRN registration certificates
 - g) Total monetary value of security services performed, that is, proportion of company's turnover generated by security services, for each of the last three (03) years;
 - h) List of completed or ongoing contracts for which similar or comparable services in nature and size have been provided in each of the last three (03) years, providing details including brief description of services, contract value and duration (start and end dates) and names and address of clients who may be contacted for further information on those contracts;
 - i) References from clients for past and current security services contracts;
 - j) Health and Safety policy and description of the arrangements in place to fulfill its obligations to ensure compliance of the duty of the employer, as defined under the Occupational Safety and Health Act.

- k) Information regarding any litigation, current and during the last (05) five years, in which the service provider is involved, the parties concerned, and disputed amount;
- l) Certified copies of Audited Financial Statements as filed at the Registrar of Companies for the last (02) years;
- m) A duly signed statement of compliance for payment of salaries and wages with relevant laws and remuneration order.

2. Original Tender Bond

3. Name and address of the proposed surety for the Performance Guarantee.

4. Management plan

This section should provide a brief description of the service provider's present activities, focusing on services related to the proposal. The service provider should comment on its experience in similar projects and identify the person(s) representing the service provider in any future dealing with Air Mauritius.

5. Resource plan

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

6. Proposed Plan of Work

This section should demonstrate the service provider's responsiveness to the specifications by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed, and demonstrating how the proposed methodology meets or exceeds the requirements.

The service provider must submit a detailed staff management plan and site monitoring plan to deliver the scope of services and meet the general requirements as outlined in Annexes 2 and 3.

In addition to the above information, the service provider must submit the following documentation:

- a) number of qualified security staff (male/female) available, including their level of experience;

- b) curriculum vitae of the proposed contract management and supervisory personnel;
- c) confirmation that the service provider is able to communicate with the security guards and to respond promptly in case of any major incident to assist its personnel on site. List of vehicles, control centers and other strategic arrangements to cope with unforeseen circumstances;
- d) information of how the service provider will manage the provision of replacement security guards during sick leave and annual leave;
- e) leave entitlement for the staff and method of managing staff leave entitlements

7. CCTV surveillance

This section should clearly provide details about the proposed CCTV surveillance system (hardware, software & network) requirements and addressing the technical requirements detailed in Annex 2.

The **Financial proposal** shall comprise of the duly filled pricing form as per enclosed **Annex 5** and subject to the following conditions:

- The prices shall be fixed, exclusive of VAT and inclusive of end-of-the-year bonus and gratuities as well as any increase that may be awarded by government during the contract period.
- The annual fixed price will be paid on a monthly basis in twelve (12) equal instalments.

8. Tender Bond

In order to secure the due performance by service providers of the obligations undertaken by them, tender proposals must be accompanied by a tender bond in the sum of One Hundred Thousand Rupees (MUR 100,000) issued by a local commercial bank/insurance company.

The tender bond provided by unsuccessful bidders will not be repaid or discharged until the expiration of one hundred and eighty (180) days from the date set for submission of tenders or until such earlier time as a tender shall have been accepted by Air Mauritius.

The tender bond provided by the selected service provider shall be repaid or discharged when the performance guarantee has been duly entered into and executed. If the selected service provider fails to provide a performance guarantee within twenty-one (21) days of the acceptance of his tender, the full

amount of his tender bond shall become payable to Air Mauritius as compensation for such default.

The tender bond may be forfeited and become payable to Air Mauritius as compensation if the service provider has, without consent of Air Mauritius, withdrawn his proposal after the latest time specified for its submission and before the expiry of its period of validity.

9. Performance Guarantee

Within 21 days after receipt of the letter of acceptance, the selected service provider shall deliver to Air Mauritius a performance guarantee for an amount representing 10% the awarded contract value issued by a local commercial bank/insurance company, subject to prior approval by Air Mauritius of the performance guarantee format.

10. Insurance and Liabilities to Third Parties

The selected service provider will be required to arrange for insurance covers as follows:

- Professional Indemnity Insurance Cover extended to cover loss and damages of guarded assets (excluding all monies and securities) for at least MUR 50 million for the whole contract value or apportioned as per the value of contract awarded, to indemnify Air Mauritius against all losses resulting from failure in the services provided including but not limited to a professional negligence, errors and omissions in delivering the professional duties and tasks as elaborated in the RFP document.
- Liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under the contract or the operation of any vehicles, or other equipment owned or leased by the service provider or its agents, servants, employees or sub-contractors performing work or services in connection with the contract. The Third Party Insurance Cover should cater for at least MUR 50 million any one occurrence and an annual aggregate of MUR 100 million against bodily injuries/ death and damages to property.

11. Submission of Proposal

Service providers must submit one (01) original and two (02) copies of both the technical proposal and the financial proposal in two different sealed

envelopes with references 'Technical proposal' and 'Financial proposal' clearly written on the top left corner of each envelope.

Both the technical and financial proposals should then be enclosed in one main envelope with reference **"RFP Security Services – Ref PROC/408/22/RN"** written on it, and should be deposited in the Tender box located at the following address:

**Air Mauritius Procurement Office
18th Floor, Air Mauritius Centre
President John Kennedy Street
Port Louis**

The tender closing date or deadline for the submission of proposal is **14th December 2022 at 16.00hrs**. Proposals received after the closing date and time will not be considered.

Proposals must be signed by duly authorised person(s) and submitted in English language.

Each proposal must include all information as outlined in this RFP document.

Important Notes:

- The proposal shall constitute an offer by each service provider which will remain open and irrevocable for a period of **180 days** from the deadline for submitting proposal.
- Failure to submit the required information / documents will entail the service provider's elimination from the final selection process.
- Each service provider must include in its proposal all requirements, best terms and any conditions, and should not assume that another opportunity will exist to add any such matter after the proposal is submitted.
- Any deviations from the specifications, terms and conditions of this RFP and/or alternative proposals must be distinctly pointed out by the service provider.

12. Process Schedule

Below is a brief planning for this tender process, specifying the important dates and milestones:

Issue of RFP	12 th November 2022
Pre-proposal meeting and site visit Required details for preparation of airport access pass must be communicated by latest 15 th November at 14.00hrs	16 th November 2022
Last date for submission of queries	07 th December 2022
Deadline for submission of proposals	14 th December 2022 at 16.00hrs latest
Letter of Offer (tentative)	31 st January 2023

13. Communication

All queries concerning this RFP should be addressed in writing to email address Procurement_RFP_Admin@airmauriti.us.com by latest 07th December 2022.

Air Mauritius Ltd shall, as far as possible, reply to all queries at least 03 working days prior to the deadline date for submission of proposals.

Potential service providers shall notify Air Mauritius in writing for clarification of any inconsistency, discrepancy or conflict within the content thereof or any figures and wording, or be in doubt as to the true meaning of any part of this RFP document.

All communications and exchange of correspondences shall be formal from the date of issue of this Request for Proposal until a binding contractual agreement is agreed and signed with the selected service provider and the unsuccessful bidders have been notified.

14. Rights of Air Mauritius

All proposals submitted are subject to the following conditions:

- Air Mauritius Ltd reserves the right to accept, split or reject any or all proposals received without incurring any liability towards any service provider and/or have any obligation to inform any service provider on the grounds of its action.

- Non-acceptance of a service provider's proposal will mean that one or more proposals were deemed more advantageous to Air Mauritius or that all proposals were rejected. Service providers, whose proposals are not accepted, will be notified after the award of the contract to the selected service provider and its acceptance thereof or in the event Air Mauritius Ltd rejects all proposals.
- Air Mauritius and its directors, employees or other representatives will not be liable for any cost or expenses incurred by any service provider in the preparation and submission of a proposal nor shall Air Mauritius, its directors, employees or other representatives be liable for any damage, loss or cost (including legal costs) incurred or suffered by any service provider in connection with this RFP process.
- Service providers, their employees, subcontractors and agents (if any) shall keep all information concerning Air Mauritius and any of their business activities acquired as a result of this RFP strictly confidential.
- Any canvassing or trying to cause undue influence to obtain the contract will lead to disqualification from the selection exercise.

15. Anti-bribery and Corruption/Anti-money laundering provision

Both MK and service providers (each “a party” or together “the parties”) are fully committed to acting professionally, fairly and with integrity in all of its business dealings and relationships wherever it operates to counter bribery, corruption and money laundering. As such, each party represents and warrants to the other that neither it, nor its directors, employees or other persons authorised to act on its behalf shall offer, give, solicit or accept any bribe or form of bribe such as fee, commission, payment, gift or other consideration during the course of its engagement with the other party either in connection with this RFP or any further agreement pursuant to this RFP that contravenes any applicable anti-bribery or anti-corruption or anti-money laundering legislation, rules and regulations as may be imposed by the relevant authorities and/or internal policies.

In the event that either party is aware or suspect any person from the other party in its dealings with the first party who had or may be in breach of the anti-bribery or anti-corruption or anti-money laundering legislations as may be imposed by the relevant authorities and/or internal policies, it shall inform the other party immediately which shall be entitled to take any such action as it may deem fit including termination of any agreement between the parties.

16. Governing Law

This RFP is governed by the Laws of the Republic of Mauritius and the Mauritian Courts shall have exclusive jurisdiction on all matters relating to this RFP.

Annex 1 – Services Classification

REF	CATEGORY	DETAILS
01	AIRCRAFT SECURITY	<ul style="list-style-type: none"> • Logged access control at main door (various scenarios). • Routine cabin checks and thorough cabin search. • Sealing of aircraft technical panels as instructed. • Monitoring of Inflight Security Kit Box. • Protection of hold baggage against tampering & pilferage. • Monitoring/Surveillance of transit baggage storage area. • Sealing of bar trolleys. • Sealing of duty free trolleys. • Checks of travel documents at boarding for specific flights.
02	CARGO WAREHOUSE SECURITY	<ul style="list-style-type: none"> • Patrolling & guarding of premises. • Management of drop arm barriers. • Screening Operations – manning of x-ray & ETD machines and screening of individuals & carry-on items. • Conveyance of VAL shipments to and from aircraft. • Escort of specific shipments to and from aircraft. • Escort of transit shipments – Aircraft / PATS / Cargo. • Management of keys.
03	GENERAL SECURITY	<ul style="list-style-type: none"> • Patrolling & guarding of MK premises/hangars at the airport.
04	CCTV OPERATIONS & RENTAL	<ul style="list-style-type: none"> • Provision & Installation of an integrated CCTV system. • Manning of control room – 24 x 7. • Efficient and proactive monitoring of CCTV images. • Maintain / repair CCTV cameras & systems.
05	ADHOC SECURITY SERVICES	<ul style="list-style-type: none"> • Security services for MK Annual General Meeting. • Assistance on management of airport permits for MK and other service providers. • Escort of coins collected from NTB to MK Canteen. • Escort of hold luggage for off-airport check-ins. • Ad-hoc guarding of MK helicopter at off airport sites.

Annex 2 – Services Specifications

01 - AIRCRAFT SECURITY

LOCATION	Airside / Active apron – SSR International Airport					
GUARDS REQUIRED	06:00 14:00	09	14:00 22:00	09	22:00 06:00	03
TASKS	<ul style="list-style-type: none"> • Logged access control at main door for all ingress and egress. • Protection of hold baggage against tampering & pilferage. • Aircraft sealing of technical panels. • Routine cabin checks / Thorough cabin search as requested. • Sealing of bar trolleys. • Sealing of duty-free trolleys. • Monitoring of Inflight Security Kit Box. • Aircraft guarding during sanitary fumigation • Checks of travel documents at boarding for specific flights. 					
APPLICABILITY	<ul style="list-style-type: none"> • Air Mauritius. • Customer Airlines (as directed by Air Mauritius) 					
TRAINING REQUIREMENTS	<ul style="list-style-type: none"> • Physical training as delivered by service provider. • Precautionary fire alertness & firefighting. • First-aid and CPR (cardiopulmonary resuscitation). • CCTV operations & management. • Aviation Security – provided by MK. • Ramp Safety – provided by MK. • Dangerous Goods – provided by MK. • Human Factors – provided by MK. • Safety Management System – provided by MK. • Travel Documents Verification Checks – provided by MK. 					
OPERATIONAL EQUIPMENT	<ul style="list-style-type: none"> • Adverse weather protection (cardigan, raincoats, caps, etc.) • Ear muffs / plugs. • Safety shoes. • Fluorescent jackets. • Walkie-Talkie. • PC, cellphone, etc. as required. 					

02 – CARGO WAREHOUSE SECURITY

LOCATION	Landside / Airside / Active Apron – SSR International Airport					
GUARDS REQUIRED	06:00 14:00	06	14:00 22:00	06	22:00 06:00	03
TASKS	<ul style="list-style-type: none"> • Patrolling & guarding of premises. • Manning and control of drop arm barriers where installed. • Manning of x-ray & ETD machines to screen cargo & mail • Screening of individuals & their carry-on items. • Conveyance of VAL shipments to and from aircraft. • Escort of specific shipments to and from aircraft. • Escort of transit shipments – Aircraft / PATS / Cargo. • Handling of fire emergencies and premises evacuation. • Management of keys of offices and safe area in the warehouse. 					
APPLICABILITY	<ul style="list-style-type: none"> • Air Mauritius. • Customer Airlines (as directed by Air Mauritius) 					
TRAINING REQUIREMENTS	<ul style="list-style-type: none"> • Physical training as delivered by service provider. • Precautionary fire alertness & firefighting. • First-aid and CPR (cardiopulmonary resuscitation). • Screeners' training (initial & annual refresher) • X-RAY screeners' training (initial & annual refresher) <p>Note: Initial and refresher training requirements and certification for screeners and x-ray screeners shall be at the cost of the service provider and details of the process shall be subsequently provided by Air Mauritius.</p> <ul style="list-style-type: none"> • Aviation Security – provided by MK. • Ramp Safety – provided by MK. • Dangerous Goods – provided by MK. • Human Factors – provided by MK. • Safety Management System – provided by MK. 					
OPERATIONAL EQUIPMENT	<ul style="list-style-type: none"> • Adverse weather protection (cardigan, raincoats, caps, etc.) • Ear muffs / plugs. • Safety shoes. • Fluorescent jackets. • Walkie-Talkie. • PC, cellphone, etc. as required. 					

<p>RECORD KEEPING</p>	<ul style="list-style-type: none"> • Daily attendance records. • Occurrence diary book – to record all tasks, activities, movements, incidents, etc. • Detailed logged and signed sheets for each task listed above.
<p>REPORTING</p>	<ul style="list-style-type: none"> • Immediate alert of any unusual activity. • Daily electronic feedback on all activities. • Monthly statistical reports.
<p>PERFORMANCE MONITORING</p>	<ul style="list-style-type: none"> • Effective, short and long term, management of operational command on site. • Regular announced and surprise checks of guards' activities. • Unannounced Aviation Security tests by MK & DCA. • Monthly meeting with MK on operational matters. • Subject to audit and relevant corrective actions from MK Security.

03 – GENERAL SECURITY

LOCATION	MK premises @ SSR International Airport Ebène Cybercity – ad hoc basis					
GUARDS REQUIRED	Hangars (3 shifts) 24 x 7 basis	02 per shift	Cabin Services Complex 21:00 06:00	01	Ebène (Ad hoc basis)	
TASKS	<ul style="list-style-type: none"> • Patrolling & guarding of premises. • Provision of an electronic system to monitor regular patrolling. • Manning and control of drop arm barriers where installed. • Management of parking slots where applicable. • Management of customer queuing where applicable. • Handling of fire emergencies and premises evacuation. • Monitoring of fire alarm system. • Management of keys of offices. 					
APPLICABILITY	<ul style="list-style-type: none"> • Air Mauritius & Airmate 					
TRAINING REQUIREMENTS	<ul style="list-style-type: none"> • Physical training as delivered by service provider. • Precautionary fire alertness & firefighting. • First-aid and CPR (cardiopulmonary resuscitation). • Specialised training – provided by MK. 					
OPERATIONAL EQUIPMENT	<ul style="list-style-type: none"> • Adverse weather protection (cardigan, raincoats, caps, etc.) • Walkie-Talkie. • PC, cellphone, etc. as required. 					
RECORD KEEPING	<ul style="list-style-type: none"> • Daily attendance records. • Occurrence diary book – to record all tasks, activities, movements, incidents, etc. • Detailed logged and signed sheets for each task listed above. 					

<p>REPORTING</p>	<ul style="list-style-type: none"> • Immediate alert of any unusual activity. • Daily electronic feedback on all activities. <i>Format from MK Security.</i> • Monthly statistical reports. <i>Format from MK Security.</i>
<p>PERFORMANCE MONITORING</p>	<ul style="list-style-type: none"> • Effective, short and long term, management of operational command on site. • Regular announced and surprise checks of guards' activities. • Monthly meeting with MK on operational matters. • Subject to audit and relevant corrective actions from MK Security.

04 – CCTV OPERATIONS & RENTAL

LOCATION	Airside – SSR International Airport	
GUARDS REQUIRED	3 shifts 24 x 7 basis	02 per shift
TASKS	<ul style="list-style-type: none"> • Ensure the safety and security of people; • Surveillance to prevent any breach of access control; • Monitoring and operating the CCTV cameras and associated equipment in the CCTV Control Room • Manage associated alarms and call monitoring. • Report and action on any suspicious activity to guards on the field. • Handling of fire emergencies and premises evacuation. • Management of keys of offices. 	
APPLICABILITY	<ul style="list-style-type: none"> • Air Mauritius – Airport, Ebène & Port Louis. 	
TRAINING REQUIREMENTS	<ul style="list-style-type: none"> • Physical training as delivered by service provider. • Precautionary fire alertness & firefighting. • CCTV operations training as provided by Supplier. • Specialised training provided by MK. 	
OPERATIONAL EQUIPMENT	<ul style="list-style-type: none"> • Walkie-Talkie. • PC, cellphone, etc. as required. 	
RECORD KEEPING	<ul style="list-style-type: none"> • Daily attendance records. • Occurrence diary book – to record all tasks, activities, movements, incidents, etc. • Detailed logged and signed sheets for each tasks listed above. 	
REPORTING	<ul style="list-style-type: none"> • Immediate alert of any unusual activity. • Daily electronic feedback on all activities. • Monthly statistical reports. 	
PERFORMANCE MONITORING	<ul style="list-style-type: none"> • Effective, short and long term, management of operational command on site. • Regular announced and surprise checks of guards' activities. • Monthly meeting with MK on operational matters. • Subject to audit and relevant corrective actions from MK Security. 	

CCTV TECHNICAL REQUIREMENTS

- Inter-building LAN & WAN connectivity infrastructure as well as technical rooms for housing of NVRs for CCTV will be provided by MK.
- Local data & electrical cabling shall be under the responsibility of service provider.
- Possibility of access from smartphones to be specified.
- Possibility of integration with existing fire alarm system to be specified – panels makes are Zipton, Bentel & Horn.
- Quality shall be HD.
- Data storage shall be for 45 days – no redundant backup required.

05 – ADHOC SECURITY SERVICES

LOCATION	
GUARDS REQUIRED	Will be advised/assessed upon launching of activity/event.
TASKS	<ul style="list-style-type: none"> • Security services for MK Annual General Meeting. • Assistance on management of airport permits for MK and other service providers. • Escorts for transfer of funds • Escort of hold luggage for off-airport check-ins. • Ad-hoc guarding of MK helicopter off airport.
APPLICABILITY	<ul style="list-style-type: none"> • Air Mauritius / Mauritius Helicopter Services
TRAINING REQUIREMENTS	<ul style="list-style-type: none"> • Physical training as delivered by service provider. • Precautionary fire alertness & firefighting. • First-aid and CPR (cardiopulmonary resuscitation).
OPERATIONAL EQUIPMENT	<ul style="list-style-type: none"> • Adverse weather protection (cardigan, raincoats, caps, etc.) • Walkie-Talkie. • PC, cellphone, etc. as required.
RECORD KEEPING	<ul style="list-style-type: none"> • Daily attendance records. • Occurrence diary book – to record all tasks, activities, movements, incidents, etc. • Detailed logged and signed sheets for each task listed above.

<p>REPORTING</p>	<ul style="list-style-type: none"> • Immediate alert of any unusual activity. • Daily electronic feedback on all activities. • Monthly statistical reports.
<p>PERFORMANCE MONITORING</p>	<ul style="list-style-type: none"> • Effective, short and long term, management of operational command on site. • Regular announced and surprise checks of guards' activities. • Monthly meeting with MK on operational matters. • Subject to audit and relevant corrective actions from MK Security.

Annex 3 – General Requirements for Security Guard

PHYSICAL STANDARDS

AGE GROUP

At time of being seconded to MK, security officers shall be within the age bracket of 23 – 50 years old.

GOOD GENERAL HEALTH

Officers should have general health that will enable them to carry out the normal range of duties assigned to them, to an adequate standard.

PERCEPTION AND AWARENESS

Officers must have powers of observation and concentration of a sufficient level to notice, identify and act on information, circumstances or images in an effective manner

COMMUNICATION SKILLS

Officers must have a reasonable oral and written command of the English and French languages.

EYESIGHT

Officers should with or without glasses or contact lenses have the capacity to read correctly a vehicle number plate at 25mts distance and be able to read label on bottles of spirits and aerosols at a distance selected by the candidate between 30-50cms.

COLOUR PERCEPTION

Colour perception should be good to use colour x-ray equipment and to check passes with colour codes.

SMELL

Officers should have the capacity to detect by smell a range of substances including petrol, ammonia, alcohol, chemicals, smoke, etc.

HEARING

Officers should with or without an aid, be capable of hearing audio and

telephone communications, audio signals emitted by security equipment, and an average conversational human voice at a distance of 03mts in a quiet room.

LICENSE

Security guard must hold a valid licence issued by the Commissioner of Police

ACADEMIC QUALIFICATION

75% of the workforce should hold a valid School Certificate from Cambridge or equivalent with English, French & Maths, as well as the relevant school leaving certificates.

SKILLS

- Adequate verbal and written English skills.
- Interpersonal skills.
- Experience in or acceptance of working in a 24 x 7 basis rotating shift worker environment.
- Willingness to work in a flexible manner in a changing environment
- Awareness of excellence in customer service.
- Knowledge of an airport and/or security environment would be an advantage.
- Experienced in dealing with the public.
- Empathy with different cultures.

COMPETENCIES

- Ethics - respect for the individual, responsibility, honesty, reliability, fairness and integrity.
- Appropriate assertion - ability to express views and assert self in an appropriate, constructive, yet non-aggressive manner.
- Conscientiousness - demonstrates a strong work ethic and commitment to finishing what is started, according to the work processes and standards in place.
- Intuitive - ability to accurately pick up on and understand the non-verbal cues, partly expressed thoughts, feelings and concerns.
- Team work - willingness to participate as a full member of a team.

- Attention to detail - focused on attending to all areas of a task or process, no matter how small and seemingly insignificant.
- Interpersonal Sensitivity - Shows a consideration for the feelings and needs of others.
- Resilience - ability to maintain stability of performance under pressure and/or opposition and make efforts to overcome obstacles.

FIRE FIGHTING & EMERGENCIES

PREVENTION

While patrolling or maintaining the post, keep a watch on potential fire hazards. Unusual sparks, storing combustible or flammable items near heat sources, and fire from electrical equipment should be considered. Ensure that there are no items blocking the exits or corridors.

ALERTS

Confirm event of fire, activate the alarm if it is not ringing already and call the fire services. Advise the CSO and assist to ensure personal safety, while waiting for the emergency services.

EVACUATION

Follow the emergency procedures set out by Health & Safety

OTHER ROLES

Gain knowledge of potentially dangerous chemicals stored and subsequent actions in cases of emergencies.

APPEARANCE & WORKPLACE

- The Service Provider shall ensure that its employees present a consistently high standard of personal appearance and comply with uniform wearing instructions as issued by the Service Provider.
- The Service Provider shall ensure that staffs keep work areas organised, clean and free from irrelevant items

MORALITY

- The Service Provider will ensure that all its employees posted at the Customer's premises have the highest standards of honesty and behaviour.

- All officers posted at Air Mauritius shall produce a clean Certificate of Character not older than 06 months and renew same on an annual basis.

INTOXICATION

The Service Provider will ensure that all its employees posted at the Customer's premises are not dependent on alcohol or illegal substances. Anyone taking prescribed drugs shall be considered on an individual basis ensuring that the capacity to undertake duties is not adversely affected.

Annex 4 – Service Level Agreement

PURPOSE

This document provides an agreement between Security Service Provider (**SSP**) and Air Mauritius (**MK**) as to what constitute acceptable service in quantifiable and measurable terms. It documents the mutually agreed service objectives, how those objectives will be measured, and the schedule of distribution for the measurements.

This SLA can be reviewed periodically, and can be updated or varied according to changes in business conditions and the local and international security environment.

OBJECTIVES

The primary objective of this SLA is to ensure compliance with regulatory, statutory and established operational requirements of The Carrier.

SCOPE

The different performance areas that shall be covered in this SLA are:

Categories	Weightage (%)
Revenue Generation / Cost Containment	10
Human Capital	20
Operational Efficiency	30
Compliance	20
Customer Service	20

PERFORMANCE MEASUREMENTS

To allow the effectiveness of the **SSP** to be measured against requirements of **MK**, the Key Performance Indicators (KPIs) shall be categorised as follows:

SCORE	RATING	EXPLANATIONS
5	EXCELLENT	Performing well and meeting the required service levels.
4	SATISFACTORY	Failed to meet the expected performance target; improvement measures have been put in place.
3	SOME CONCERNS	Failed to meet the expected performance target and corrective measures have not been effective.
2	CONCERNS	Failed to meet the expected performance target and given last chance to reach required performance level before escalation.
1	SERIOUS CONCERNS	Unsatisfactory performance and escalation procedure invoked.

The KPIs hereunder shall be subject to rating by MK on a monthly basis

KRA	KPI	PERF.	RQRD.	SCORE
Revenue Generation / Cost Containment (10%)	Zero mistakes in the submission of billing information for services provided to OAL	100 %	5	
	Submission of billing information for OAL submitted to MKSEC to be done by the 03 rd of each following month	100%	2	
	Zero mistakes in the calculation of manpower allocations for the sake of CN computations, if any.	100%	3	
Human Capital (20%)	Contractual manpower availability	100%	6	
	All staff to be current for regulatory (Aviation Security, SEC, SMS, HF, ARS & DGR)	100%	4	
	All staff to be current for functional training (H&S, fire-fighting, first aid, KELIOS, fire alarm system)	90%	6	
	Absences from staff to be kept a minimum of 10% per month	90%	4	
Operational Efficiency (30%)	CCTV repairs to be kept at 5 faults per month	90%	4	
	Night checks to be done at least weekly	90%	4	
	CCTV to be manned shift-wise by 2 x 2 x 1 on 24x7 basis by trained staff	100%	4	
	Daily fire alarms report sheets to be submitted to Facilities	85%	4	
	A minimum of 06 daily patrols to be done over 24hours	90%	4	
	Zero failure in detecting prohibited items in cargo shipments during x-ray screening activities	100%	5	
	Zero failure in detecting unauthorised access to aircraft & premises during access control activities	100%	5	

Compliance (20%)	Compliance to regulations of the Authorities based at the airport - DCA, Police, Airport Operator, Customs & MoHW	100%	5	
	Zero adverse reports from DCA & OAL audits	100%	5	
	Compliance to MK SOP	90%	5	
	Zero failure in the management of Inflight Security Kit Boxes	100%	5	
Customer Service (20%)	Maximum of 03 complaints p.m. on services provided to OAL	100%	5	
	Zero complaints p.m. on services provided to MK	90%	5	
	Zero complaints p.m. on behaviour & attitude	90%	5	
			5	

Annex 5 – Pricing Form

Item	Service Requirements	Year 1 (MUR)	Year 2 (MUR)	Year 3 (MUR)	Year 4 (MUR)	Year 5 (MUR)
Aircraft Security	Nine (09) guards from 06.00hrs to 14.00hrs and					
	Nine (09) guards from 14.00hrs to 22.00hrs					
	Three (03) guards from 22.00hrs to 06.00hrs					
Cargo Warehouse Security	Six (06) guards from 06.00hrs to 14.00hrs and					
	Six (06) guards from 14.00hrs to 22.00hrs					
	Three (03) guards from 22.00hrs to 06.00hrs					
General Security	Two (02) guards per shift on 3 shifts (24-hr)					
	One (01) guard from 21.00hrs to 06.00hrs					
CCTV Operations and Rental	Two (02) guards per shift on 3 shifts (24-hr)					
	Rental cost					

Management, Supervisory personnel and all other contract-related costs						
Total per year (Rs)						
Total for 5 years (MUR)						
Ad hoc Security	Hourly rates applicable on week days, Sundays & public holidays					
	Monthly rates for additional or back up security guard					
DATE:						
SIGNATURE:						
NAME:						
IN THE CAPACITY OF:						
DULY AUTHORISED TO SIGN ON BEHALF OF:						
AFFIX COMPANY STAMP						