

Supply of Seaport Security Services for Bermuda's Cruise Ship Terminals 2024

ANNEX G

RFQ Particulars - Scope of delivery of ISPS security functions

Supply of Security Personnel based upon Ship Schedule

The 2024 Cruise Ship Schedule is to be used for assessing security manpower levels and for the purposes of calculating pricing based upon a ship's duration in port.

Statement of Requirements

Services required

The aim of the Cruise Terminal Security Service is to safeguard international shipping and related port operations against acts of unlawful interference by following the International Ship and Port Facility Security (ISPS) Code Port Facility Security Plan for the port in question.

Objective

- a. The primary objective of port security is to safeguard the ship, her passengers, crew and visitors against acts of unlawful interference perpetrated locally or aboard ship.
- b. It also seeks to protect the port facility, related support services and the wider public against acts of unlawful interference.
- c. Bermuda's Seaports are required by the UK Department for Transport (DfT) to provide a security operation commensurate with the requirements of the ISPS Code.
- d. The Contractor must meet all the obligations placed upon the Port by the UK DfT as well as any other local security requirements enacted without notice by the Bermuda Police Service.
- e. Additionally the Contractor may be required to discharge certain obligations placed upon the Port Facility by HM Customs, Bermuda Immigration and the Bermuda Police Service. These obligations centre on the supply of manpower for short periods of time to be present during the screening of suspected baggage and in the presence of the person(s) in possession of the baggage. Due to the short times involved it is normal for this manpower to be drawn from existing manpower on site.

Security Responsibilities

Security in Bermuda's seaports comes under the direct responsibility of the Governor of Bermuda and is managed through the Department.

The primary objective of port security is to safeguard passengers, crew, ground personnel and the general public against acts of unlawful interference perpetrated aboard ship or domestically within the jurisdiction. In accordance with the United Nations body known as the International Maritime Organization (IMO) the UK is responsible for the local execution of the International Ship and Port Facility Security Code per a given ports Port Facility Security Plan (PFSP). The PFSP

sets out policy and procedures in respect of the security of seaports and is the basis by which Standing Instructions and Procedures are developed.

Bermuda is a United Kingdom Overseas Territory and as such the provision of internationally mandated security in seaports is the responsibility of the UK Department for Transport's (DfT) Maritime Security Compliance, Maritime Security and Resilience Division, delegated to the Governor of Bermuda with oversight from the Bermuda Shipping and Maritime Authority (BSMA) and implementation by the Department of Marine & Ports Services. The UK DfT is responsible for setting maritime and seaport security policy and the Department is responsible for the implementation and execution of that policy including the setting of security levels for ports in-line with world events and security threats to UK ships and ports globally.

The Coordinator of Maritime Safety & Security (CMSS)

The Coordinator of Maritime Safety & Security is responsible for:

- a. Ensuring as far as practicable the maintenance of a security regime that meets International Ship and Port Facility (ISPS) Code and national security requirements in seaport areas.
- b. All matters relating to the operation of security at Seaports whilst maintaining the integrity of the contract provisions related to the Bermuda Seaport Security Programme. Monitoring, and where applicable, controlling and assisting the facilitation of passengers through the restricted areas of terminals to the ship's gangway(s). Similarly, on first arrival into port ensuring the smooth flow of passengers, crew and any other port personnel via HM Customs exit points (as overseen by the Customs Department during the periods that they are on site).
- c. Liaison with Port Facility Security Officers (PFSO) with respect to fault reporting impacting security equipment, systems, and electronic or mechanical means of access and egress.
- d. Monitoring the performance of the Contractor on a shift by shift basis, the CMSS will be the first contact point for the Contractor's Manager and security supervisors on matters relating to the execution of the contract, however the Contractor will be expected to liaise directly with PFSOs with respect to day to day operations of the Cruise Terminals. The Seaport will supply and maintain all equipment used for the security screening of passengers, staff and their belongings. The Contractor will be required to provide other equipment as indicated within this document. The use of non-Seaport provided equipment is subject to the prior written approval of the CMSS.
- e. The normal first contact for the Contractor's managers within the Port Facility is the PFSO. The CMSS will monitor the Contractor's performance against the contract provisions.

The Contractor will be required to:

- a. Provide a security supervisor for each shift who must be available at one or more terminals for a minimum of 40 hours per week.
- b. Provide a staff member to deputise for the supervisor to provide cover for any absence of the lead supervisor for holiday or otherwise when called away from port facility.
- c. Provide a mobile telephone, pager or radio for their supervisor who will be required to respond when called. Provisions should be made for email and access to email.

d. Ensure that supervisors and staff operate in accordance with the requirements of the Port Facility Security Plan.

e. Ensure that the manager and supervisors have appropriate disciplinary powers over the Contractor's staff and must be charged with addressing such disciplinary problems as may arise.

f. Ensure that supervisors are trained in respect to security issues, specifically bomb warnings, unattended baggage etc.

g. Ensure that the legislative requirements of the Maritime Security Act 1997 and Marine Board (Prohibited Areas) Notice 2010 are carried out to the highest standard whilst providing a courteous and efficient service for passengers, visitors and staff.

h. Use only staff qualified and trained in accordance with standards set by UK Maritime Security Training Manual (Version 5).

Contract Details

The initial term of the contract will be for a period of three (3) years, with an option for a one (1) year extension based upon satisfactory performance.

The core hours required are:

- In accordance with the Bermuda Cruise Ship Schedule for the period of time that a cruise ship is in port, with the Restricted Area at the cruise terminal being established an additional 30 minutes prior to a vessel's berthing and an additional 30 minutes after a ship's scheduled departure.
- Subject to extension or modification, as required, with flexibility to react to ship arrivals and departures at short notice in order to meet the operational requirements resulting from changes to cruise ship schedules.
- Liable to operational change if cruise lines modify their schedules by the addition or reduction of their hours in port.

Every endeavour will be made to provide as much notice as possible of any changes in ETA or ETD and the Contractor should obtain the most up to date information from the Bermuda Maritime Operations Centre as required. The Contractor must meet all ISPS security obligations relating to work stemming from additional or re-scheduled cruise calls and at short notice to the best of their ability.

In addition:

- Tenderers are required to provide a method statement that will demonstrate how circumstances outside of core hours, such as adverse weather conditions, ship diversions, ship delays or other emergency situations will be dealt with.
- Tenderers should be cognisant that the hours of security operations will be subject to constant review and that the provision of manpower and hours of operation could be subject to amendment without notice.

- Tenderers must confirm in their submission their ability to satisfy the Port's requirements to retain absolute flexibility in terms of hours of operation and to identify any impact on their tender. Tenderers must also demonstrate how the services provided would be managed should labour services be withdrawn due to industrial action and how the manager and supervisors would assist with service coverage.

Control of Security Restricted Areas (SRA's)

The staffing required for the control of the Security Restricted Areas at the access points is to be in accordance with PFSP requirements and "best practice". The result may be procedural changes from time to time and security events in the world may also require changes to threat levels and security screening practices in turn. The following procedures provide for the minimum standards acceptable to the UK DfT and the Dept. of Marine & Ports Services. The requirements may have to be amended in light of regulatory changes.

Staffing levels must not fall below the minimum Seaport standard outlined by the Port Facility Security Plan. Tenderers should state how they would achieve or better the standards and supply an indication of the numbers of staff to be provided for a specific number of operational hours.

The Contractor is to ensure that all staff are fully conversant with the Seaport Security Programme and the related SOPs that they may be required to create. Deviation from the manual is not acceptable unless the PFSO or CMSS has been consulted and authorise a deviation that still fulfils international security obligations within the PFSP. Where any manager or authorised officer within a Cruise Terminal area observes a failure by contract staff to follow the Port Facility Security Plan the security supervisor will be notified and corrective action is to be carried out immediately.

Guidelines Regarding Staffing Levels and Service

The following is a guideline for the purposes of tendering and Contractors are to refer to the Port Facility Security Plan for detailed operational guidance.

Access Control at Gates

The Contractor must ensure that the security screening of all personnel and staff passing through the security control area, together with any items they are carrying is carried out to UK Maritime Security Training Manual (Version 4) standards as amended by the DfT for UK and UKOT seaport areas. This may involve the use of approved screening and X-ray equipment as supplied by the port.

Prior to staff and personnel passing through an access gate, verification that they are in possession of a current (not expired) Restricted Area Pass (RAP) shall occur, or a Government issued photo ID will be used to validate that their name is on the visitor's list supplied for that ship's visit.

There is a requirement to carry out physical body and bag searches of staff and personnel at these points as required by PFSP and consideration should be given to gender requirements in relation to personnel screening.

There must be 1 male and 1 female security officer positioned within Cruise Terminal entry points. Walk through metal detectors and X-ray machines for screening belongings are provided at each Terminal.

Searching of Staff and Other Persons

The standard of searching should be such that it ensures a person is not able to pass beyond the point of search whilst carrying any prohibited articles.

Searches of staff will be undertaken by security officers and only with the consent of the person to be searched. Disabled people and people whose religious or cultural background may make them sensitive to search, or whose dress makes searching difficult, are subject to the same conditions as other staff, but in every case they shall be asked if they agree to being searched. In the event a person refuses to be searched, they are to be denied access into the seaport's restricted area. It is accepted that searching may be a difficult task – and whilst it is necessary to meet PFSP standards, security staff must be aware that customer service is paramount, and the dignity of persons should be preserved whenever possible.

Tenderers should specify how their training will be undertaken and how the balance of security/customer service is to be achieved.

Male security officers must only search male staff and female security officers must only search female staff. This requirement applies equally to seaport staff and business partners. If a staff member refuses to be searched, access beyond the point of search must be denied and the supervisor informed immediately. If the matter is not resolved it must be reported to the Port Facility Security Officer (PFSO) or his nominated representative and the CMSS. Those persons identified within PFSP as persons exempt from search will be exempted from this requirement.

Searches are to be of a sufficient depth to give reasonable assurance that a staff member is not carrying explosives, component parts of explosive or incendiary devices, firearms or component parts of firearms or other weapons, which may be used to commit acts of violence.

If a staff member requests that a search be conducted in private, this will be agreed to. When searching of a staff member is carried out in private, two searchers of the same sex as the person being searched must be present. If a person asks for a different officer to search them this should be accommodated where possible.

Staff should also be searched in private if privacy is necessary to search to sufficient depth to establish if a staff member is in possession of a weapon.

The on-duty Supervisor should, in addition to supervising staff, observe persons approaching the gate area to identify any person who attempts to evade a search or conceal a potential weapon or other prohibited article or device.

Vehicle Permits and Searches

The Contractor will be required to ensure that the searching of vehicles is carried out in accordance with the Port Facility Security Plan. A vehicle permit system is not utilised at the seaports given their small size, however vehicle access should be associated with a person verified as being authorized to be in the area in question and that person should be searched along with the vehicle. All searches are to be logged in the search record book.

Escorted Vehicles

This security function is not required at Cruise Ports.

Confiscated (Dangerous) Items

Items considered potentially dangerous to restricted area personnel and ship personnel safety and security will not be permitted into the restricted area until such time as review by the PFSSO and Ship's Security has been completed. In the event of such an item(s) being discovered/detected/or

Unaccompanied Items delivered to or removed from the Ship

The Contractor will oversee the processing of such items that must be collected and escorted and accounted for by the respective ship or ship agent (such as guns/ammunition/explosives for placement on or removal from a ship). It will be necessary at times to notify or otherwise interact with government agencies (Customs & Police) as appropriate and in such instances the CMSS should be notified.

Unattended Baggage

Contractor's staff must be able to respond to any piece of unattended baggage that they either observe or have brought to their attention by others, with such baggage being dealt with in accordance with the PFSP.

Security personnel should never accept baggage from outside parties (taxis, couriers) intended for passengers or crew, but may contact the ship's security so that they can take possession of such items on behalf of the respective passenger or crew. Security would then be required to screen/search such items prior to it being permitted in the restricted area and taken aboard the ship in question. If a ship refuses to accept such baggage then it must be left with the deliverer to resolve the next course of action in consultation with the ship's agent.

General Requirements

The Contractor shall:

- a) Ensure that processing of staff and persons through the security checkpoints is achieved with the minimum of delay.
- b) Ensure that during known peak periods of pax/crew terminal throughput (prior to lunch and ship departure) that there is sufficient coverage for returning passenger/crew volumes to ships in accordance with PFSP requirements.
- c) To carry out continuous patrols to ensure the security and safety of dock and terminal areas.
- d) Provide adequate supervision of staff work areas and working practices to ensure that standards are consistently monitored and adhered to.
- e) To carry out perimeter patrols as required by the Port Facility Security Plan (PFSP).
- f) To ensure the effective control of passengers/crew/visitors and prevent the mixing of personnel inbound and outbound from the terminal.
- g) Comply with national legislation, local standing instructions and emergency procedures to ensure that the operation is conducted in as safe manner as possible.

- h) Be aware of and comply with the Seaport's Emergency Plan and PFSP procedures.
- i) Assist in any unplanned circumstances that may arise to ensure the safety of all terminals and seaport users.
- j) Seaport security contract personnel should refer all press and public relation queries to the PFSO or the CMSS.

Security personnel should not discuss security practices, procedures and operational matters with members of the public.

The Contractor's staff may be required from time to time to undertake certain security tasks on the dock face adjacent to ships and such staff must comply with any safety requirements issued by the seaport under the relevant Health and Safety legislation and wear personal protection equipment accordingly.

The port may call upon the Contractor to provide additional services assisting with port functions however any such work must not compromise the core security services i.e. mandatory ISPS requirements and agreed service standards.

Incident Reporting

The Contractor's staff shall report any incident that involves any person acting in any matter not considered normal working practice or an incident that does or might result in any adverse comment, complaint or report relating to the security and safety of the seaport in question.

A Reporting Form shall be completed in accordance with the PFSP by staff and submitted to the PFSO and CMSS for action.

Operating Procedures

The Contractor is to ensure that his staff are fully conversant with the following Seaport documents and such future documents as the Port may introduce from time to time. Staff must comply with the provisions of such documents at all times and failure to comply with the provisions of these documents will be brought to the Contractor's attention and the Contractor shall take appropriate action/measures to ensure compliance with:

- a. The Port Facility Security Plan (PFSP)
- b. Standard Operating Procedures (SOPs)
- c. Seaport Health and Safety Manual
- d. The Seaport Emergency Plan
- e. UK Maritime Security Training Manual (Version 5)
- f. The Maritime Security Act 1997
- g. The Marine Board (Prohibited Areas) Notice 2010

There may be situations where security staff are also required to assist in/monitor the detention of vessels in accordance with Police, Customs or Bermuda Shipping and Maritime Authority powers of arrest.

The Contractor should adopt an effective quality assurance/management system in which self-auditing is conducted at regular intervals to ensure staff familiarity with the above publications.

Fault Damage Reporting

The Contractors staff will be responsible for reporting any damage howsoever caused, to the PFSO as soon as practically possible.

Where damage is caused or alleged to have been caused by neglect or misuse the Contractor must take immediate steps to investigate the circumstances. The cost of repairs to or replacement of equipment damaged by the neglect or misuse of the Contractor will be deducted from invoices payable to the Contractor by The Department.

The Department will be responsible for the provision of suitable maintenance and or repair contracts relating to security equipment.