

MWCC - FY25 - O&M - SECURITY SERVICES

Providing Security Services – SAMS model (Admin & Customs Offices, Park SEZ, Park Non SEZ, WTP- I, WTP-II & Intake well) at MWCC, Chennai.

Scope of Work:

This scope of work defines the nature of work output expected to be delivered by the Security Agency deployed inside Mahindra World City. The Security Services Provider will be responsible to ensure Security & Safety within the common areas of MWCDL as well as the Outside boundary lands (OBL) under the control of MWCDL.

The proposed model of security will have to incorporate homogeneous manpower deployment with technology suites infused around physical safety operations to have enhanced control measures with improved quality and proactiveness.

The above deliverables would be managed using a combination of the following:

- Man Management (Physical Security)
- Technology Solutions (Available & Proposed)
- Process Control & Monitoring
- Security Intelligence Platform (20 KM Circumference) covering perceived High-Risk Zones, Existing locational Real-Time and Behavioral Anomaly Detection.
- Delivery & Implementation of Advance Analytics and solutions on threats.
- Submission of situation reports post & during implementation of solutions
- MIS Dashboard
- Training
- Record maintenance
- Other Security Gadgets

Indicative KPIs would be as follows:

- **Deployment:** The total aggregate deployment against the total sanctioned strength.
- **Training:** The training scores and training allocated against the target established
- **Compliance:** Timely disbursement of wages, and payments of compliance as per the established dates
- **Beat Plan:** The beat plan completed as per the allocated areas and security coverage
- **OB Land Monitoring:** OB Land monitoring visit reports submitted daily
- **Incident Management:** Total incidents identified and turnaround time on each incident
- **Ingress & Egress control & management for Men & Materials:** Compliance and violations
- **Traffic control & management within MWCDL:** Compliance and violations
- **Management Visits:** Total Management visits by the service provider as per the target established

Area details of MWCDL

- Total Area – ~1550 Acres (Area Map will be shared at the time of site visit)
- ~ 21 KM of Road length (Interconnecting NH 45 entrance)
- OB Land – ~62.99 acres abutting MWC boundaries
- Utilities areas
 - WTP – 1
 - WTP – 2
 - Intake well
 - STP
 - Railway Station
- Admin & Customs Offices

Technology Solutions

Available: 82 Cameras including monitoring capabilities with OFC wired network, 10 days backup facility, 2,4,6 MP HIKVISION Brand, IP Cameras, & Model – Bullet type

Required to be implemented by the Service provider:

- Data Acquisition Device along with dashboard
- AI technology adoption for the existing cameras to monitor
 - Vehicle Related – Number plate recognition, Parking, Vehicle count Categories wise in all traffic points along with make & model etc.
 - People Related – Footfall in entry & exit areas, Density at areas on interest, Facial recognition etc.
 - Violation Alerts – Vehicle overcrowding, Crowd information, Early fire & smoke detection, Wall climbing in the non-entry areas, entry of blacklisted vehicle & people & Weapon detection etc.
- Work Force Applications – Location based to all security personnel's
- Location Tracker mechanism for Security personnel's

Process Control & Monitoring

- Micro & Macro performance indicators (to be identified by the service providers)
- Accuracy in incident identification
- Security coverage recommended
- Response time to Incidents
- Patrolling & Beat plan
- Method of Coverage of Vulnerable areas within the premises
- TAT – Incidents & Accidents
- SEZ Entry & Exit process control & monitoring
- Traffic control & monitoring
- Parking control & monitoring

- Asset monitoring & control
- Theft monitoring & control
- Liasoning with Govt Agencies
- Encroachment monitoring & control including OBL
- Parking management within SEZ on self - sustain model

Security Intelligence Platform – within 20 KM Circumference (Including Important news about District, Chennai, Tamilnadu

- Riots
- Strikes, Labour issues
- Political moments & interference
- Local dynamics & issues
- Traffic movement issues at GST & Chennai
- Government Administration Changes (Within District, Kancheepuram, Tiruvallur & Chennai)
- Social media & news tracking
- Monitoring public transport movements (Bus & Trains)

MIS Dashboard

- Process & control monitoring (as mentioned above)
- Technological Solution (as mentioned above)
- Security intelligence dashboard
- Productivity of security metrics
- Risk metrics for security operations control

Training

- Pre deployment training & targets
- Post deployment training & development and monitoring
- Specialized training
- Training on Tech Solutions

Note

- Training topic to be identified for aforesaid points with frequency & targets
- Monitoring & development with score card & skill matrix for each individual

Record maintenance for

- Incident & Accident
- Lost & Found
- Theft & Snatching
- Shift Occurrence / HOTO

- Patrolling Occurrence/HOTO
- Training Records
- Emergency control room management
- Key Register
- Material Movement Register (In & Out)
- Police Patrolling Register
- Liaisoning (Fire, Police & other Compliance)
- Security gadgets maintenance & management records
- Vehicles Records
- Emergency contact details

Other Security Gadgets (Vendor may add /modify)

- Vehicles for patrolling (4-Wheeler, 2-Wheeler & Electric Cycle)
- Walkie Talkie
- Mobile phone with CUG nos
- Computer, printer with internet facility
- Traffic Batton
- Reflective Jackets
- Safety barricade tapes
- Reflective tapes
- QRT – Requirements
- First-Aid kit
- Search lights / Torch
- 'Stop' sign boards
- Safety divider cone
- Megaphone
- Snake catching stick