

## **REQUEST FOR PROPOSAL (RFP)**

### **For Security Services at UNIWORLD CITY, NEWTOWN**

**RFP No.:** KUCAOA/Security/1/2026

**Date:**13 January 2026

**RFP Issuer:** Kolkata Uniworld City Apartment Owner's Association (KUCAOA)

**Address:** Facility Office, Downtown Tower 02, Unit no.001, New Town, Action Area III, Rajarhat, Kolkata 700160

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#### **1. INTRODUCTION**

Uniworld City (UWC) is a 100-acre residential complex with 52 towers with 2977 apartments as on date. UWC invites proposals from duly licensed, PSARA and other statutory law **compliant security service agencies (“Bidder”/ “Security Agency”)** to provide comprehensive security services at UWC. The contract shall be awarded for a fixed period of two (2) years.

#### **2. SCOPE OF WORK**

The Security Agency shall provide 24x7 security services across the UWC premises with the primary objective of safeguarding residents, visitors, property, and common assets. The scope of services shall include, but not be limited to, the following:

##### **A. Access Control**

- Regulating pedestrian and vehicular entry and exit at designated gates in accordance with approved SOPs.
- Managing visitor access through approved digital platforms (e.g., Mygate or equivalent) and/or manual systems as prescribed.
- Verifying visitor identity through reasonable means and maintaining entry/exit records.
- Registering and monitoring domestic helpers, drivers, vendors, delivery personnel, and contractors.

Clarification:

- The Security Agency shall be responsible for operational compliance. Technical failures of third-party applications shall not absolve the Agency of security responsibilities, and alternate manual procedures must be followed during such failures.
- Vendor & Contractor Management: Registering and monitoring all outside vendors, e-commerce delivery personnel, courier personnel, and construction workers.
- Vehicle Movement: Monitor and regulate vehicle including two / three-wheel vehicles movement within the society premises. Prevent unauthorized parking within the campus and in front of Entry / EXIT Gate/s.

B. Patrolling & Vigilance:

- Conduct regular and randomized foot and vehicle patrols of the entire complex, including basements, terraces, common areas, and perimeter walls.
- Identify and monitor all vulnerable points and blind spots.
- Maintaining electronic or manual patrolling logs, which shall be auditable at any time by KUCAOA.

C. Surveillance & Monitoring:

- Manning the central control room and monitoring existing CCTV systems.
- Prompt reporting of suspicious activities, breaches, or anomalies to the Facility Office.
- Maintaining incident logs and recordings

D. Emergency Response & Incident Management:

- Act as first responders to any security incident, medical emergency (CPR, basic first aid etc) fire, or other crises.
- Assist residents in distress.

- Coordinate with local police, fire brigade, and ambulance services whenever required.
- Maintain a detailed record of all incidents and actions taken.
- Conduct periodic drills (fire drill, emergency response, etc.)

Limitation:

Security personnel shall not provide professional medical treatment or engage in activities beyond their training or legal authority.

E. Assistance in Enforcement of Society Rules

- Security personnel shall assist KUCAOA in monitoring and reporting compliance with notified society rules and applicable laws.
- Security personnel shall not exercise coercive authority, impose penalties, or use force, except to the extent permitted under applicable law.

F. Reporting & Administrative Support:

- Submission of daily security reports to the Facility Manager or authorized representative.
- Participation in periodic review meetings.
- Filing of police complaints only upon written or recorded instructions from KUCAOA or its authorized representative.
- Assisting the Facility Team during tenant move-in and move-out processes as per SOP.

G. Medical Facility:

First Aid kit to be provided for the manpower deployed at all times. CPR training is to be made compulsory for the security personnel deployed at site.

H. Asset Inventory:

All property and assets under Security agency to be identified and listed

### 3. Security Personnel Requirements

- Manpower Deployment: The agency must propose a detailed deployment plan covering all gate(s), patrols, and the control room for 24x7 coverage. The quote must specify the total number of security personnel required.
- The Management retains the right to employ more than 1(One) Security Agency with clear distinction between their domain of operation within the campus.
- The Security Agency must ensure due diligence and compliance of all Statutory provisions of Law.

#### 3.1 Quality of Personnel:

- All security personnel must be verified, well-groomed, physically fit, and professionally trained.
- Police verification report and background check report(by the employer) to be submitted to Association for all the Security personnel before deployment inside the campus along with copies of KYC papers.
- They must have valid PSARA (Private Security Agency Regulation Act) license and must be compliant with the provisions of the said Act.
- Must possess reasonable communication and interpersonal skills including proficiency in Bengali, Hindi and to some extent in English
- Should be polite yet firm with residents and visitors.
- The Security personnel should be properly trained and should have prior knowledge of/properly trained in use of *Mygate app* before joining. The Agency should certify that every Guard has been trained who are employed inside UWC.
- Immediate replacement of non-performing staff as per directive from the Association.

- A dedicated and experienced Security Supervisor must be deployed to oversee the entire security team and act as the single point of contact for KUCAOA management.
- Gender Inclusivity: The agency is encouraged to propose the deployment of female security guards, especially for areas and for patrolling during daytime hours.
- The employment of Guards for UWC to be discussed in detail with the Secretary of the Association and or his authorised representative
- Suitable penalty clause for absenteeism, non-performance of specific clauses of contract or for dereliction of duty to be incorporated in the agreement

#### 4. DEPLOYMENT PLAN (ILLUSTRATIVE)

##### 4.1 Security Agency

Post	Day Shift (8 AM – 8 PM)	Night Shift (8 PM – 8 AM)	Remarks
Main Gate	12 Guards (incl. 2 Lady) + 2 Supervisors	8 Guards + 1 Supervisor	Cover entry, exit & visitor verification
Basement	9 Guards	8 Guards	Ensure parking, cleanliness, monitoring
Towers	52 Guards	52 Guards	Access control, rounds, tower security
Downtown Mall	2 Guard	1 Guard	Entry/exit monitoring
Vista Parking	2 Guard	2 Guard	Vehicle control
Patrolling	3 Guards	3 Guards	
Control Room	1 Guard	1 Guard	

The actual requirements of guards will be based on ground situations at the point of duty. The requirements of guards may increase or decrease in future, subject to written approval of the KUCAOA management).

## 5. FINANCIAL QUOTATION FORMAT

Bidders are requested to provide **monthly charges for manpower** and any additional charges in the following format:

Post	No. of Personnel	Monthly Rate per Personnel (₹)	Subtotal (₹)	Remarks
Main Gate Guards				
Main Gate Supervisors				
Tower Guards				
Basement Guards				
Downtown Mall Guard				
Vista Parking Guard				
Patrolling Guards				
Others (Specify)				
<b>Total Monthly Charges</b>				
<b>Additional Charges</b>				
<b>Item</b>	<b>Rate (₹)</b>	<b>Remarks</b>		
Uniform & Accessories		Per Guard		
Training & Mock Drills		Per Year		
EPF/ESI Compliance Charges		As per Statutory Requirement		
Bonus				
Gratuity				
Gr. Mediclaim				
Others		Specify		

Post	No. of Personnel	Monthly Rate per Personnel (₹)	Subtotal (₹)	Remarks
<p><b>Payment Terms:</b> Monthly payment <u>within 7th (seventh) of every month and bonus on the scheduled month, to be decided by KUCAOA</u> to all staff after verification of attendance, logbooks.</p>				

## 6. ELIGIBILITY CRITERIA

- Valid security agency license and EPF/ESI compliance.
- Minimum **10 years of experience** in residential/commercial security.
- Should have employed in residential property with more than 1000 apartments in India
- Last FY turnover should be more than ₹500 Cr
- Capability to provide **trained, uniformed security personnel** in required numbers.
- Proven emergency response capability and SOP adherence.
- Submission of **company profile, major clients, and statutory documents.**
- Company should have ISO 18788 & 9001 certificate
- Must not have been blacklisted by any Govt./Private organization in last 3 years. A declaration to this effect must be submitted in the company letterhead, duly signed by the Authorized Signatory of the company.
- Should agree to deploy manpower within the agreed timeline to take over.

## **7. Terms and Condition:**

### **7.1 Contract Period**

The contract shall remain valid for two (2) years, subject to satisfactory performance, unless terminated earlier as per this Agreement.

### **7.2 Payment Terms**

Payments shall be made on a monthly basis against correct invoices, attendance records, statutory compliance proof, and satisfactory performance certification by KUCAOA.

KUCAOA shall release payment within 60 (sixty) days from the date of acceptance of the invoice, after deduction of applicable taxes as per law. KUCAOA's certification of invoices shall be final and binding.

### **7.3 Liability & Indemnity**

The Security Agency shall be solely responsible for compliance with all labour and statutory laws, including but not limited to:

- PSARA
- Minimum Wages Act
- EPF & ESI
- Bonus, Gratuity, Insurance
- Any other applicable enactment

Any liability arising out of non-compliance shall be borne exclusively by the security agency.

The Security Agency shall be fully responsible for acts or omissions of its personnel and shall indemnify and hold harmless KUCAOA, its office bearers, and members against all claims, losses, damages, penalties, and legal costs arising therefrom. Any liability arising out of non-compliance shall be borne exclusively by the Security Agency.

#### 7.4 Insurance

The Security Agency shall maintain valid Public Liability Insurance and Employee Insurance policies throughout the contract period and submit copies upon request.

#### 7.5 Equipment & Infrastructure

The Security Agency shall provide uniforms, communication equipment, safety gear, and other operational tools. KUCAOA shall provide basic infrastructure such as guard rooms and existing CCTV systems.

#### 7.6 Performance Bank Guarantee

The successful bidder shall furnish a Performance Bank Guarantee equivalent to three (3) months' gross service fee, valid for the entire contract period plus three months' claim period.

Invocation of the PBG shall be without prejudice to any other rights or remedies available to KUCAOA.

#### 7.7 Termination

KUCAOA reserves the right to:

- Terminate the contract for convenience with 60 days' written notice.
- Terminate immediately for cause, including breach, non-performance, statutory violations, or misconduct.

Upon termination, the Agency shall ensure orderly handover, withdrawal of personnel, and settlement of dues.

#### 7.8 Non-Exclusivity

Appointment under this RFP shall not confer exclusivity. KUCAOA may engage one or more security agencies simultaneously.

## 8. PROPOSAL SUBMISSION

### Documents to Submit:

1. Company profile and experience.
2. Staff deployment plan with proposed shifts.
3. Training and emergency response plan.
4. Financial quotation in the prescribed format.
5. EPF/ESI registration certificates and statutory compliance proof.
6. Acceptance of SOP terms (signed copy).
7. Organizational Structure —both at local level and HQ level.
8. Escalation matrix – both Internal and customer level.
9. Details of similar residential assignments handled (with references).
10. Proposed monthly cost sheet (wages, statutory components, service charges, GST)
11. Details of uniforms, equipment, training process to be provided.

A draft/bankers cheque of Rs.2500/- (Rupees Two Thousand Five Hundred Only) payable in favour of “**Kolkata Uniworld City Apartment Owners Association**” to accompany the proposal towards the cost of the tender, else the tender will be summarily rejected.

### 9. Part A: Commercial Bid

9.1 Total Manpower Deployment Plan (Number of guards per shift, total guards per day, supervisor, etc.)

9.2 Service Charges per month (in INR): [Quote a single, all-inclusive amount. Do not break up costs for individual guards.]

9.3 Detailed Cost Breakdown: (e.g., Base Security Charges, Statutory Charges, Supervisory Charges, Agency's Profit, etc.)

9.4. Taxes (%) as applicable.

### 10. Part B: Technical Bid

10.1 Company Profile: History, years of experience and client list (especially other large residential complexes of similar stature).

10.2 PSARA License: Copy of the valid license issued by the State Government.

10.3 Insurance Certificates: Copies of relevant insurance policies.

10.4 Deployment Plan: A detailed proposed plan for securing our 52-tower complex.

10.5 Training Module: Details of the training imparted to security guards.

10.6 Resume of the Proposed Security Supervisor.

10.7 References: Contact details of at least two current clients for similar projects.

10.8 Labour law compliance documents like PF/ ESI registration etc.

**Submission Deadline:** By 1700Hrs of 15th day from the date of publication of RFP in the Newspaper .

**Submission Address:** Sealed envelope addressed to the “**Coordinator Procurement, Facility Office, Downtown Tower 02, Unit No.001, New Town, Action Area III, Rajarhat, Kolkata 700160**”.

For any clarification contact - 8017022440