



Project ID : NTC-PB-2017-03-02 (Rebidding)
Project Name : Provision of Security Services for NTC-CO and NTC-NCR (Rebidding)
Location of the Project : NTC Bldg., BIR Road, East Triangle, Diliman, Quezon City)

CONFORMITY WITH SECTION VII. TECHNICAL SPECIFICATIONS

Item No.	Specifications	*Statement of Compliance
1	Annex A - Minimum Qualifications of Security Guards	
2	Annex B - Minimum Security Equipment and Other Requirements	
3	Annex C - Security Plan of the National Telecommunications Commission	
4	Annex D - Organizational Structure of the Security Force	
5	Annex E – Work Schedule / Assignments	
6	Annex F - Operating Policies and Procedures	
7	Annex G - NTC Performance Criteria	

I hereby certify that the Statement of Compliance to the foregoing Technical Specifications are true and correct, otherwise, if found false either during the bid evaluation or post-qualification, the same shall give rise to automatic disqualification of our bid.

Name of Company/
Bidder

Signature Over Printed Name
of Authorized Representative

Date

** Bidders must state here either "Comply" or "Not Comply" against each of the individual parameters of each Specification stating the corresponding performance parameter of the equipment offered. Statements of "Comply" or "Not Comply" must be supported by evidence in a Bidders Bid and cross-referenced to that evidence. Evidence shall be in the form of manufacturer's un-amended sales literature, unconditional statements of specification and compliance issued by the manufacturer, samples, independent test data etc., as appropriate. A statement that is not supported by evidence or is subsequently found to be contradicted by the evidence presented will render the Bid under evaluation liable for rejection. A statement either in the Bidders statement of compliance or the supporting evidence that is found to be false either during Bid evaluation, post-qualification or the execution of the Contract may be regarded as fraudulent and render the Bidder or supplier liable for prosecution subject to the provisions of ITB Clause **Error! Reference source not found.** and/or GCC Clause **Error! Reference source not found.***

Annex A - Minimum Qualifications of Security Guards

The Security Guards shall have the following minimum qualifications:

- a. Must be at least 21 years old.
- b. Must be at least high school graduate.
- c. Has undergone Pre-licensing Training Programs for new recruits, or Refresher Training Programs for security guards with more than one year experience.
- d. Physically and mentally fit.
- e. Of good moral character and reputation supported with NBI Clearance.
- f. Knows how to deal pleasantly and courteously with personnel, clients and the general public, supported with a Certification from the Security Agency.

Provided that items (b), (c), and (d) shall be supported with a regular license (Private Security License Card).

Provided further that both regular license (Private Security License Card) and NBI Clearance shall be valid as of the date of opening of bid and subject to renewal, if the same should expire during the contract implementation.

Annex B – Minimum Security Equipment and Other Requirements

Equipment	CO	NCR
1. Licensed Firearms		
• Shotgun	One (1)	
• 9-mm caliber Handgun	Five (5)	Three (3)
2. Metal Detector	Two (2)	One (1)
3. Licensed Radio Communications Equipment	Five (5)	Two (2)
4. Search Mirror	One (1)	
5. High-performance desktop computer with printer for reporting, recording and monitoring purposes	One (1)	
6. Surveillance monitoring equipment which include the following:		
• 16-channel high definition digital video recorder with 4TB internal Hard Disk Drive	One (1)	
• 32-inch LED high definition monitors	Two (2)	
• High-Definition CCTV cameras	Fourteen (14)	
• 4TB external hard disk drive.	Five (5)	
7. Augmentation guard during special or extraordinary occasions at no extra cost to the Commission.	At least Two (2)	
8. Repair and re-painting of parking signboards.	As necessary	

Annex C - Security Plan of the National Telecommunications Commission

I. MISSION

To conduct comprehensive security operations for the protection of NTC officials, personnel, visitors and properties against assault, arson, mischief, pilferage, robbery, sabotage, terrorism and theft, including safety measures and response to prevent and minimize loss or damage from calamities and civil disturbance.

II. OBJECTIVE

- a. To undertake security measures for total protection of NTC officials, personnel and properties against theft, sabotage, arson, pilferage, robbery and other unlawful acts.
- b. To undertake other security operations such as traffic/crowd control and respond to emergencies (man-made or natural).
- c. To undertake preventive measures that will deter unauthorized individuals from entering the NTC compound.
- d. To enforce existing NTC security rules and regulations on personnel.
- e. To perform other operations as deemed necessary by NTC management

III. CONCEPT OF IMPLEMENTATION

a. PRE-DEPLOYMENT PHASE

In coordination with NTC management and the outgoing security contractor, the incoming security contractor shall organize an advance team who will conduct a pre-deployment orientation onsite. At the expense of the winning bidder, the said advance team will render duties side by side with the personnel of the outgoing security provider two (2) days before the formal assumption.

b. SERVICE TAKE OVER/DEPLOYMENT PHASE

1. A minimum of eight (8) hours before expiration of the security contract of the outgoing security contractor, the incoming security force listed in the manning detail order must attend a briefing to be conducted by the NTC Security Coordinator. Thereafter, they shall be posted alongside with the outgoing security guards to get acquainted with the new assignments.

2. With the consent of the officers of both parties, staffs of the outgoing security provider shall pass through the security searching and frisking procedures upon their departure from the premises of NTC. All office equipment , furniture, painting, vehicles and other items with significant value that is to be brought outside the NTC compound shall be accompanied by Gate Pass issued by authorized NTC property officer of the Property, Procurement and Supply Management Services Division, General Services Office, Administration Sector.
3. Authorized representative of the outgoing security contractor shall be required to make proper endorsement of accountability to the authorized representative of the incoming security contractor in the presence of the authorized NTC representative prior to their departure.
4. A list of incoming security personnel who will take-over duties at the NTC together with their individual bio-data and licenses and mandatory clearances (as stipulated in the Bid Documents) shall be submitted three (3) days in advance to the NTC Security Coordinator for his scrutiny and approval.
5. During the actual takeover of duties at the NTC, the security guards shall be accompanied and closely supervised by a Senior Official of the incoming security contractor (agency).
6. All incoming security personnel who will assume to take over duties shall report in proper uniform with head gears and paraphernalia, prescribed equipment (as prescribed in the submitted Technical Proposal) and all necessary documents such as duty detail order, guard's license, copy of firearms license, and individual company ID.

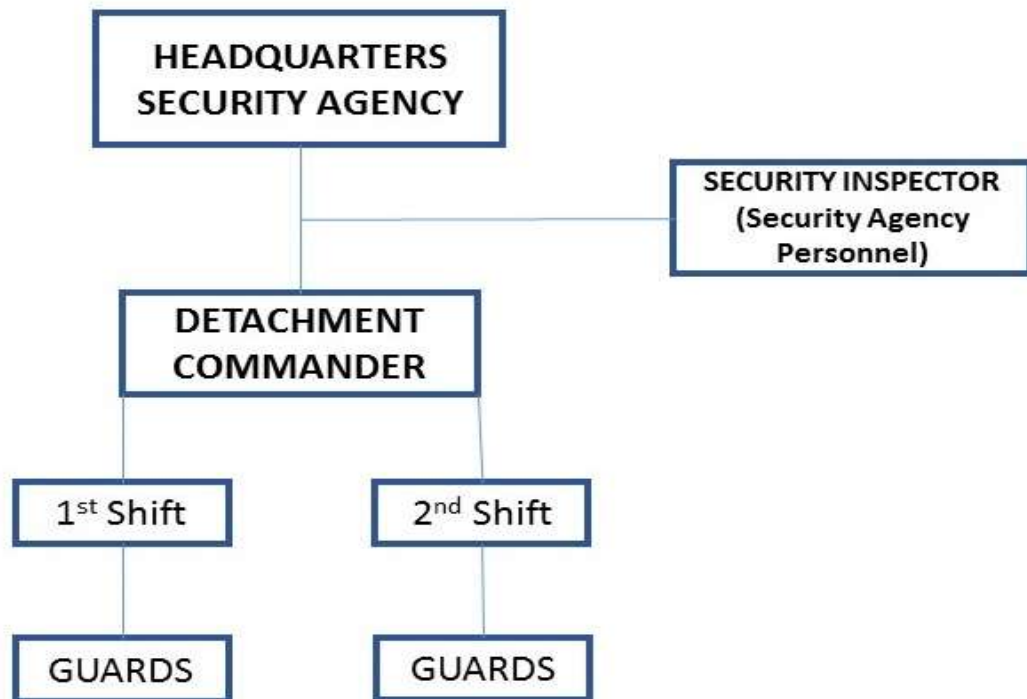
c. LOGISTICS

1. Security Contractor will provide the security force with the minimum equipment required under the bidding rules such as service transportation, firearms, licensed radio communications equipment and other equipment deemed necessary in the effective implementation of security policies, rules and regulations of NTC.
2. The Security Contractor will also provide the daily time record (DTR), other logistical supplies such as logbooks, uniforms and paraphernalia.

d. ADMINISTRATION

1. Organizational Structure refer to Annex D
2. Minimum Security Equipment Required by NTC refer to Annex B
3. Security Guards Assignments / Tour of Duties refer to Annex E
4. Operating Policies and Procedures refer to Annex F
5. Regular monthly meeting with the Client or as necessary announced and unannounced visit/inspection by NTC

Annex D - Organizational Structure of the Security Force



Site : NTC Central Office
NCR Regional Office
BIR Road, East Triangle, Diliman, Quezon City

Annex E – Work Schedule / Assignment

ITEM NO.	SECURITY STATION	NO. OF GUARDS	TOUR OF DUTY	NO. OF HOURS	DAYS OF DUTY
	Central Office- First Shift				
1	Detachment Commander	1	7:00AM - 7:00 PM	12	Mon. – Sun.
2	Main Gate Entrance	2	7:00AM - 7:00 PM	12	Mon. – Sun.
3	Building Area	1	7:00AM - 7:00 PM	12	Mon. – Sun.
4	Main Entrance Door	1	7:00AM - 7:00 PM	12	Mon. – Sun.
5	Parking Guard	1	7:00AM - 7:00 PM	12	Mon. – Sun.
	Central Office- Regular Shift				
6	Main Entrance Door	1	8:00AM - 5:00 PM	8	Mon. – Fri.
7	Parking Guard	1	8:00AM – 5:00 PM	8	Mon. – Fri.
	Central Office- Second Shift				
8	Deputy Detachment Commander	1	7:00PM - 7:00 AM	12	Mon. – Sun.
9	Main Gate Entrance	1	7:00PM - 7:00 AM	12	Mon. – Sun.
10	Building Area	1	7:00PM - 7:00 AM	12	Mon. – Sun.
11	Back Door Area	1	7:00PM - 7:00 AM	12	Mon. – Sun.
	NCR – First Shift				
12	Roving/Parking Guard	1	7:00AM – 7:00PM	12	Mon. – Sun.
	NCR – Regular Shift				
13	Main Entrance Door	1	8:00AM - 5:00 PM	8	Mon. – Fri.
	NCR – Second Shift				
14	Building Guard	1	7:00PM - 7:00AM	12	Mon. – Sun.

Annex F – Operating Policies and Procedures

This operating policies and procedures of the Security Guards are hereunder grouped into functions, duties and responsibilities, place of assignments, number of hours of duties, equipment requirements, and actions to be followed in times of natural and man-made disasters.

1. HEADQUARTERS OF SECURITY AGENCY

- a. Act as liaison with NTC Management.
- b. Provide guidance to the Detachment Commander
- c. Extend managerial support to the Detachment Commander.
- d. Procure supplies and equipment that are needed by the Security Force.
- e. Provide assistance to the members of the Security Force assigned at NTC
- f. Monitor the daily operations of the Security Force at NTC installations
- g. Provide security related services like VIP escort, background investigation, surveillance and other duties as the NTC management may direct.

2. DETACHMENT COMMANDER / DEPUTY DETACHMENT COMMANDER

- a. Has over-all responsibility of the members of the security force in the NTC premises.
- b. Provide leadership and direction for the Shift-In-Charge and Security Guards.
- c. Responsible to the NTC management for the implementation of all rules and regulations relevant to security matters.
- d. Monitor the performance and efficiency of guards and recommend the relief of misfits.
- e. Serve as liaison between the NTC and the Security Agency.
- f. Prepare and submit special reports of unusual incidents.
- g. Submit and prepare guard detail order and monthly security report and conditions of secured properties.
- h. Advise NTC officials concerned regarding measures to be undertaken to improve the security of the building premises
- i. Conduct Troop Information and Education to all guards once a month or as the need arises.
- j. Perform other duties as NTC and/or the security agency may direct.
- k. He conducts inspection and visits posts within the Area of Responsibility (AOR).
- l. He implements the security policies and directives of NTC.
- m. Submit reports of any unusual incidents.

3. BUILDING GUARDS

- a. Operate and enforce the system of personnel identification.
- b. Observe and patrol designated perimeters, areas, structures and activities of security interest.
- c. Apprehend persons attempting or gaining unauthorized access to restricted areas and those committing unlawful acts.

- d. Check depositories, rooms, or buildings of security interest any time, in addition to the normal working hours to determine that they are properly locked and are otherwise in order.
- e. Enforce the established system control over the removal of property and material from the compound, as may be applicable.
- f. Respond to protective alarm signals or other indicators of suspicious activities of lawless elements.
- g. Enforce NTC rules and regulations.
- h. Screen visitors with utmost courtesy and guide them to the office they desire to transact business. Also notify by phone the official or employee to be visited.
- i. Issue a visitors pass in exchange of a current and valid government issued identification card.
- j. Advise all visitors and employees to pin their ID while inside the building.
- k. Prohibit individuals or groups from loitering in the lobbies or building entrances.
- l. Prohibit vendors or solicitors from entering the office during office hours.
- m. Inspect thoroughly using metal detector all bags, packages and attaché case hand carried by visitors.
- n. Maintain a logbook for visitors and a separate logbook for office personnel.
- o. Conduct inventory of movable equipment in the office.
- p. Unplug electrically operated office equipment and appliances left by employees.
- q. Be familiar with the fire alarm system as well as the location of fire-fighting apparatus.
- r. Submit reports on any unusual incidents.
- s. Perform other duties as NTC and/or the security agency may direct.

4. ENTRANCE/EXIT GATE/PARKING GUARDS

- a. Control flow or traffic and direct drivers to park vehicles properly in designated parking areas.
- b. Safeguard and protect parked vehicles from pilferage of accessories and other attachments.
- c. Not allow NTC vehicles to leave the compound without necessary trip ticket and gate pass duly signed by the authorized signatory.
- d. Maintain a logbook on the arrival and departure of NTC vehicles.
- e. Control the parking of vehicles of visitors to the designated parking area. Employee's vehicles shall be allowed entry and to park in the designated area for privately owned vehicles. When departing, however, their vehicles shall be subjected to inspection as NTC vehicles.
- f. Enforce all existing NTC security rules and regulations (to be discussed by the NTC Security Officer).
- g. Conduct inspection of all offices inside the building after office hours to switch off all electrical equipment neglected by the NTC employees.
- h. Switch-off all necessary perimeter security lights within area of his responsibility during nightfall.
- i. Submit reports of any unusual incidents
- j. Perform other duties as NTC and/or the security agency may direct.

5. ROVING GUARDS

- a. All roving guards must politely guide, check and observe situations of visitor/s within area of responsibility.
- b. Guide visitors to their office destination.
- c. Check and prevent unauthorized persons from loitering in the corridors or entering offices without official business or transactions.
- d. Check all office equipment and appliance before or after office hours. See to it these office equipment and appliances are in proper places, and then close/lock all offices after determining that everything is secured.
- e. See to it that all lights are switched off and all electrically operated equipment and appliances are unplugged when occupants of an office are all gone.
- f. Impose all existing NTC security rules and regulations.
- g. Be familiar with the location of fire alarm system and firefighting apparatus.
- h. Be alert at all times.
- i. Submit reports on any unusual incidents.
- j. Perform other duties as NTC and/or agency may direct.

6. COMPOUND / BUILDING SECURITY ACCESS SYSTEM

Secure all main entry/exit doors and gates during and after office hours in order to prevent entry of people carrying deadly weapons, explosive, toxic chemicals, contraband items, prohibited drugs and other harmful materials to prevent pilferage and any property destruction.

- A. Check entry of packages, boxes, equipment, firearms and other deadly weapons, etc., to prevent destruction or loss of lives and properties (e.g. bombs).**

For hand-carried items:

The guards shall:

- a. Monitor by using metal detector and frisk suspicious looking people of deadly weapons, explosives, contraband items, prohibited drugs and other harmful substances.
- b. Inspect all bags and parcels to ensure that no deadly paraphernalia brought inside the compound.
- c. Inspect the surroundings for suspicious objects which does not belong to the ground.
- d. Require individuals possessing firearms to leave/deposit the firearm to the security guard after issuing a deposit slip.
- e. Turn over to the nearest police station individuals who are found possessing deadly or other harmful materials and/properties.
- f. Call the recipient of the delivery boxes to confirm whether or not he/she is expecting delivery boxes/properties.

For vehicles of visitors, clients and employees:

- a. Maintain a record of departure and arrival of vehicle within client premises. The record will indicate the plate number, time-in and out, the name of the driver and company.
- b. All vehicles entering the compound will be subject to through inspections. The guard will require the vehicle owners to open its compartment for inspection if there are illegal contraband items onboard, and if there is such, initiate arrest.
- c. Direct the inward and outward flow of traffic and apply existing parking regulations.
- d. Visitors who refuse to subject his vehicle for inspection shall be denied entry.
- e. The guards at the entrance gates must be equipped with the under-chassis mirror for inspection under the vehicle.

B. Record entry of packages (except food items), boxes, equipment, firearms and deadly weapons.

The guard shall:

- a. Maintain a record of visitor's logbook within its post. The logbook will indicate the name of the visitors, company/residence address, purpose of visit, signature and time in/out.
- b. Verify with the recipient of delivered boxes if he is expecting any delivery.

C. Safekeeping of the deadly weapons

- a. Individuals found in possession of deadly weapons will be subject for investigation. If he is authorized by law, the owner will deposit the firearms/weapons to the guard and the duty guard will issue a deposit slip indicating the name of the owner, model/type/caliber of firearm, date & time in/out. When the owner needs to leave the compound he/she must surrender the deposit slip to the guard to retrieve his weapons/firearms.
- b. Individuals in possession of deadly weapons who are found unauthorized by law will be apprehended and turned over to the nearest police station.

D. Check exit of package, boxes, equipment, firearms, and deadly weapons.

Hand-carried NTC property brought out of the compound shall be accompanied with property pass slip signed by the authorized NTC property officer.

- a. Guards shall deny the pull-out of the NTC property that is not covered by pass slip.
- b. Guards must inspect and ensure that the property being brought out are indicated in the property slip or gate pass. They will record the name/kind of the equipment including the serial number, person responsible, time and date. Sealed boxes brought outside the complex will be required for inspection.

Inside vehicle

- a. The gate guard will require the owner of every vehicle intending to leave the area to open its trunk compartment. If NTC property is found on board, pass slip or gate pass shall be required.

7. MAINTAIN A LIST OF NTC OFFICIALS WHO ARE AUTHORIZED TO ISSUE ACCESS PASSES/AUTHORITY

- a. Every guard post will be provided with a list of NTC officials who are authorized to sign the property pass. The list shall contain the signature of the authorized representative for comparison with the submitted gate pass of the concerned party.
- b. If the gate pass is found suspicious, the guard shall verify with the signatory if he issued such gate pass to the specified person.

8. CHECK ENTRY OF INDIVIDUALS FOR PROPER IDENTIFICATION

- a. NTC employees who are issued NTC ID cards upon employment shall wear them at all times.
- b. Employees who do not have their ID cards must be advised to secure NTC ID at the Human Resource Division.
- c. Strict implementation of "NO ID. NO ENTRY" system on all gates and entrances of NTC for security purpose shall be imposed.
- d. Visitors are required to present/show valid identification, such as school or office ID, voters ID, etc. before signing in on the logbook. Then they are required to leave their personal ID in exchange of a Visitor's pass which they will wear while inside the compound.
- e. Direct/guide lost visitor and other non-organic personnel who transacted business within the compound.
- f. All guards at the entrance and exit areas, shall maintain a logbook or log sheets for visitors. Logbooks must be kept in the security office, and shall be made available when asked for verification purposes.

9. CHECK ENTRY OF VISITORS WITH VEHICLES

- a. A control on the number of vehicles entering will be implemented to avoid congestion. The guard shall require the owner or driver of the vehicle to leave his license to the guard at the entrance gate. The guard will record the owner's name including the name, type of vehicle, time in and out. Upon leaving the compound the driver's license shall be returned.
- b. A record of arrival and departure of vehicle will be kept in the possession of the security detachment commander and be made available for verification when the need arises.
- c. The guard on duty must properly control and direct the entrance of any vehicle parked within the prescribed parking area operated by the management into designated areas, such as restricted or administrative parking area. Designated parking areas shall be marked and lighted. Loading and unloading operations

shall be supervised by guards to assure that unauthorized material or person enter/leave the building premises.

- d. The guard shall direct the inward and outward flow of traffic and employ existing parking regulations. He must also direct traffic at the parking area to avoid congestion.

10. CHECK ENTRY OF SERVICE PERSONNEL OR CONTRACTORS FOR PROPER ID, DECORUM AND AUTHORIZATION

- a. Monitor the entry of contractor's personnel working inside the NTC compound.
- b. Require the contractor's personnel to present his authority i.e. request for repair in order for the guards to verify the veracity of the request by conforming with the issuing official.
- c. When contractual repairs are being undertaken, employees of the contractor must be accompanied at all times by the client representative while performing the repairs.
- d. Personal belongings of these contractor employees shall be inspected when entering and departing the area.

11. RECORD THE ENTRY OF VISITORS, VENDORS, SERVICEMEN, ETC.

- a. Upon entry at the compound, the guard shall require them to sign/log in the visitor's logbook indicating the name, address, purpose, time in and out, and signature.
- b. The guard will issue a gate Pass/ID Tag for visitors for proper identification.
- c. Guide visitors to his destination.

12. MONITOR RETURN OF PASSES ISSUED AND CHECK THE WHEREABOUTS OF PERSONS TO WHOM PASSES WERE ISSUED

The visitor's tag and the pass slip and/or written authority are to be returned to the issuing guard at the time the visitors leave the NTC compound.

13. REGULARLY CHECK PERSONS INSIDE THE COMPOUND FOR PROPER ID AND DECORUM

Direct/Guide lost visitors and other non-organic personnel who transacted business with NTC.

14. EMERGENCY PLAN

Security officers are enjoined to act during disaster whether man-made or natural calamity. Below are the procedures to be followed:

a. **Fire**

Fire will develop when the three elements are present, known as the “triangle of fire” namely: fuel, heat and air. If one is absent the fire cannot exist. Fire also has three classifications; they are classified under class A, B or C. In our country, classes AB or C are common causes of fire. Class “A” is made of light materials such as papers, wood, and the like. Class “B” is composed of flammable liquid such as alcohol, gasoline etc. Lastly, Class “C” is caused by electrical circuits.

Because of these classification manufacturers of fire extinguisher created three types of fire extinguishers.

1. In case of fire, responding guard shall first determine the cause of fire. After determining, he shall use fire extinguisher intended for that classification of fire.

In using extinguisher the guard shall remember the “PASS” which means P-pull the pin, A-aim the nozzle, S-squeeze and S-sweep to the base of the fire until it is totally covered.

2. If the fire cannot be stopped, the guard shall immediately push the alarm button. Any guard who hears this alarm shall immediately initiate the following;
 - a. Call the nearest fire department.
 - b. Secure all entrance and exit doors and allow no one to enter the building except those authorized.
 - c. All emergency exits shall be opened.
 - d. Identify and prepare safe place for evacuation and for temporary use by the victims.
 - e. Observe any suspicious looking individual who could be a possible arson suspect.
 - f. Record the event of fire from time to time, e.g. color of smoke, speed of fire, location and the origin of fire. This will help fire investigators in locating possible evidences.
3. After the fire is contained and the building is declared safe by fire experts, guards will allow no one to enter the gutted building except those authorized.

b. **Bomb Threat**

Bomb threats are usually received through telephone. Experts say that 99 % of which is negative and only 1% is positive. In this kind of situation, precautionary measures shall be immediately initiated.

In case of bomb threat, the following shall be initiated by the security force assigned at NTC:

1. To avoid panic among the employees inside the building, security force shall use a coded music or sound that will alarm only the security guard of a bomb threat.
2. The Detachment Commander shall standby near the telephones to receive calls and take note of the following when another call is received. Encourage the caller to talk and if possible ask the caller for the location of the bomb.
 - a) The gender of the caller.
 - b) Determine whether it is a serious or a prank call.
 - c) Take note of the background noise heard on the other phone.
 - d) Other matters that will lead to identify/locate the caller.
3. Coordinate with the local law enforcement authorities, call the bomb disposal units and inform the fire department.
4. Tighten security measures by implementing luggage control and body frisking.
5. Cordon the area that is being identified by the caller and as much as possible know the location of the bomb.
6. Execute an immediate search of the area if there is still enough time.
7. If the bomb is found, do not touch it. Cordon the area, There may be tiny wires that may trigger the bomb to explode.
8. Evacuate people in the nearby places that may be reached by the explosion.
9. If the bomb squad expert already defused the bomb, execute a search for the second time to clear the area before allowing anybody to enter the place.

c. **Typhoons**

Typhoons can be monitored through news report. This kind of calamity may cause loss of properties and even lives. Security officers must follow these instructions:

1. Observe the surroundings and detect possible danger from falling branches or any object placed on a higher ground.
2. If the area is flooded, check if the water reaches the electrical outlets, if so, inform the maintenance section to switch-off the power line
3. Prepare all emergency lights for possible power cut-off.
4. Locate safe places for evacuation in case the situation will worsen.
5. Monitor radio news report to be up-dated of the situations.

6. After the typhoon, request maintenance personnel to inspect all electrical lines especially plugs in the lower level for possible damage.

d. **Reported loss and incident of theft/robbery case**

1. Upon receiving a complaint for loss of properties, the Security Officer shall immediately proceed to the scene of the crime for possible preservation and recovery of traces of evidence.
2. If possible, take a photograph of the scene, but do not touch anything.
3. List down personnel present during the discovery of the loss.
4. Conduct initial inquiry to the informant and other personnel that may have a knowledge about the case.
5. Summon assistance from agency investigators if the need arises.
6. Blotter the incident with the nearest police station that has jurisdiction of the place.
7. Prepare Incident Report and submit the same to the Detachment Commander for proper coordination. Conduct investigation of the case and submit progress reports.

e. **Picket/Strike**

In the event of any projected strike or work stoppage in the office, the following course of action is highly recommended:

Pre-strike procedure:

1. The Shift-In-Charge and Security Officers of the security agency are enjoined to exert their utmost effort to distract any possible plans that striking group/union contemplates to undertake.
2. Gather information, demands and complaints of labor Union against the management. Collect possible issues, points of the compromise advanced by management, the attitude of the labor and management and the number of sympathizers of the striking group.
3. Determine whether the impending strike is purely the result of a legitimate labor dispute or merely a front to create commotion and discontent.
4. Conduct a renaissance of the whole area to be covered by PNP and security personnel, plan probable troop disposition, and screen personnel to be utilized for duty in case the strike is staged.

On-going Strike:

1. Notify the management or its authorized representatives.
2. Keep in contact with the management for further instruction.
3. Request for additional security guards to enforce perimeter guards to prevent possible looting, sabotage and vandalism.
4. Coordinate with management regarding the need for detail of policemen at the strike area to maintain peace and order. A must, arrange with management for subsistence and allowances and such other logic needs as may be required.

f. Traffic plan for normal and emergency situation

1. For normal situation, the rules and regulations on pedestrian and vehicle traffic shall be strictly implemented such as car pass sticker, speed limit, designated parking and no parking areas, overnight parking, enforcement of safety helmet to motorcycle riders and driving practice inside the compound. To prevent parking spaces to deplete, owners of vehicles who intend to park their vehicles overnight must secure approval from the Chief of General Services Division.
2. For emergency situations like a demonstration or rally being held within the premises or compound of NTC, security personnel shall initiate action that will preempt a condition of chaos or mob rule. In the event NTC management will request for additional security personnel, the Security Agency will immediately dispatch the number of security guards requested to control the crowd especially those who shall force to enter in order to sow chaos and disorderly conduct.
3. During emergency situations, all stay-in off-duty security guards shall be utilized to help stop the on-going disturbance.
4. In time of emergency, all security personnel and augmentation force shall be under the supervision of the Chief of General Services Division. All actions of the guards must be cleared by the Detachment Commander and from the Chief of General Services Division or from his duly authorized representative.

g. **Hostage Situation**

Hostage situation is a complicated case, so we normally course the handling of the case to an expert of the PNP or other law enforcement agency with expertise in this kind of situation. However, the guard in the area of responsibility facing this kind of situation can help by doing the following:

1. Guards shall immediately notify NTC management thru the GSD and at the same time the nearest PNP unit of the hostage situation for immediate help.
2. Guards must keep the line of communication open for the hostage taker and if necessary the hostage victim in order to determine the motive and purpose of the hostage taker.
3. Guards must avoid being reckless and avoid any confrontational approach with the suspect.
4. Guards on duty shall not allow other people to intervene, it might worsen the situation. Wait for the arrival of the PNP personnel and other government authorities who are experts in crisis management for hostage taking.
5. Guards must coordinate with the PNP personnel and Crisis Management Team for any information that he gathered.

h. **Coup De' Etat**

This is a situation of national security concern. The security force in the area must not cooperate with the rebel group. The guard on duty must immediately inform the NTC management as well as his agency of the situation they have encountered.

Since this is a priority concern, at the direction of the Chief of General Services Division or his duly authorized representative, all security personnel shall implement the special course of action by evacuating NTC personnel to safer areas. Immediately, sound the alarm of call for emergency situation thru the use of radio communication. The guard shall immediately relay the message of concern to his supervisors.

In case the rebel group have intruded the perimeter of NTC, the guard on post and all available off duty guards and officers will immediately wait for the supervision of the PNP and AFP. As a Para-military unit, it can therefore be activated by the higher headquarters to act and support the AFP in times of emergency.

i. **Earthquakes**

Earthquakes are natural hazards and it cannot be predicted. Our priority concern here is to set in place procedures of how we can help mitigate or prevent damages to a minimum level;

1. During earthquakes one must remain calm and avoid panic.
2. When one is inside the building he or she shall avoid using the elevator because chances are there might be power failures and he might be trapped inside.
3. Stay away from electrical cable and wires because this might erupt and can cause electrical shock.
4. If necessary stay under the table or anything that shall give your head ample protection from falling debris.
5. Guard on post must immediately assist to the best of his ability to protect and evacuate to a safer area the concerned VIPs and employees of NTC.
6. Send immediately those employees hurt in the course of the quake to the nearest hospital.
7. Search for other persons left in the building after evacuation and report all damages in properties and injured person to the General Services Division as well as to the security agency.

In case of an earthquake, security guards are expected to act as first responders, therefore they must have undergone the basic course in the basic life support or first aid.

OTHER SERVICES:

The security agency on its account shall provide additional services to the NTC and its branch offices, free of charge, namely:

1. Nightly inspection of the guards on post by designated agency inspectors;
2. Investigate reports on security agency personnel irregularities in connection with their service/work, including investigation on reported losses. This task is handled by agency investigator duly accredited by the PNP-SAGSD;
3. A bi-monthly Troop Inspection and Education (TIE) of the security guards to acquaint them on policies, rules and regulations of NTC;
4. In-service training program and re-training of security personnel, especially on the four basic rules of gun handling, firefighting techniques and procedures and other security/emergency concerns

5. The security specialist of the security agency will also conduct a regular Security Risk Assessment aside from the risk assessment of the detailed Detachment Commander to evaluate the existing security measures and provide recommendations in case there is a need to change the security system;
6. In coordination with the law enforcement agencies a continuous intelligence networking by soliciting/gathering information within the areas to detect any criminals operating;
7. Other security gadgets/equipment which the NTC may require to meet the growing needs.

On-the-job training by the guards at all stations, two (2) days prior to take over from the outgoing security guards and agency. The OJT guards shall stand side by side with the guards of the outgoing agency to familiarize themselves with the security rules and procedures of NTC and to prevent possible sabotage.

Annex G

The duration of the contract to be bid shall be from **01 May 2017 to 30 April 2018**, subject to performance evaluation before the end of each contract year based on the set of NTC Performance Criteria. The Service Provider/Contractor should maintain a satisfactory level of performance throughout the term of the contract based on the following set of NTC Performance Criteria:

I. PERFORMANCE CRITERIA (GPBB Resolution No. 24-2007, Sec. 5.4 of Annex A)

1. Quality of Service Delivered	(40%)
a. Implementation of a control system in the workplace and security jurisdiction for the safety and security to life and property	20%
b. Responsiveness to clients' needs and to complaints and/or incident reports	10%
c. Availability of firearms, communication devices and/or motor vehicles	5%
d. Courtesy and decorum	5%
2. Management and Suitability of Personnel	(25%)
a. Supervision and accountability	8%
b. Qualification of assigned guards, training for physical fitness and martial arts	7%
c. Physical Appearance (uniforms and other paraphernalia)	5%
d. Change and/or replacement of assigned guards	5%
3. Contract Administration and Management	(25%)
a. Assignment of guards at designated area/s	10%
b. Implementation of NTC rules and regulations and compliance to other obligations per contract	8%
c. Compliance to labor laws and social insurance regulations	7%
4. Time Management	(5%)
a. Tasks which are important and urgent	3%
b. Tasks which are either important or urgent, but not both	1%
c. Tasks which are neither important nor urgent, but routine	1%
5. Provision of Regular Progress Reports	(5%)
a. Exception/Incident Report	2%
b. Monthly Deployment Report	2%
c. Other Reports that may be required by the General Services Division	1%

II. COMMITTEE ON PERFORMANCE EVALUATION

- The Commissioner shall create a Committee on Performance Evaluation (COPE) for Security Services composed of a Chairperson, a Vice-Chairperson and three (3) members.
- The Chairperson and Vice-Chairperson shall be of Director level while the three (3) members shall be of Division Chief level.
- The COPE shall evaluate the performance of the Security Agency for the immediate preceding eleven (11) months under contract by adopting the above Performance Criteria. The average of the five (5) ratings of the COPE should not be less than 80% to qualify for the extension of the contract for another period. The result of the performance evaluation is non-appealable.