



## **REQUEST FOR PROPOSAL**

**Security Guard Services for the  
Fiji Gas Terminals in Lautoka, Sigatoka, Lami,  
Labasa and Savusavu**

**RESPONSES ARE DUE NO LATER THAN**

**Monday 11<sup>th</sup> DECEMBER, 2017**

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**AT**

**FIJI GAS LIMITED  
CORNER AMRA STREET & FOSTER STREET  
WALU BAY**

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## 1. Purpose

The purpose of this RFP is to secure a qualified Firm to provide uniformed, unarmed security guard services at the Lautoka, Sigatoka, Lami, Labasa and Savusavu terminals for Fiji Gas Limited.

The security company will enforce company rules and act to protect lives and property. They will have a contractual obligation to provide these actions. In addition to basic deterrence, they will be trained to operate emergency equipment, perform first aid, CPR, take accurate notes, write detailed reports, and perform other tasks as required by Fiji Gas Limited.

## 2. Background

The Fiji Gas terminals are located at Waterfront Road, Lautoka; Olosara Road, Sigatoka, Wailada, Lami, Naqere, Savusavusu, and Malau, Labasa. The normal hours of operation are as follows but may vary due to the high demand of our products from time to time:

Monday to Thursday	7.45am – 4.45pm
Friday	7.45am – 4.15pm
Saturday	8.00am – 12.00pm

The terminal contact details of each site are as follows:

### **LABASA**

Mr. Jefferson Gock  
Manager

Nasekula Rd	881 2973
Fax	881 3779
After Hours	799 8524

### **SUVA**

Niteshwar Sami  
Manager

Wailada, Lami	336 1694
Fax	330 2546
After Hours	799 8503

### **LAUTOKA**

Mr. Johnness Surend  
Manager

Waterfront Rd, Veitari	666 3355
Fax	666 4614
After Hours	799 8520

### **SAVUSAVU**

Mr. Jefferson Gock

Naqere Industrial Subdivision	885 0437
Fax	885 0771
After Hours	799 8524

### **SIGATOKA**

Kunal Narayan

Temple Rd, Queens Highway	650 0578
Fax	652 0316
After Hours	799 8539

### 3. Minimum Qualification

To be eligible to respond to the RFP, the Proposer must demonstrate sufficient capacity, resources and experience to provide Security Guard Services. Any Proposer that fails to meet all the following minimum criteria shall be noted as "non-responsive" and will not be evaluated and scored.

- At a minimum, the Proposer shall be licensed to do business in the respective town/city;
- To be determined responsive, firms must be licensed, bonded and insured as required.
- The individuals proposed to serve as guards must have a minimum of three (3) years experience as a security guard. Guards must have proof of Basic Security Officer Training, OHS and First Aid Training.

### 4. Scope of Work

In general, the Security Guard receives general supervision from the Terminal Supervisors while protecting terminal staffs, materials, furniture, equipment, and premises. Circulates throughout the public areas of the terminal to maintain an orderly atmosphere conducive to safe work and enjoyment and performs related duties as required.

- **Uniforms:** The guard shall wear a distinctive uniform (100% cotton) that is professional and that clearly creates the appearance that the individual's function is security. Safety shoes must be polished at all time, uniform clean, ironed, and worn in a meticulous and professional manner. Any garments worn to adjust to the climate (example: a jacket) must not hide the security guard markings of the uniform.
- **Communication:** The Guard shall carry a working cell phone. The cell phone is to report emergencies to the nearest Police Station. The cell phone number must be made available to the Terminal Supervisors in order that the security guard is immediately alerted of problems in one area while patrolling another area. The security guard must contact the Terminal Supervisor/Manager if there is a problem in meeting the security guard coverage. The successful vendor is responsible for finding a replacement.
- **Security Guard Service Hours** – 24 hours a day, 7 days a week working shift hours. For the first 6 months the successful Security Company will be on probation- thereafter based on performance and a mutual agreement between the two parties- service contract will be extended an additional 6 months.

Fiji Gas Limited will have the sole right to reduce or increase the hours of security services should the need arises during the contract. Should this eventuate- the Security Service provider will be advised in writing.

- **Duties:** Some sample duties are listed below:
  - Maintains a quiet atmosphere within the terminals
  - Enforces Fiji Gas policies, rules, and safety regulations
  - Uses non-violent crisis intervention techniques to diplomatically confront people exhibiting disruptive, offensive or inappropriate behavior
  - Expels unruly persons and detains more serious offenders for proper authorities
  - Notifies supervisors of possible emergency conditions
  - Notifies supervisors of incidents and prepares appropriate reports
  - Exercises crowd control; prevents large crowds from assembling
  - Prevents theft and mutilation of terminal materials and facility structure
  - Shows sensitivity to handicapped populations

- Shows sensitivity to the special needs or problems of the community
  - Assists in emergency situations
  - Discourages loitering and maintains order
  - Gives directions and refers questions about terminal services to the terminal supervisors
  - Patrols inside and outside the building during open hours
  - Checks restrooms and areas not open to the public
  - Prevents unauthorized access to restricted areas
  - Assists at closing time to insure that all users leave the premises
  - Surveys facilities for problems of security (including non-functioning light bulbs and vandalism) and hazardous conditions and reports them to the terminal supervisor for repair
  - Intercepts anyone activating electronic security system and discovers reason for alarm
  - Assists terminal staff as necessary
  - Completes patrol activities to detect security or safety problems
  - Investigates any unusual or unauthorized activities, notifies appropriate persons of activities, and prepares related reports or activity logs
  - Monitors and maintains all building security systems
  - Monitors a closed-circuit television system, and ensures that the system is fully operational at all times
  - Provides appropriate information in response to inquiries from visitors or agency staff
  - Maintains up-to-date and continuous security inventory of facilities
  - Enforces security and protection rules and maintains order
  - Ensures the safe access and egress to the facility for all occupants
  - Maintains records of security matters, key control logs including cylinder and bulk reconciliation, staffing schedules, and security checklists; responds immediately to emergency calls
  - Other duties as required to maintain effective and efficient security
- **Objectives:**
    - Maintain an orderly atmosphere conducive to work and enjoyment
    - Effectively and properly deal with disruptions in a respectful and tactful manner
    - Be proactive in preventing disruptions
    - Protect life and property of Fiji Gas staff and customers
    - Immediately resolve any mischief in such a manner as to discourage future occurrences
    - Continuously patrol the inside of the terminals with a focus on the major problem areas
    - Insure that all staff areas are respected
    - Monitor security cameras as needed
    - Periodically patrol the outside perimeter with a focus on the parking lot
    - Maintain the proper decorum befitting someone associated with the business
    - Maintain an active and positive working relationship with the supervisory staff at the terminals

## **5. Term of Contract**

The term of the contract shall be for a period of 6 months initially as probation and there after another six months upon mutual agreement of both parties.

## **6. Proposal Conditions**

Fiji Gas may, at its sole and absolute discretion, reject any or all Proposals, re-advertise this RFP, postpone or cancel this RFP process at any time, or waive any irregularities in this RFP or in the Proposals received as a result of this RFP.

- The determination of the criteria and process whereby Proposals are evaluated, the decision as to who shall receive a contract award, or whether an award shall ever be made as a result of this RFP, shall be the sole and absolute discretion of Fiji Gas.
- In no event will any successful challenger of these determinations or decisions be automatically entitled to the award of this RFP.
- The submittal of a Proposal will be considered by Fiji Gas as constituting an offer by the Proposer to provide the services described in this RFP.

## **7. Rules, Regulations, and Requirements**

All Proposers shall comply with all laws and regulations of the Laws of Fiji applicable to submitting a response to this RFP and to providing the services described herein.

## **8. Change of Proposal**

Any Proposer, who desires to change his/her Proposal, shall do so in writing. Any request for changes shall be received prior to the date and hour of the Proposal opening. The Proposer's name and the RFP # shall appear on the envelope.

## **9. Withdrawal of Proposal**

A Proposal may be withdrawn prior to the date and hour of the Proposal opening. Any Proposal not so withdrawn shall, upon opening, constitute an irrevocable offer, for the period of ninety (90) days after the date of the Proposal opening, to provide the proposed services.

## **10. Modifications of Proposal**

No unsolicited modifications to Proposals will be permitted after the date and hour of the Proposal opening.

## **11. CONFLICTS OF INTEREST**

Fiji Gas Conflict of Interest guidelines apply to this contract. Contractors shall be aware, if awarded that no person under its employ who presently exercises any functions or responsibilities on behalf of Fiji Gas in connection with this RFP has any personal financial interest, directly or indirectly, with contractors or vendors providing professional services on work assigned to the Contractor, except as fully disclosed and approved by Fiji Gas Contractor shall further be aware that if awarded, in the performance of this RFP no person having such conflicting interest shall be employed.

## **12. VENDOR REGISTRATION**

The awarded Proposer shall be a registered vendor with the respective town/city council for the duration of the agreement. In becoming a registered vendor, the Proposers confirms its knowledge of and commitment to comply with the Town Council Regulations which sets forth the provisions of the procurement of supplies and services, including source selection and contract formation.

## **13. REVIEW OF PROPOSALS**

Fiji Gas will not allow any requests for documents or reviews of submittals until thirty days after proposals are received or after award. After said time, firms may request documents or make an appointment to review submittals and presentations.

## **14. CONTACT PERSON**

For any information regarding the specifications and requirements of this RFP, contact: Max Olsson via email at [max@fijigas.com.fj](mailto:max@fijigas.com.fj)

Any questions or clarifications concerning this RFP shall be submitted in writing by mail, facsimile or email to the National Operations Manager, Fiji Gas Limited, Walu Bay Head Office on mobile phone 7998502. The RFP title/number shall be referenced on all correspondence. All questions must be

received no later than **Monday 11<sup>th</sup> December 2017 at 3:00 PM**. All responses to questions/clarifications will be sent to all prospective Respondents in the form of an addendum. No questions will be received written, verbally or after said deadline.

**15. PRE-PROPOSAL CONFERENCE**

N/A

**16. METHOD OF AWARD**

A committee of three (3) members appointed by the Chief Financial Controller shall meet to review the responses to the RFP for compliance with the requirements and provide an objective evaluation of all proposals. The committee will be comprised of appropriate Fiji Gas personnel from multiple departments as deemed necessary, with the appropriate experience and/or knowledge, striving to ensure that the committee is balanced with regard to both ethnicity and gender. The Committee's initial evaluation of proposals shall be on the basis of the specific company need and the professional services offered by the Respondent in accordance with those criteria listed below.

Criteria will be scored on a scale of "0" to "100" per evaluator with the maximum number of points available for each criterion as noted in this section. The total maximum number of points to be scored under this process is 300. Scoring is based on a point total per evaluator and not a percentage.

Proposals will be evaluated based on the following criteria:

1. Firm / Staff Overall Experience	30 Points
2. Methodology, Transition & Approach to perform the required services	25 Points
3. Price Proposal	35 Points
4. Local Preference	10 Points
<b>TOTAL</b>	<b>100 Points</b>

Award will be made to the Respondent who submits the overall Proposal that is determined to provide the best value to Fiji Gas. Any contract resulting from this solicitation will be in the form acceptable to Fiji Gas.