

## Scope of Work

### Central Monitoring Cell (CMC) Man Power Services

01. Service will be delivered at Central Monitoring Cell (CMC) of Anik Tower or as mentioned in PO/WO/Agreement.
02. Bank will offer to service provider to deploy the manpower at Central Monitoring Cell (CMC) of Anik Tower and service provider will ensure the manpower at allocated BBL premise by deploying the trained (like-Age limit 20-45, Aware on Does & Don'ts, Minimum 3-5 year experienced. Education: Minimum HSC pass for Control Room Monitoring Operator and Vehicle Tracking Operator, Graduation for Control Room Monitoring Supervising Officer. Educational qualifications are relaxed for those who have retired from the Bangladesh Army and are more experienced.
03. The prices are including VAT & AIT and all kind of charges thereof. VAT & AIT will be deducted at source by BRAC Bank Ltd. as per Govt. rule. If there is any change happened in govt. rules on VAT & AIT in future that will be automatically implemented on the price.
04. Penalty: Vendor maybe penalized as per terms and conditions of the Formal Agreement which will be developed by BBL User Team (Department of Safety & Security).
05. The payment will be made after successful completion of service delivery & submission of the bill with Original Challan, which is signed by authorized person. Payment Milestone shall follow the PO/WO/Agreement.
06. No delivery or payment to be made on the basis of this agreement unless executed against valid PO/WO/Service Level Agreement.
07. Service is to be made with the coordination of "Safety & Security" BRAC Bank Limited.
08. Following conditions should be maintained #

- a. Period of duty: 365 days/year, Week days: 10.00 AM to 10.00 AM (24 hours/day), Shift -03.

#### **i. Working day duty schedule:**

Sl	Shift Name	Shift Tenure	Control Room Monitoring Operator	Control Room Monitoring Supervising Officers	Remarks
1	Shift -1	06 PM to 10 PM	3	1	<ul style="list-style-type: none"><li>• 01 shift = 8 hrs.</li><li>• 2 shift duty for CRMO and 3 shift duty for CRMSO in work day. Duty rotationally changeable.</li></ul>
2	Shift-2	10 PM to 10 AM	3	1	
3	Shift-3	10 AM to 6 PM	0	1	

Sl	Shift Name	Shift Tenure	Vehicle Tracking Operator	Remarks
1	Shift -1	08 AM to 04 PM	1	Duty rotationally changeable
2	Shift-2	04 PM to 12 AM	1	

**ii. Holiday duty schedule:**

Sl	Shift Name	Shift Tenure	Control Room Monitoring Operator	Vehicle Tracking Operator	Control Room Monitoring Supervising Officers	Remarks
1	Shift -1	10 AM to 05 PM	2	1	1	01 shift = 8 hrs.  3 shift duty for CRMO;  3 shift duty for CRMSO;  2 shift duty for VTO.
2	Shift-2	05 PM to 12 AM	2	1	1	
3	Shift-3	12 AM to 10 AM	2	0	1	

- b. If any staff of the placement person remains absent in the duty, the placement service provider/agency will have to provide alternative manpower.
  - c. All the deployed staff of the placement service provider/agency will have to face interview at Safety and Security for selection.
  - d. All the required manpower should be medically fit, well disciplined, and have to follow Bank rules.
  - e. Every year, the manpower's police clearances are need to be up to date by concern security vendor company and submit us accordingly.
  - f. The service provider/agency will be responsible for the conduct of personnel deployed by them.
  - g. Persons on duty will be responsible for monitoring the security of BRAC Bank through, different available means of communication with all the outlets (ATM, Branch and Service Center) of BRAC Bank and Security Guard.
09. Payment will be made after successful delivery and subsequent submission of the bill.
  10. Service provider shall make arrangement for patrol visits (day & night) to ensure performance of duties for the manpower.
  11. All uniforms and all other related accessories of manpower will be supplied by Service providers, minimum two times per year.
  12. Department of Inspection for Factories and Establishments" (DIFE) license submission is mandatory.
  13. Bank shall have the right to stop the service, delist or black list the contractor upon its discretion

14. Bank shall have the liberty to impose any such penalty to recover their losses if in any case the contractor fails or refuse to deliver the product/services (as applicable) after issuance of work order. In all cases Bank's decision shall be final and conclusive. Service provider will settle/return the compensation within 05 working days base on the losses of Bank.
15. The vendor must treat this document as confidential and cannot disclose any data to a third party without first taking BRAC Bank Limited Approval.