

SCHEDULE ONE

Description of the Premises

All that six floors of the Finance Administrative Centre including which is situated at Point Seraphine, in the quarter of Castries and registered as Block 0849F Parcel 103

SCHEDULE TWO

SCOPE OF WORKS

The Contractor shall have to provide twenty-four (24) hour / seven (7) days a week security services at the Finance Administrative Centre, Pointe Seraphine, Castries (**hereinafter, "The Premises"**). The Contractor shall ensure the protection and safety of all personnel, visitors, vehicles and property on the Premises. This includes the prevention of unauthorized trespassers with/without arms, performing watch and ward functions such as the monitoring of the surveillance cameras installed on the Premises as well as day and night patrol on the various floors and perimeter of the building, and, escorting unauthorized persons off the compound when necessary. In case of any incident such as theft, robbery, fight, fire, or accident at the Premises, or any untoward incident detrimental to the safety and security of personnel and material assets of the Premises, it is the responsibility of the Contractor to coordinate with its security officers and the relevant authorities to ensure that the matter is under control and that law enforcement and other emergency services are contacted.

SCHEDULE THREE

DUTIES AND RESPONSIBILITIES / SECURITY SERVICES TO BE PROVIDED

1. The Contractor will be responsible for the overall security arrangements of all areas of the Premises including offices, cubicles, storerooms, filing rooms, conference/meeting rooms, and parking lots entrusted/covered in the contract.
2. The Contractor will ensure that all viable instructions passed by the Department of Finance (**hereinafter, "The Client"**) from time to time are strictly followed and there is no lapse of any kind.
3. Maintain the visitor's register and issue designated access cards to maintenance and cleaning personnel. The security officers must ensure that all access cards are returned by the abovementioned persons prior to them leaving the Premises. Any missing access cards not retrieved by the Security Officers should be reported to the Client.
4. The Security Officers are to ensure that no items such as computer equipment and furniture are allowed to be brought into or removed from the Premises without the proper authorization from the relevant authorities as indicated by the Client. Therefore, the Client must ensure that the

Contractor is properly informed in advance when such items are to be brought into the building as well as when they are to be taken off the Premises.

5. Deployment of Security Officers will be as per the instructions of the Contractor from time to time and The Contractor will be responsible for the optimum utilization of all security personnel.
6. At least two (2) Security Officers shall perform a daily patrol of all the floors and perimeter of the Premises every two hours and maintain a daily log. A patrol of the floors and perimeter of the Premises should also be done when there is a shift change.
7. At least two (2) Security Officers should be station on the Ground Floor in the reception area during the hours of 7:00 a.m. to 7 p.m. daily for the work week (Monday – Friday) and on evenings from 7 p.m. to 7:00 a.m. daily for the work week (Monday – Friday).
8. There should also be the presence of Security Officers in the FAC building, especially on the Ground Floor in the Reception area, to provide 24-hour security services at all times on a weekend (Saturday to Sunday) and on holidays.
9. A Security Officer should be stationed on both the First (1st) and Second (2nd) Floors during the hours of 7:00 a.m. to 5 p.m. daily for the work week (Monday – Friday).
10. There shall be the presence of at least one (1) armed guard on the compound of the Premises during the 24 – hour period daily for the week (Sunday – Saturday).
11. Two (2) Security Officers shall be assigned to the CCTV Room to monitor the surveillance cameras installed at the Premises. This is necessary to allow for greater monitoring of the Premises and also to ensure that when one Security Officer is on break that the other officer can be on duty.
12. One (1) Security Officer shall be assigned to the booth located at the back of the building from 7:00 am to 7:00 pm (Monday to Friday). The officer will assist in:
 - a. Ensuring the safety of all vehicles parked in the parking lot
 - b. Ensuring that the Security Officers inside the building are aware that goods and services to be delivered, have arrived at the Premises. A Security Officer would then escort the deliverer to the location where the goods or services are to be received.
 - c. Ensuring that a log is maintained of all goods and service vehicles entering and leaving the Premises. This log would include relevant information such as but not limited to, name of provider, name of driver, licence plate number, etc.
 - d. Ensuring that all vehicles are properly parked in their assigned lots.

13. One (1) Security Officer shall be assigned to the parking lot located at the side of the building from 7:00 am to 7:00 pm (Monday to Friday). The officer will assist in:
 - a. Ensuring the safety of all authorized vehicles parked in the parking lot.
 - b. The prevention of unauthorized persons parking in the parking lot or in the parking space for persons with disabilities.
14. The Security Officers must ensure that all stray animals remain off the compound of the Premises at all times.
15. The Security Officers must ensure no loitering of unauthorized persons on the Premises.
16. The Security Officers are to ensure that all staff entering the Premises after working hours and on weekends, sign the register located on the ground floor. A list of all staff entering the Premises after working hours and on weekends should be given to the Security Officers on duty by the relevant authorities no later than 24 hours from the commencement of such time.
17. The Security Officers on patrol duty should take care of all the lights, water taps, valves, hydrants, fire alarms, etc. installed on the Premises. This means that they are to ensure that the lights are turned on at 7.00 am and turned off where necessary from 8.00 pm. Mondays to Fridays and only when necessary on weekends. If the fire alarms are triggered, they are to disarm them with the code provided by the Client when requested to do so.
18. The Security Officers should ensure that flower plants, trees, and grassy lawns on the Premises are not damaged either by the staff/visitors/trespassers/stray animals.
19. All Security Officers should be trained to extinguish a fire with the help of fire extinguishing cylinders and other fire-fighting material available on the spot.
20. The Contractor must ensure that all Security Officers employed are covered under the security company's insurance plan. The Contractor must provide proof of this on an annual basis.
21. In emergencies, Security Officers deployed shall also participate as per their role defined in the disaster plan, if any. Security personnel should be sensitized of their role in such situations.
22. Serve as first responders if /when conflict arises and to contact law enforcement and emergency personnel as soon as necessary.
23. Ensure the general safety and security of occupants and visitors on the Premises.

24. The Security Officers shall assist by escorting all visitors in reaching their desired destination/ location at the Premises and to ensure that the person(s) they came to see is aware of their presence by calling them before proceeding further.
25. . The Security Officer on duty shall not leave the premises until properly relieved by the incoming officer reporting for duty.
26. An independent party shall conduct security audits as and when required and provide detailed reports to the Client.
27. The Contractor shall provide a status report on the security environment at the Premises as and when required, every three (3) months from the commencement date (July 1, 2025) of the contract.
28. The Contractor shall report on any incident involving a breach in security and propose the necessary actions to prevent any recurrence.
29. Ensure the presence of a Security Officer on the 5th Floor whenever events consisting of 100 persons and over are expected to be in attendance if requested by the Host of the activity. The charge for this security service shall be deemed separate from the charges stipulated in the appended Contract and as such the following amounts shall be paid to the Security Officer providing the required service:
 - 1 to 6 hours of security services - \$150.00 per Officer
 - Above 6 hours of security services - \$200.00 per Officer

The Security Officer shall be a staff member of the Security Company and the Fee shall be paid by the host of activity.

30. Any other duties/responsibilities assigned by the Client may be incorporated in the agreement. The same shall also be binding on The Contractor.

SCHEDULE FOUR

TERMS AND CONDITIONS

1. The contract shall be for a period of twenty-four (24) months, it is curtailed or terminated by The Client owing to deficiency of service, sub-standard quality of security deployed, breach of contract, non-compliance with any relevant labour laws, or change in requirements of the Client or for any other reasons as stipulated in the contract.
2. The contract shall automatically expire after the completion of the 24-month period, unless extended further by the mutual consent of the Contractor and the Client.

3. The contract may be extended, on the same terms and conditions or with some additions / deletions / modifications, for further specific period(s) mutually agreed upon by the successful Contractor and the Client.
4. The Contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency.
5. The Contractor, would have to provide additional Security Officers, if required on the same terms and conditions given that the security needs of the Client may further increase, during the period of initial contract also.
6. The Client reserves right to terminate the contract anytime without assigning any reason after giving a one (1) months' notice to the selected Contractor.
7. The Security Officers deployed shall be the employees of the Contractor at all times and all statutory liabilities will be paid by the contractor such as NIC payments, Pensions payments, other benefits, etc.
8. The Security Officers deployed by the Contractor must be properly trained, have requisite experience and having the skills for carrying out a wide variety of security services using appropriate materials and tools/equipment. The Contractor must present certified copies all certificates to the Client indicating professional training received by the Security Officers upon commencement of their duties at the Premises and any other subsequent training that may follow.
9. The Contractor shall engage only such Security Officers, whose antecedents and health have been thoroughly verified, including character and police verification and other formalities. Such information as indicated should be presented to the Client prior to the commencement of the contract. This is applicable to the Contractor as well. The Security Officers should be physically and mentally fit to perform their duties. The Security Officers should be below 60 years of age. The agency shall be fully responsible for the conduct and behaviour of its staff.
10. Adequate supervision will be provided to ensure correct performance of the said security services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the agency deployed, the supervisory staff will patrol/inspect in their areas of responsibility.
11. . All Security Officers engaged by the Contractor shall be attired in clean, properly maintained uniforms while on duty.
12. "All Security Officers engaged must demonstrate a high level of courtesy and maintain a pleasant demeanor when interacting with Staff, Visitors, and Service Providers, thereby reflecting the highest standards of discipline. In the event of complaints from staff or at the discretion of the Client's representative, the Contractor shall promptly remove any individual deemed unsatisfactory in performance or conduct. The Contractor shall be responsible for arranging a suitable replacement without delay in all such instances.

13. The Contractor shall ensure that all deployed personnel maintain strict discipline and shall enforce a prohibition on the consumption of alcoholic beverages, smoking, loitering, gambling, and any immoral or inappropriate conduct.
14. The Contractor shall bear all the expenses incurred on any items needed by the Security Officers in the performance of their duties.
15. The Contractor will provide to the Client a list of all Security Officers so deployed with permanent and present address along with their latest photographs. It shall be responsibility of the Contractor to issue the employment card/photo/identity card to the security personnel. The Contractor has to ensure that all its employees deployed at the Premises invariably wear their ID card during their hours of duty.
16. The Contractor shall replace within forty-eight (48) hours any of its Security Officers, if they are unacceptable to the Client because of security risk, incompetence, conflict of interest and breach of confidentiality or frequent absence from duty/misconduct on the part of the Security supplied by the Contractor, upon receiving written notice from the Client. Notwithstanding the above, the Client shall have the right to ask to change /replace the personnel at any point of time without assigning any reason.
17. The Client shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the Security Officers of the Contractor.
18. The Contractor shall be responsible for any damages done to the property of the Client by the Security Officers so deployed.
19. The Contractor shall be solely responsible for the redress of grievances if any of its Security Officers deployed at the Premises. The Premises shall, in no way, be responsible for settlement of such issues whatsoever.
20. The Client shall not be responsible for any financial loss or any liabilities arising out of accident or death to any of the Security Officers deployed by the Contractor in the course of their performing the functions/duties or for payment towards any compensation.
21. Adequate supervision will be provided to ensure correct & effective performance of the security services in accordance with the prevailing assignment and instructions agreed upon between the two parties.
22. The Contractor's Security Officers shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative/organizational matters.