

Annex C Scope of Services and Specification Information

SCOPE OF SERVICES AND SPECIFICATION INFORMATION

Support of Services

The contractor shall include any and all support and implementation services and equipment your company will provide relevant to the implementation of this contract. The contractor will be responsible for maintaining supervision of all working personnel. It is the Contractor's responsibility to see that all their activities are properly coordinated with Departments operations and to modify assignments as required.

The Departments will require the name of the member of your firm who will be the main contact for this contract inclusive of their telephone, fax and email address.

The Magistrates' and Supreme Courts and Court Services require the professional services of a security service provider capable of working in the capacity of Court Security. The contractor must have the requisite skills and experience necessary to provide such services at the following locations:

- i. Dame Lois Browne-Evans Building (DLBEB) 58 Court Street, City of Hamilton
- ii. Supreme Courts 1, Session House, 21 Parliament Street, City of Hamilton

The contractor shall provide uniformed security officers within the precincts of the Supreme and Magistrates' Courts on up to 11 hours-a-day, 5-day-a-week basis, or as indicated per site specifications. The contractor will provide a variety of services implementing the Court security objections according to policies and procedures which may include but is not limited to the following general tasks:

Hours of Operation - Dame Lois Browne-Evans Building (DLBEB) **NB: Two (2) female Security Officers are required for the Magistrates' Court duties.*

DUTIES	HOURS	DAYS	NUMBER OF OFFICERS
Command Centre	0830hrs-1900hrs	Five (5)	One (1) Officer
All Floors	0800hrs-1700hrs	Monday-Friday	One (1) Supervisor
All Floors	0800hrs-1700hrs	Monday-Friday	One (1) Officer
All Floors	0800hrs-1700hrs	Monday-Friday	Three (3) Officers
All Floors	0830hrs-1630hrs	Monday-Friday	One (1) Officer
3 rd Floor	1700hrs-1900hrs	Monday-Friday	One (1) Officer
Court Services	0830hrs-1900hrs 0830hrs-1700hrs 1700hrs-1900hrs	Monday-Thurs. Monday-Friday When Required	One (1) Male Officer One (1) Male Officer

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Command Centre

To be manned by one (1) Security Officer. The Contractor is to provide on-going Monitoring of CCTV cameras; and reporting of incidents and/or outages/malfunctioning of CCTV cameras.

In the event of an alarm, the primary Annunciator Panel located on the Bermuda Police Service side shall activate. The Police Station Duty Officer (SDO) shall first determine the location, the SDO shall be provided with a list of names and contact information of the security personnel within the DLBEB. The SDO shall then contact the Security Command Centre and provide them with location information so that they can verify the event. The SDO shall contact either the designated Office Fire Marshall or staff member within that office to verify the event.

In case of an actual event; the alarm is allowed to continue and the Bermuda Fire Services (BFS) shall be deployed.

In case of a false event; the alarm shall be silenced and BFS is contacted informing them they can stand down.

Magistrates' Courts and Supreme Court 4

The operational procedures for the security officers within the precincts of the Magistrates' Court are as follows:

- Operate the Court's enhanced metal detector equipment to screen court visitors for weapons and other contraband;
- Use hand held metal detectors to screen visitors for weapons and contraband;
- Search purses, handbags, backpacks, brief cases, containers, etc.;
- Monitor the security camera system and report any security violations, disruptions and other dangerous situations to the *Court Manager, Deputy Provost Marshal General (DPMG)* and the Bermuda Police Station Duty Officer;
- Provide general information to the public;
- Provide building opening and closing security checks of all public areas, Court rooms and administration offices;
- Restrain unruly individuals and if necessary escort them from the building;
- Execute a citizen's arrest on individuals who commit arrestable offences during the performance of their duties;
- Complete daily logs recording the following information:
 - i. Security Officers hours of work;
 - ii. Security Officers duties;
 - iii. Numbers of public persons entering the building and;
 - iv. Security deficiencies and safety concerns;
- Alert the DPMG and any Police Officer of breaches in security and incidents needing law enforcement intervention.
- Ensure proper screening and first aid treatment if necessary for all persons in particular those individuals with physical disabilities and their assistive supports and devices (i.e. wheelchairs).
- To evacuate all staff members and visitors during a fire alarm, fire drill and or bomb threat to the facility.
- To assist the Magistrates, Police and Court Bailiffs with the appropriate protocol of the courts.

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Court Services (Third floor)

The operational procedures for the security officer assigned to the Court Services duty are as follows:

- Use hand held metal detectors to screen visitors for weapons and contraband.
- Search purses, handbags, backpacks, brief cases, containers, etc.
- Provide security checks of administration offices and other related areas (rest rooms used for drug testing etc.) upon the commencement of their duties, throughout their tour of duty and prior to the completion of their duty.
- Restrain unruly individuals and if necessary escort them from the building.
- Execute a citizen's arrest on individuals who commit arrestable offences during the performance of their duties.
- Complete daily logs recording the following information:
 - i. Security Officers hours of work;
 - ii. Security Officers duties;
 - iii. Names of individuals entering the area and;
 - iv. Security deficiencies and safety concerns.
- Alert the DPMG and any Police Officer of breaches in security and incidents needing law enforcement intervention.
- Ensure proper screening and first aid treatment if necessary for all persons in particular those individuals with physical disabilities and their assistive supports and devices (i.e. wheelchairs).
- Evacuate all staff members and visitors during a fire alarm, fire drill and or bomb threat to the facility.

Supreme Court 1

The contractor will supply security officers to provide a security presence during the sitting of the Appeals Court and Criminal Trials as and when required. The hours of operation and duties are as follows:

DUTIES	HOURS	DAYS	NUMBER OF OFFICERS
Appeals Court	0930hrs to the completion of the proceedings	Monday-Friday	Two (2) Officers (male & female)
Criminal Trials	0930hrs to the completion of the proceedings	Monday-Friday	Two (2) Officers (male & female)

- Use hand held metal detectors to screen visitors for weapons and contraband.
- Search purses, handbags, backpacks, brief cases, containers, etc.
- Provide security checks of related areas upon the commencement of their duties, throughout their tour of duty and prior to the completion of their duty.
- Restrain unruly individuals and if necessary escort them from the building.

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- To execute a citizen's arrest on individuals who commit arrestable offences during the performance of their duties.
- Complete daily logs recording the following information:
 - i. Security Officers hours of work;
 - ii. Security officers duties;
 - iii. Number of individuals entering the court proceedings and;
 - iv. Security deficiencies and safety concerns.
- Alert the DPMG and any Police Officer of breaches in security and incidents needing law enforcement intervention.
- Ensure proper screening and first aid treatment if necessary for all persons in particular those individuals with physical disabilities and their assistive supports and devices (i.e. wheelchairs).
- To evacuate all staff members and visitors during a fire alarm, fire drill and or bomb threat to the facility.
- To assist the Judges, Police and Court Attendants with the appropriate protocol of the Courts.

Other Requirements

The contractor must provide all necessary personnel, management, supervision, administrative support, materials, supplies, and clothing not provided by Magistrates' Court, to perform Court Security Services.

During the term of this contract, including any extensions, the security coverage required may change (increase or decrease) as deemed necessary by the Departments.

All agents of the company performing security duties for the Courts must be physically fit and currently licensed pursuant to the Private Investigators and Security Guards Act 1974 (amended) and the Private Investigators and Security Guards Act 2010.

The Contractor shall develop a comprehensive set of Standard Operational Procedural (SOP) documenting both general procedures as well as site-specific responsibilities. SOP shall be prepared prior to the commencement of the contract and must be reviewed and approved by the Departments within thirty (30) days from the commencement of the contractor's services. All Security Officers will be required to read and verify they understand the SOP and posted orders and at minimum, shall be tested on their duties at the request of Court Management.

The contractor shall agree to remove from the site, when required to do so by the Court Manager and DPMG, any employee considered by the Judicial Department to be performing unsatisfactory or deemed undesirable, subject to any applicable law and for Security at the Courts by the Court Service Management.

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Health and Safety Regulations

The Contractor must comply with all legal requirements of all levels of government and verification of drug testing of their staff. All workplace injuries, accidents, or other incidents must be reported to the Departments by the Contractor within twenty-four (24) hours.

All works must be carried out in strict accordance with the Bermuda Occupational Safety & Health Act Regulations of 2009. The Government of Bermuda Health and Safety policy includes the provision that no alcohol or prohibited drugs may be consumed on the site or in any vehicle related to the works or service provided. Also, no employee of the Contractor or sub-contractor shall be under the influence of alcohol or drugs whilst at work.

Training and Support

Installation of any additional hardware, monitoring devices, training and support services are a consideration in awarding this contact. Include any and all support and implementation services your company will provide the Departments require copies of all training certifications obtained by the individual security officers.

Loss of Services

The Departments reserves the right to retain, out of any monies payable under the contract, the total outstanding amount from time to time for all damage claims by Departments or any third parties arising out of this contract which have not been settled by the contractor or their insurers.

The contractor will be responsible for ensuring a continuous delivery of services in the event of a labor disruption by the contractor's staff, Departments staff, or third party interruptions.

In the event the contractor becomes insolvent and/or the Departments suffers a loss of contracted services during the period of the contract; the Departments will have the right to replace the contractor with another suitable Contractor as deemed by the Departments (subject to cancellation of contract).

END OF SCOPE OF WORKS AND SPECIFICATION SECTION