



INDIAN INSTITUTE OF BANKING & FINANCE  
CORPORATE OFFICE  
2<sup>nd</sup> Floor, Tower 1, Commercial II,  
Kohinoor City, Kiroil Road, Kurla (W), Mumbai - 400 070  
Tel No. 022-2503 9604 / 9746 / 9907 Fax No. 022-2503 7332

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Ref: IIBF/CO/ADMIN/RFP\_SECU/2015

Date: 20/05/2015

## **REQUEST FOR PROPOSAL**

### **INVITING APPLICATION FROM SECURITY SERVICE PROVIDERS FOR PROVIDING SECURITY SERVICES AT IIBF OFFICE PREMISES.**

#### **Section I INTRODUCTION**

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Indian Institute of Banking & Finance (IIBF) is a premier Institute, established by banks and financial institutions in 1928, to provide banking and finance education in the country, with a Mission “to develop professionally qualified and competent bankers and finance professionals primarily through a process of education, training, examination, consultancy/counseling and continuing professional development programs”. It is registered under Section 26 of Indian Companies Act 1913 and is a company not for profit.

Indian Institute of Banking & Finance (hereinafter referred as IIBF) is seeking proposals from qualified Security Service Providers to provide unarmed uniformed security service for IIBF at its office premises at Kohinoor City, Kiroil Road, Kurla (W), Mumbai – 400070.

This document is a Request for Proposal (RFP) for the services described below and does not obligate IIBF to accept responses from eligible Security Service Providers. The RFP establishes minimum requirements a Security Service Provider must meet in order to be eligible for consideration as well as information to be included in the Security Service Provider’s bid response.

Please examine carefully the specifications, conditions and limitations.

The selection of successful Security Service Provider will be made based on IIBF’s evaluation and determination of the relative ability of each Security Service Provider to deliver quality service in a cost – effective manner.

The following criteria will be adopted for evaluation must be addressed in the proposal:

1. Security Service Provider (Company) History and Organization
2. Management Approach
3. Personnel Selection Process
4. Cost Proposal and Invoicing
5. Compliance with law like Employee Provident Fund and ESIC etc.
6. References

IIBF is not obligated to accept the lowest bid and reserves the right to reject any and all bids or amend the scope of the project. All of the Security Service Providers must be duly licensed to provide security service.

## **Section II SUBMISSION OF PROPOSALS**

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Responses to this RFP should reach latest by 5.00 p.m. on 30<sup>th</sup> May 2015. Late submittals will not be considered. All proposals are to be submitted in sealed cover and addressed to the Joint Director (Per & Admin) .

The Joint Director ( Per & Admn.)  
Indian Institute of Banking & Finance  
2<sup>nd</sup> Floor, Tower 1, Commercial II,  
Kohinoor City, Kiroli Road  
Kurla (W), Mumbai - 400 070

Tel. 022- 25039041

Any questions regarding this RFP should be addressed to The Joint Director ( Per & Admn).

## **Section III CONTRACT TERM**

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The term of this contract shall be for **Three years** unless terminated by either party with thirty (30) days prior written notice with reasons for termination.

## **Section IV SCOPE OF SERVICES**

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Security Service Provider shall provide unarmed uniformed security services in IIBF office premises on a 24 hour-a-day and 7 day-a-week basis. Contract security personnel will provide a variety of service, implementing IIBF's security objectives according to policies and procedures which may include but is not limited to the following tasks:

- Entry and egress access control;
- Roving patrols of interior and exterior office premises;
- Visitor identification verification;
- Monitoring and responding to air condition systems, electrical switches on and off, fire alarms, fire detection equipment etc. and as necessary to support other life safety duties as identified in post orders and standard operating procedures.

Security Service Provider shall provide in all 4 unarmed security guards ( 12 hours duty – 2 guards in day and 2 guards in night)

Security Service Provider shall provide appropriate and necessary management and supervision for all its employees and shall be solely responsible for instituting and invoking disciplinary action against employees not in complying with Security Service Provider's rules and regulations, as well as any other policy established by the contracting parties.

Security Service Provider shall develop a comprehensive set of Post Orders documenting for general procedures and specific responsibilities. Post Orders shall be prepared prior to the commencement of the contract and must be reviewed and approved by IIBF management within thirty (30) days from commencement of Contractor's services to IIBF. All security personnel will be required to read and verify that they understand the Post Orders and at minimum, shall be tested during the on-the-job period.

Security Service Provider shall ensure hiring, training and administration of motivated and professional employees that meet or exceed both Security Service Provider's and IIBF's standards. Security Service Provider is responsible for the daily personal appearance of security personnel. Security Service Provider shall provide seasonal and weather-appropriate protective clothing/ uniforms necessary to support continuous performance of contract requirements. Security personnel are prohibited from carrying weapons of any kind, including but not limited to: firearms, nightsticks, martial arts weapons or equipment, batons or any chemical agent spray or liquid.

Security Service Provider shall agree to remove from the site, whenever required to do so by IIBF, any employee /outsider / visitor considered by IIBF to be unsatisfactory or undesirable to IIBF, within the limits of any applicable laws.

Security Service Provider shall respond as necessary to accommodate additional duty hours as may be requested by IIBF.

Security Service Provider shall administer all cost, accounting and billing relative to this contract.

Security Service Provider shall have to submit monthly bill on the 25<sup>th</sup> of every month and any less/ extra duties actually performed will be adjusted in the subsequent month invoice. IIBF's payment will be released to the Security Service Provider on or before 5<sup>th</sup> of every month. Security Service Provider must ensure to submit previous month's PF challan copy with individual Security Personnel name, copy of ESIC, Service Tax paid receipt and copy of bank challan cum receipt along with the monthly bill. No payments will be made by CASH. All payments will be made through net banking or by a/c payee Cheque only subject to submission of required documents. TDS as applicable will be deducted from the monthly invoice.

IIBF will consider paying the increased / revised rate of wages only after receipt of notification issued by State Govt. in its Gazette. In such case the service provider will undertake to submit to the Institute the required documents.

Service Contract will be governed by the Laws of India and the Courts of Mumbai shall have exclusive jurisdiction.

## **Section V      INSTRUCTION TO BIDDERS (SECURITY SERVICE PROVIDERS)**

Bidder is to address the following subjects in the response by inserting text in the space following each section. Reference any attachments in the text and include printed copies of attachments at back of this document.

### **1. Company History and Organization**

Provide a brief company history, mission statement and organizational summary. Explain ownership (Private or Public) and include brief biographical information regarding the personnel who would be directly responsible for the management and local supervision of this project.

### **2. Management Approach**

Indicate by position or title the person who will have the overall responsibility for IIBF account. Indicate also the support staff available to the IIBF by function. Bidder must supply Organization Chart depicting the structure of the local servicing office.

### **3. Personnel Selection Process**

Describe how recruitment and selection of security personnel is accomplished. All personnel intended to be provided under this RFP must be thoroughly trained, experienced and qualified to perform the work to which they are assigned. Bidder shall have a documented employment process which shall include application, interview, drug testing and background check phases. A

written description of the Bidder's employment process and qualifications is to be included in the response.

#### **4. Cost Proposal and invoicing**

Provide billing rates for security personnel as per attached pro-forma (annexure "A").

#### **5. Employee Provident Fund and ESIC**

Describe in detail all benefits offered to employees. Include health care insurance, life insurance, holiday pay, vacations and any other benefits offered. Cite specific plans offered and employees cost sharing arrangements (payroll deduction). Please include the following:

- Employees Provident Fund
- ESIC
- Medical/health/ Life Insurance (indicate amount provided at no cost to employee and any optional coverage available).
- Any other benefit required to be extended as per law.

#### **6. References**

Provide at least three (3) client references whose facilities are comparable in size, profile and security service hours to IIBF. Include that company name, address, contact person and contact number.

## **ATTACHMENTS**

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# **ANNEXURE “A”**

**SERVICE PROVIDER / COMPANY NAME & ADDRESS**

Security Guards

Particulars	Rate for 8 Hrs	Rate for 12 Hrs
Basic Wages		
Dearness Allowance / Special Allowance (DA/DA)		
House Rent Allowance (HRA)		
Conveyance Allowance (CA)		
Washing Allowance (WA)		
Levy to Maharashtra Guard Board		
<b>Total (A)</b>		
Statutory Obligations:		
Provident Fund % on Basic + DA		
PF Admin Charges % on Basic + DA		
ESIC % on Basic + DA + HRA + CA		
Gratuity % on Basic + DA		
Leave % on Basic + DA + HRA + CA + WA		
Paid Holidays % on Basic + DA		
Bonus % on Basic + DA		
Administration % on Basic + DA		
Uniform % on Basic + DA		
<b>Total (B)</b>		
Additional 4 Hours -		
ESIC % on additional 4 hours		
Levy % on Overtime		
<b>Total (C)</b>		
1/6 <sup>th</sup> Relieving Charges		
Total Wages (A + B + C)		
Agency Charges %		
<b>GROSS TOTAL (RS.)</b>		
Plus:		
Service Tax %		
Education Cess %		
Secondary & Higher Education Cess %		
<b>TOTAL INVOICE AMOUNT (RS.)</b>		

**COMPANY SEAL WITH SIGNATURE & DATE**