

Addendum to the 2024 Security Tender
 SML has extended the Tender for 2 weeks
 Tenders will now close 5 April 2024.

To Prospective Tenderers,

Thank you for your interest in providing security services for Sydney Markets Limited (SML). As part of the tendering process, we require detailed information on several key aspects, including monthly reporting on key metrics, measurement of success, the role of security officers, and your position on sustainability.

Please review the following requirements carefully and provide thorough descriptions and proposals in your tender submission.

Item	Weighting %
<p>QUALITY OF STAFF</p> <p>Sydney Markets Limited appreciates your interest in submitting a proposal for the security services requirement at Sydney Markets. To ensure that the skills of your staff align effectively with our requirements, we request that you conscientiously consider and address the following competencies outlined below in your submission.</p> <p>Ability to Work Independently:</p> <ul style="list-style-type: none"> • Demonstrates the capability to work autonomously without constant supervision or assistance. • Exhibits a proactive attitude towards tasks, taking responsibility and executing them confidently without reliance on supervisors or peers. <p>Communication Skills:</p> <ul style="list-style-type: none"> • Proficient in conveying information clearly, whether verbally or in written form. • Displays effective presentation skills utilising various media platforms for communication. <p>Focused on Objectives:</p> <ul style="list-style-type: none"> • Possesses a clear understanding of the objectives associated with assigned tasks. • Ensures that all actions undertaken are aligned with the defined objectives. <p>Influence / Persuasiveness:</p> <ul style="list-style-type: none"> • Shows the ability to influence others' behaviour, decisions and perspectives. • Adapts persuasive strategies based on the anticipated response of the audience. <p>Information Technology Skills:</p> <ul style="list-style-type: none"> • Capable of utilising information technology tools and systems relevant to the role's requirements. 	<p>40%</p>

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- Demonstrates proficiency in software usage to enhance productivity and quality of work.

Listening Skills:

- Exhibits active listening by focusing on understanding the speaker's message rather than personal concerns.
- Able to discern both explicit and implicit content in communication.

Motivated to Succeed:

- Displays a strong desire for success and experiences dissatisfaction with failure.
- Exhibits dedication and hard work towards achieving set goals.

Please ensure that your submission addresses each of these competencies comprehensively, providing relevant examples or evidence where possible. Your adherence to these guidelines will greatly assist us in evaluating your proposal against our requirements. Tenderers are required to demonstrate how they will evaluate and share results of personality profile testing for each Security Officer with SML prior to commencing.

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<p>PRICE/NUMBER OF STAFF</p> <p>The Contractor is obligated to ensure that every individual involved in executing the Contract receives compensation that adheres to the minimum wage requirements stipulated by any applicable award, agreement, determination, judgement, or order issued by a Court, Commission, or other relevant Industrial Tribunal governing individual employment.</p> <p>Please see below current contract hours compared to hours required within the new contract (<i>as per SML Tender Number 09/2024, Provision of Security Services, General Conditions of Tender, Special Notes, pg.14.</i>)</p> <ul style="list-style-type: none"> • Monthly and annual costs to deliver hours below • Current Contract hours are 1570 hours • New Contract provides 1240.75 hours 	35%
<p>MONTHLY REPORTING ON KEY METRICS</p> <p>SML requires our security contractor to provide monthly reports encompassing essential performance indicators. These reports should explore into the efficiency of security protocols, response times to incidents, rates of incident resolution, frequency and scope of patrols, adherence to security procedures and any significant security incidents or breaches. In addition, the reports should spotlight trends, identify areas requiring improvement and offer recommendations for strengthening security operations. Furthermore, SML requires that these monthly reports be presented in a concise dashboard summary format.</p>	5%
<p>MEASUREMENT OF SUCCESS</p> <p>Success in security operations should be measured by various factors, including but not limited to:</p> <ul style="list-style-type: none"> • Reduction in security incidents and breaches. • Timely response to security threats or emergencies. • Compliance with regulatory requirements and industry standards. • Maintenance of a safe and secure environment for personnel, visitors, and assets. • Implementation of proactive security measures to prevent incidents. • Effective collaboration with internal stakeholders and law enforcement agencies. • Continuous improvement in security protocols based on feedback and analysis. <p>Please outline how you plan to measure success in these areas and any additional metrics or benchmarks you deem relevant.</p>	10%

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<p>ROLE OF SECURITY OFFICERS</p> <p>Security officers play a crucial role in maintaining the safety and security of Sydney Markets. We expect our security contractor to ensure that security officers are appropriately trained, equipped, and deployed to fulfill the following responsibilities:</p> <ul style="list-style-type: none"> • Conduct regular patrols and surveillance of premises. • Monitor access control systems and ensure the integrity of security perimeters. • Respond promptly to security incidents, emergencies, and alarms. • Conduct security screenings of personnel and vehicles. • Provide assistance and guidance to employees, visitors, and contractors regarding security procedures. • Maintain detailed records of security activities, incidents, and observations. • Collaborate with law enforcement agencies and emergency responders when required. • Monitor, advise and act on potential risks to health and safety as per security officers training. <p>Please provide details on your approach to recruiting, training, supervising, and managing security officers to fulfill these duties effectively.</p>	<p>5%</p>
<p>POSITION ON SUSTAINABILITY</p> <p>We are committed to promoting sustainability and environmental responsibility in all aspects of our operations, including security services. As such, we seek a security contractor that shares our commitment to sustainability and can integrate sustainable practices into their security operations. This may include:</p> <ul style="list-style-type: none"> • Utilising energy-efficient equipment and technologies. • Minimising waste generation and implementing recycling programs. • Incorporating eco-friendly materials and products where feasible. • Promoting sustainable transportation options for security personnel. • Participating in sustainability initiatives and community outreach programs. <p>Please articulate your company's position on sustainability and provide examples of how you incorporate sustainable practices into your security operations.</p> <p>We appreciate your attention to these requirements and look forward to receiving your tender submission. Should you have any questions or require clarification on any aspect of the tender, please don't hesitate to contact us.</p>	<p>5%</p>