



# **INVITATION FOR EXPRESSION OF INTEREST**

**PROCUREMENT OF SECURITY SERVICES**

**FOR**

**ARFA SOFTWARE TECHNOLOGY PARK, LAHORE**

**Punjab Information Technology Board (PITB)**

11<sup>th</sup> Floor, Arfa Software Technology Park (ASTP),

346-B, Main Ferozepur Road, Lahore, Pakistan

Phone: (+ 92) (42) (35880062), Fax: (+92) (42) (99232123)

URL: [www.pitb.gov.pk](http://www.pitb.gov.pk)

**Important Note:**

Firms must ensure that they submit all the required documents indicated in this Document without fail. Proposals received without, undertakings, valid documentary evidence, supporting documents and the manner for the various requirements mentioned in the EOI Document are liable to be rejected at the initial stage itself. The data sheets, valid documentary evidences for the critical components as detailed hereinafter should be submitted by the participating company/firm for scrutiny. It is intimated that no objection shall be entertained regarding the terms and conditions of this Document at the later stages during process.

**Applicability of Punjab Procurement Rules, 2009**

The Bidding Process in result of this Expression of Interest shall be governed under Punjab Procurement Rules, 2009, as amended from time to time and instructions of the Government of the Punjab received during the completion of the project

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## **1. INVITATION FOR EXPRESSION OF INTEREST:**

Punjab Procurement Rules 2009 will be strictly followed. These may be obtained from PPRA's website:

<http://ppra.punjab.gov.pk/PublicPages/prorules1.aspx>

In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the Punjab Procurement Rules 2009.

### **1.1. Mode of Advertisement(s)**

As per Rule 12(1), this EOI document is being placed online at PPRA's website, as well as being advertised in print media.

As per Rule 12(3), this document is also placed online at the website of Purchaser i.e. Punjab Information Technology Board. The EOI document carrying all details can be downloaded from PITB's website <http://www.pitb.gov.pk> and from PPRA's website [www.ppra.punjab.gov.pk](http://www.ppra.punjab.gov.pk) for information only. All prospective firms/companies are required to register themselves with the Procurement Assistant, PITB at above given address, by showing the deposit slip of Rs. 2000/-. This amount shall be deposited in PITB's A/C No. UBL 1534-9, SAM Branch, LCCI, Lahore, the deposit slip must accompany respective proposal, otherwise the proposal shall stand rejected.

### **1.2. Instruction for Submission of EOI**

All proposals must be accompanied by Registration fee in favor of "Punjab Information Technology Board". The proposals duly signed and stamped along with all relevant supporting documents, certificates, annexures & Affidavits, etc., must be delivered into the Tender Box No.2, placed at reception of Punjab Information Technology Board, Lahore on or before 1500 Hrs, 21<sup>st</sup> August 2013. The Proposals shall be publicly opened in the Committee Room of Punjab Information Technology Board, 11<sup>th</sup> Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore, at 1600 Hrs, 21<sup>st</sup> August 2013.

## **2. REQUIRED FEATURES OF SECURITY SERVICES**

### **2.1. Purpose/Objective:**

Punjab Information Technology Board, Lahore invites proposals for Expression of Interest from validly registered, reputable, well-experienced and financially sound firms/companies for the development of Final Tender document for Hiring of Security Services at Arfa software Technology Park (ASTP).

The purpose of inviting Expression of Interest for hiring of Security Services for Arfa Software Technology Park (ASTP) is to assist ASTP MANAGEMENT in developing a fool proof requirement plan regarding security & surveillance of the whole ASTP premises to provide protected environment to the concerned individuals and all the companies having their offices in this state of the art building.

## **2.2. Scope of Services**

The Expression of Interest must cover complete security assessment and analysis for development of security protocols, policies, procedures, rosters, safe evacuation plans including but not limited to the following:

1. Provide 24/07 and 365 Days Security Services to the entire facility of Arfa Software Technology Park.
2. Monitoring of CCTV System and UVI System (Security Surveillance)
3. Develop, implement, maintain and evaluate a comprehensive facility wide Security Management program.
4. Identify, develop, implement and evaluate written policies and procedures that are designed to enhance security.
5. Assist Management in the development, implementation and review of departmental security policies and procedures.
6. Establish a system for reporting security occurrences and security hazards which involve employees, visitor, staff, and property to include a mechanism for the investigation, documentation, and review of security incidents and actions taken.
7. Review and monitor data to present to the management Committee for the purpose of identifying trends and measure the effectiveness of the Security Management Plan on an annual basis.
8. Be familiar with regulations and resources provided by the various regulatory and private agencies that regulate business facilities.
9. Implement, train, and monitor propriety of security staff charged with enforcing the security policies, protocols, and procedures.
10. Develop policies and procedures for the Security Department to assure the Plan enhances the overall security operations of the facility.
11. Nurture and maintain a positive relationship with all regulatory and enforcement agencies, which may impact on the business.
12. Provide an identification system appropriate for employees, staff, vendors, and visitors.
13. Provide access control to various areas within and on the grounds to include access control to sensitive areas in the premises as deemed appropriate by the management.

14. Maintain the facility Parking Plan to include employees, visitor, and staff access to the facility. The program should include traffic control at sensitive location. All parking rules and regulations should be enforced. (In consultation with Employer's Representative)
15. Cause the removal of person(s) and up to the arrest of anyone committing a crime or cause the necessary action to be taken for non-compliance of the policies and procedures as direction by Employer's Representative.
16. Evaluate a facility beginning in the parking lot and continue all the way to the roof. Some of the components that should be considered are:
  - Geographical Location (Inter-City, Suburb, Rural)
  - Physical Design and layout of STP and surrounding property
  - Number of uncontrolled access points into and out of the STP
  - Criminal Demographics surrounding
  - Level of physical security protection
  - Previous Security Sentinel Events (if any)
  - Quality of the Security Department and Security Management Program
  - Employee Security Awareness associated with on-going educational programs
  - Administration and Management Support
  - Staff, Employee, vendor, and visitor identification
  - Violence in the Workplace issues
  - Employee Education
17. Provide special security services for VIP Movements
18. To follow any other instructions with regard of security services as given by the employers representative of PITB.
19. Submit progress reports & security plans on weekly & monthly basis.

All security management programs should be developed using the latest security assessment concept by keeping in view the socio-economic, cultural and prevailing scenarios in Pakistan. The ultimate success of a security plan will depend upon a renewed commitment by employer's administration to support this most important process.

### **2.3. Validity of Proposals**

Proposals shall remain valid for a period of one hundred and eighty (180) days from the date of opening of Proposal. The Purchaser reserves exclusive right to reject a proposal valid for a shorter period as nonresponsive.

The Proposal shall have a minimum validity period of ninety days from the last date for submission of the Tender. The Purchaser may solicit the Tenderer's consent to an extension of the validity period of the Tender. The request and the response thereto shall be made in writing.

## **2.4. Clarifications and amendments of EOI**

During process of evaluation of the Proposals, Punjab Information Technology Board (PITB) at its exclusive discretion may ask the participating companies/firms for clarifications on their proposals. The participating firms/companies are required to respond within 2 working days from receipt of the written request for clarification.

Punjab Information Technology Board (PITB) may for any reason, modify the EOI proposals from time to time. The amendment(s) to the EOI would be clearly spelt out and the participating firms/companies may be asked to amend their proposal due to such amendments.

## **3. PROCESS AND STAGES OF EOI**

### **STAGE — I: Opening of EOI Proposals**

- a) Submission of Proposal: The participating firms/companies shall submit their proposals at the address given above on or before 1500 Hrs, 21<sup>st</sup> August 2013. Every page of the document submitted by the participating firm/company must be duly signed by the authorized signatory of the firm / company along with company seal.
- b) Opening of EOI proposals: The EOI proposals shall be publicly opened at 1600 Hrs, 21<sup>st</sup> August 2013 in Conference room of PITB, 11<sup>th</sup> Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore in the presence of authorized representatives of the participating companies and Preliminary scrutiny of the proposals shall be done.

### **STAGE- II: Presentation by the participating firms/companies**

- c) Presentation: All the participating firms/companies, would be required to give a detailed presentation about their Proposal which should focus on past relevant experience, proposed security plans for Arfa Software Technology Park, delivery of services according to plan, integrated methodology for undertaking Security related activities, operational investment capability, business model to include organization structure of project team highlighting their profiles & qualification, timelines, special response strategies, management skills of the company/firm with proven practical examples, domain knowledge of the company human resource regarding handling of latest security equipment, capacity of the participating firm/company to deploy latest security equipment etc. The onus of demonstrating the firms' competence, capability and promise rests with the respective firm.

## **4. BASIC MANDATORY REQUIREMENTS**

Following basic requirements must be covered in EOI proposals. However, value addition in the basic requirements would be appreciated:

### **4.1. Duty Hours**

The duty hours of security guards may be fixed, with each group of guards working on eight (08) Hours shift. This is required, in order to maintain an efficient security check.

### **4.2. Working Hours**

Following timing or as informed will be observed:

Offices	-	09:00am to 06:00pm (Monday to Saturday)
Retails Shops	-	10:00am to 10:00pm (Monday to Saturday)
Food Court	-	10:00am to 10:00pm (Monday to Saturday)

#### **4.3. Manpower**

TRAINED GUARDS FROM DEFENSE FORCES / EXPERIENCED CIVILIAN WILL BE PROVIDED.

#### **4.4. Dress Code / Conduct for Security Guard**

- Contractor shall provide the Uniforms to their staff as per the climatic conditions.
- The Security Supervisors / Guards should be wearing company designed uniform at all the time.
- Security label cards will be returned to the person in-charge after shift hours.
- Designated guards will be carrying appropriate active and up to date weapons and ammunition at all time.
- All guards will carry their personal identification with them at all time.
- In case of any emergency/happening will be immediately reported to concerned official at duty.
- Any misconduct by the security guards/officials shall be handled as per Government rules and regulations.

#### **4.5. Checking of Ladies Guests / Employees**

Contractor will provide Lady Guards to facilitate management to search the Material / Handbag being carried by Ladies while visiting the premises.

#### **4.6. Documentary Requirements to be submitted with the proposals:**

All the participating firms/companies must submit the following documents with their proposals:

##### **1. Market Presence:**

- Firm name, its status, address, telephone number(s), fax number, email address.
- Copy of Incorporation or Registration Certificate.
- Copy of Registration with relevant authorities/departments (Federal & Provincial)
- Copy of Memorandum & Articles Association
- Copy of Firm's National Tax Number Certificate
- Copy of N.I.C. of Firm's Authorized Representative
- Copies of valid Ammunition licenses (for the ammunition referred in proposal)



- Details of offices / branches operated internationally and nationally.

2. **Financial Soundness:**

- Financial Capacity form given in this document as Annex-D. Supporting documents must be submitted with the same.

3. **Key Professionals:**

- List of Key Personnel including retired Army Staff, Managers, Supervisors and others.
- The company must provide documentary proofs of personnel (presently working with the same/available for this assignment) having strong built and healthy physique.

4. **Working Experience:**

- Minimum 05 years of experience of Security Services with minimum number of 300 guards/security professionals onboard. Documentary evidence must be submitted.
- Working Experience Sheet (Attached)
- List of Major Clients.

5. **ISO 9001: 2008 Certificate:**

- Copy of ISO 9001: 2008 Certificate with Scope of “Security Services”.

6. **Quality Assurance, Health, Safety & Environment Policies & Procedures:**

- Submission of Comprehensive Quality, Health, Safety & Environment Policies & Procedures and standard operating procedures for all activities.

7. **Performance Report:**

- Submission of Comprehensive Performance Report Formats

8. **Security Plans:**

- Submission of security plans for General Shift, Evening Shift, Night Shift & VIP Movements Security Plan

9. **Security Tools & Equipment:**

- List of available security tools & equipment along with copies of licenses

10. Affidavit to the effect that the firm is not blacklisted and is not in litigation with any organization / department, private or public.

## **ANNEXURE-A**

### **INSTRUCTION FOR PREPARATION OF POWER OF ATTORNEY**

- a) To be executed by an authorized representative of the participating firm/company.
- b) The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- c) Also, wherever required, the participating firm/comapny should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the participating firm/company.
- d) In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

## **Format of Power-of-Attorney**

### **POWER OF ATTORNEY**

(On Stamp Paper of relevant value)

Know all men by these presents, we (name of the company and address of the registered office) do hereby appoint and authorize Mr. (full name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for (name of the project) in response to the tenders invited by the (name of the Purchaser) including signing and submission of all documents and providing information/responses to (name of the Purchaser) in all matters in connection with our Proposal.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this \_\_\_\_ day of \_\_\_\_\_ 20\_\_

For \_\_\_\_\_

(Signature)

(Name, Designation and Address)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Date:

## **ANNEXURE-B**

### **UNDERTAKING**

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of Expression of Interest for Rendering Security Services for Arfa Software Technology Park, and is liable to any punitive action for furnishing false information / documents.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

Signature

(Company Seal)

\_\_\_\_\_

In the capacity of

Duly authorized to sign proposal for and on behalf of:

## **ANNEXURE-C**

**(To be submitted on legal stamp paper)**

### **AFFIDAVIT**

#### **(Integrity Pact)**

We \_(Name of the firm/company)\_ being the first duly sworn on oath submit, that Mr. / Ms. \_\_\_\_\_ (if participating through agent / representative) is the agent / representative duly authorized by \_(Name of the participating company)\_ hereinafter called the Contractor to submit the attached proposal to the \_(Name of the Purchaser)\_. Affiant further states that the said M/s (Participating Firm/Company Name) has not paid, given or donate or agreed to pay, given or donate to any line officer or employee of the \_(Name of the Purchaser)\_ any money or thing of value, either directly or indirectly, for special consideration in the process of Expression of Interest, or for giving undue advantage to any of the participating firm/company in the whole process or for refraining from properly and thoroughly maintaining projects implementations, reporting violation of the contract specification or other forms of non-compliance.

Notwithstanding any rights and remedies exercised by the Purchaser in this regard, [the participating firm name] agrees to indemnify the Purchaser for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to the Purchaser in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [the participating firm/company] as aforesaid for the purpose of obtaining or inducing the process, right, interest, privilege or other obligation or benefit in whatsoever form from the Purchaser.

\_\_\_\_\_  
Signature & Stamp

Subscribed and sworn to me this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

\_\_\_\_\_  
Notary Public

## **ANNEXURE-D**

### **Financial Capacity of the participating Firm/Company**

Additionally, the following financial data form shall be filled out by the (name of participating firm/company). The Purchaser reserves the right to request additional information about the financial capacity of the participating firm/company. A firm/company that fails to demonstrate through its financial records that it has the financial capacity to perform the required Services may be disqualified.

Financial Information	Historical information for the previous three years (most recent to oldest in (PAK Rupees))		
	Year-1 (Year)	Year-2 (Year)	Year-3 (Year)
Information from Balance Sheet:			
(1) Total Assets (TA)			
(2) Current Assets (CA)			
(3) Total Liabilities (TL)			
(4) Current Liabilities (CL)			
Information from Income Statement:			
(5) Total Revenue (TR)			
(6) Profits before Taxes (PBT)			
Net Worth (1) – (3)			
Current Ratio (2) / (4)			

Provide information on current or past litigation or arbitration over the last three (3) years as shown in the form below.

Litigation or arbitration in the last three (3) years: No:\_\_\_\_\_Yes:\_\_\_\_\_ (See below)

Litigation and Arbitration During Last three (3) Years		
Year	Matter in Dispute	Value of Award Against Contract in PAK Rupees

\_\_\_\_\_  
Authorized Signatures with Official Seal

## **ANNEXURE-E**

### **Company Experience**

Applicant's Legal Name: \_\_\_\_\_ Date: \_\_\_\_\_

JV Party Legal Name: \_\_\_\_\_ IFP No.: \_\_\_\_\_

Page \_\_\_\_\_ of \_\_\_\_\_ pages

Starting Month / Year *	Ending Month / Year	**Contract Identification	Role of Applicant
		Contract name: Contract value: Number of personnel employed: Brief Description of the Works performed by the Applicant: Name of Customer: Address:	
		Contract name: Contract value: Number of personnel employed: Brief Description of the Works performed by the Applicant: Name of Customer: Address:	

\*List calendar year starting with the earliest year

\*\*Attach copies of contract award and completion documents



## **ANNEXURE-E**

### **Brief Write-up on representative Key Personnel**

Applicant's Legal Name: \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_ pages

JV Party Legal Name: \_\_\_\_\_ IFP No.: \_\_\_\_\_

Total Number of Managerial Staff:	
Total Number of Other Staff: (Gaurds)	

Name	Designation in the Company	Duration in the company	Total Years of Experience	Qualification	
				Degree	Specialization