Terms of Reference for Security Consultancy Services

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1. Introduction to SEEPZ-SEZ

Santacruz Electronics Export Processing Zone (SEEPZ) is a Special Economic Zone in Mumbai, India with a geographical spread of nearly 110 Acres with 9 major buildings (and other private buildings built by units on leased plots) with multiple private buildings (approximately 4 Lakh square feet of space). There are a total of 71 buildings with total area of 4,21,105.00 sq. meter inside SEEPZ, SEZ premises of 110 acres area. SEEPZ area accommodates 443 units with a daily footfall of around 80,000 employees.

The core objective of engaging a security management consulting firm for this assignment is to bring in the necessary domain knowledge, experience and institutional expertise to make SEEPZ a safe and secure working place as true gateway to global markets.

The responsibilities will include assessing potential security threats or breaches, and creating contingency plans for when breaches occur. It is imperative for the security consultant to have excellent attention to detail as well as strong strategic planning skills, great communication and interpersonal skills, as well as top-notch technical skills.

2. Scope Of Work

Security at SEEPZ, SEZ consists of the following five specific components

(A) Physical security with deployment (active/passive) for trained security personnel.

(B) Technology assisted access/egress control and monitoring systems like Visitor Access Management System / Cargo and Vehicle Screening etc.

(C) Offsite monitoring for surveillance camera and integrated response with a Control Command Center.

(D) Dedicated Communication products for VHF based radio communication.

(E) Security infrastructure like boundary wall barriers, vehicle movement, current visitor management system, flap barriers, door frame metal detectors, hand held metal detectors, boom barriers, security lighting, vicinity lightings, high masts and other security related equipments

2.1. Responsibilities

a) Testing and analyzing assets for potential security threats.

b) Identifying possible security threats and determining the best security measures.

c) Designing, implementing, and maintaining security protocols, policies, plans, and systems to cover all possible security threats.

d) Maintain a constant surveillance over the campus of SEEPZ to ensure that all security instructions are fully complied with. Any security lapse should be immediately looked into and also brought to the notice of higher authorities.

e) Assistance in identifying the training need assessments for the internal staff and officials of the SEEPZ, SEZ and to frame the security management policy and optimization of the security manpower at SEEPZ, SEZ for all security related activities.

f) Formation of all security related SOPs specific to the requirements of SEEPZ relating to person checking, vehicle checking protocols, static and dynamic manpower deployment, patrolling, response to emergencies, communication protocol, CCVT upgradation and integrated control from Command room etc.

g) Formulation and implementation of arrangements, plans and response for any attack, armed intrusion, sabotage on this vital organization.

h) Assessing & formulation of PPR & DPR for UVSS (under vehicle surveillance system), underground hydraulic bollard barrier system at the entry points, sensor based intrusion detection system for perimeter wall.

i) Bringing in the technology based gate pass system for entry /exit of individuals as well as vehicles in SEEPZ.

j) Checking the deployment arrangements of SEEPZ security personnel as well as private security personnel.

k) Carrying out surprise inspections of duties being performed by security personnel.

l) Conducting checks of perimeter walls/fencing and reporting of the lapses noticed.

m) Surprise checking of movement of people/vehicles at entry/exit points as well as within the campus of SEEPZ-SEZ premises to ensure that no unauthorized person/vehicle enters the premises.

n) Regular Checking of security lighting arrangements and watch towers within the premises and to bring any deficiencies to the notice of SEEPZ administration.

o) Surprise checks of registers maintained by SEEPZ as well as private security personnel.

p) Surprise checks to ensure that no material/documents are taken out of SEEPZ without proper authority.

q) Supervising the functioning of Command & Control room.

r) Submit periodic reports to SEEPZ Administration on all security related aspects of SEEPZ.

s) Coordinating and briefing a team of security specialists and assigning tasks.

t) Meeting with clients to discuss security measures, provide information, and explained the designed system.

u) Running risk assessment and security tests and designing countermeasures to eliminate as many potential risks as possible.

v) Compiling and presenting reports on the test results.

w) Suggesting improvements to existing security systems.

x) Remaining up to date with the latest security systems, tools, trends, and technology.

y) Training staff to recognize and defend against security breaches and risks.

z) Lead the design, implementation, operation and maintenance security management systems. Participate in the creation, review and update of information security policies.

aa) Detailed examination and analysis of present security system and submission as an "as is" report and provision for a Detailed Project Report on all five major components of the security system for the futuristic "to be" security solution for SEEPZ, SEZ.

2.2. Preparation of Detailed Project Report

a) Describe and specify the physical deployment of Security Guards looking at the crucial points of the premises.

b) Describe in detail about the requirement of security manpower at various points of the premise. Prepare deployment chart with respect to the SEEPZ Layout.

c) Solutions related to surveillance of the premise through CCTV coverage.

d) Requirement related to upgradation of Command Control Center (CCC) along with CCTV requirements in various areas of premises for coverage of entire SEEPZ premise.

e) Describe and specify upgrades related to Perimeter and Boundary wall for state of art security monitoring.

f) Describe the type and scheme of Security Access Control System. and specify requirement of different standards so that the purpose and requirements of them are clearly and fully understood.

g) To establish the capacity / numbers of various components for Security Management System.

h) To specify general description and technical specification of security system, criteria for selection and sizing of equipment and accessories, material specification, and measures to be taken for safety and security of the Buildings, Gates and Common Areas of SEEPZ- SEZ premises & all equipments therein.

i) Cost Estimates of the specified system to be installed and the implementing agency.

j) Contract Drawings / Design Plan for the specified system to be installed.

k) Specify in detail regarding the following Security infrastructure –

    2.2.k.1. Boundary wall barriers

    2.2.k.2. Vehicle movement

    2.2.k.3. Visitor access management system

    2.2.k.4. Flap barriers

    2.2.k.5. Door frame metal detectors

    2.2.k.6. Hand held metal detectors

    2.2.k.7. Boom barriers

    2.2.k.8. Vicinity lightings and high masts

    2.2.k.9. Other security related equipments

2.3. Preparation of Security Manual (Suraksha Code) & Security Management Plan

a) Manual for Emergency protocols and plans to be prepared for all buildings and common areas of SEEPZ-SEZ premises.

b) Suraksha Code shall be based on the Labour Laws, Government of India.

c) Preparation of Securtiy Management Plan.

2.4. Project management of Implementing Agency

a) Assistance in preparation of Tender documents for proposed System(s)

b) Assistance in Evaluation of the received offers technically and attend discussions with the bidders to obtain clarifications / confirmations and thereafter furnishing recommendation

c) Assistance in scrutiny of the technical offer from equipment supplier and installer etc.

d) Technical Specification for all major equipments along with acceptance criteria.

e) Data sheet for equipment(s)

f) Bill of Materials

g) Preparation of Bar chart indicating activities, target dates and also monitoring/inspecting with respect to various stages of work

h) Schedule of commissioning & handing over and submission of recommendation with comparative statement of the above work.

i) Monitoring and Inspection of all stages of the implementation of the system(s) for quality once in a fortnight.

j) Final inspection along with project authority to witness commissioning and performance run of the system

k) Project Management for implementation of Security objectives

3. Key Deliverables

3.1. Preparation of Detailed Project Report (DPR)

3.2. Bid Process Management & Selection of an security system implementation agency

3.3. Preparation of Safe Operating Procedures (SOP) for all works and procedures related to Security

3.4. Preparation of Security Manual (Suraksha Code)

3.5. Preparation of Security Management Plan

3.6. Training and Documentation support at final acceptance test of Security Management Systems.

4. Timelines& Payment Milestone

SN	Deliverables	Timeline (weeks) T = date of commencement of services	Payment Milestone (% of contract value)
1	Acceptance of final Detailed Project Report	T + 15	20%
2	Bid process management for engaging an Implementing Agency		
2.1	Assistance in preparation of Draft Bidding Documents	T + 25	10% (payable after completion of deliverable 2.2)
2.2	Assistance in conducting pre-bid meeting and responding to pre-bid queries including issue of corrigendum	T + 27	
2.3	Assistance in evaluation of proposal	T+ 35	10% (payable after completion of deliverable 2.4)
2.4	Delivering a briefing session for the selected contract	T + 40	
3	Acceptance of final Security Manual (Suraksha Code)	T + 20	10%
4	Acceptance of final Security Management Plan & Security SOP's	T + 25	10%
5	Regular assistance in coordination with implementing agency. Submission of quarterly reports.	Quarterly after hiring of Implementing Agency	40% (10% at the end of every quarter for 4 quarters)

5. Key Experts

SN	Key Expert	Essential Qualification	Expected Input
1	Team leader	Should have retired from Armed Forces / Central Armed Police Forces / Central Police Organization / State Police as Official of the level of Inspector General or equivalent. Atleast 5 years experience of security systems inspection and preparation of security plans for large government / private industrial premises with excellent inter-personal, presentation and documentation skills.	12 months
2	Security System Designer& Manager	B. Tech / B.E. with a Certified Information Security Manager (CISM) certification. Atleast 5 years experience in designing security protection systems for large industrial premises with excellent inter-personal, presentation and documentation skills.	12 months
3	Facility Management Expert	B. Tech / B.E. with a post graduate degree in facility management. At least 5 years of experience in facility management for large industrial premises. Experience in working with government clients on security process upgradation and project management with excellent inter-personal, presentation and documentation skills.	12 months

Please note that the list of key experts is the minimum requirement from the client side. The Consultant may hire additional resources based on their own judgement of the scope of work. All key experts must be available at the client's location for at least 50% of the project timeframe.

6. Benchmarking Standards

The agency shall comply with the below statutes -

6.1. Local authority having jurisdiction guidelines

6.2. Standards applicable from Bureau of Indian Standards (BIS)

7. Support Provided by Client

1. The client shall provide office space to the consultancy's team. Laptops and peripherals are to be provided to its team by the consultant.
2. The client shall provide access to relevant documentation, reports, budget documents, etc. to enable consultant's team to prepare a comprehensive vision document.
3. The client shall grant necessary access permissions to the consultant's team to visit SEEPZ SEZ Authority office and other parts of the premises for carrying out field visits.
4. The client shall make available its conference hall facility which is equipped with Cisco WebEx hardware to carry out offline and online consultations with stakeholders.