

Good Afternoon,

Please see below query received (in black font) and the response provided for each question (*in blue font*) for Procurement #2020/MSDPROB/07, Provision of Security Services for the Department of Probation – Zenaida Haven. This email and its attachments are being forwarded on behalf of the Ministry of Social Development Procurement Committee.

1. What are the Business/Visiting Hours of the Juvenile Center? – *The Juvenile Residential Centre is a 24 hour operational facility. Security is required for 3 shifts (6:30 am – 2:30 pm, 2:30pm – 10:30pm, 10:30 pm – 6:30 am). Family visits are scheduled for Saturday and Sundays. On occasion family visits can be scheduled during the week based on the working arrangements of parents.*
2. Is there a designated area for the Security Officer at the Center? – *The Security Officer is seated in a central location in the facility with sight of the corridor, bathrooms and rooms and also the kitchen and lounge areas. There is no designated office space for Security.*
3. Are there any eating and bathroom facilities available to the Security Officer? *Security Officers use facilities that are made available for staff*
4. Is there CCTV at the premises, and if so who is responsible for the monitoring? *Cameras are located in key areas of the Centre however, they are not operational at this moment. No need for monitoring. When matters of concern have arisen in the past a request for recordings for the specific time period have been requested*
4. For the K9 searches who will provide the K9's? *The Security Firm*
5. How much Security Guards are required per shift? *One, however more can be required when there are activities or the risk management needs of the Centre changes.*
7. Can the service provider reassigned or rotate Security Guards at the Juvenile Center? *Yes but we would prefer some consistency with the allocated Security to the Centre. We also reserve the right to indicate when we feel that a Security officer does not appear to be a good fit and request that he be reassigned out of the Centre*
8. Is it mandatory at this proposal stage to provide names of the Security Officers who will be working at the Juvenile Center. **No**
9. Is the Security Officer allowed to be armed or carry weapons? **No**
10. Will the Service Provider need to provide all equipment and gears needed for the operations? *Unclear – if the following response does not answer your query, please reframe and resubmit. However,*

***Security Guards are required to maintain a log of activities and actions undertaken while on duty. Information from this log can be accessed upon request by the Supervisor or the Chief Probation Officer***

11. For clarity 4 bids are submitted as follows:
- 1 – Original printed
  - 3 – Copies printed
  - 1 – Electronic copy - which can be presented on a flash drive or via email? ***The electronic copy should be submitted on a flash-drive which must be in the sealed envelope with your hardcopy bid.***

Grateful for acknowledgement of receipt of this email.

Regards,  
MSD Procurement Committee  
28<sup>th</sup> Oct, 2020