

RFP for Housekeeping / Security Guard services

For IFCI Financial Services Limited

Request for Proposal [RFP]

RFP No: IFIN/CPD-HO/Tender/2025-26/2

Date: 13th February, 2026

To be submitted before

5.00p.m on 05/3/2026

Addressed to:

Administration Department

IFCI Financial Services Limited

Corporate office: Kamak Towers, 4th Floor, Plot No.12-A (SP),

Thiru-Vi-Ka Industrial Estate, Ekkatuthangal,

Guindy, Chennai 600032.

Disclaimer

1. This RFP document is neither an agreement nor an offer by IFCI Financial Services Limited (hereinafter referred to as IFIN) to the prospective applicants or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this RFP.
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4. IFIN will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that IFIN is bound to select an applicant or to appoint the selected applicant, as the case may be, for the services and IFIN reserves the right to accept/reject any or all of proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. IFIN also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the RFP Application.
5. The information given is not exhaustive on account of statutory requirements and should not be regarded as a complete or authoritative statement of law. IFIN accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
6. IFIN reserves the right to change/ modify/ amend any or all provisions of this RFP document. Such revisions to the RFP / amended RFP will be made available on the website of IFIN www.ifinltd.in menu Tender

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SECTION 1: INSTRUCTIONS TO AGENCIES

1.1 Introduction

1.1.1 IFCI Financial Services Ltd. Is a subsidiary of IFCI Limited engaged in broking services having presence Pan-India basis.

1.1.2 IFIN proposes to appoint outsourced service personnel for Housekeeping staff and Security Guards through agency at Corporate office situated at Kamak Towers, 4th Floor, Plot No.12-A(SP), Thiru Vi Ka Industrial Estate, Ekkatuthangal, Guindy, Chennai 600 032.

1.1.3 The agency should be an established company in the respective area with proven track record.

1.1.4 The agency will be appointed for a period of one year. The contract will be further renewable for a period of another year depending upon the performance of the agency.

1.1.5 Interested agencies are invited to submit the proposals, which must include the following, as detailed subsequently in this document: a. A Technical Proposal and b. A Financial Proposal

1.1.6 It may be noted that (i) The costs of preparing the proposal are not reimbursable and (ii) IFIN is not bound to accept any of the proposals submitted.

1.1.7 The agencies are required to provide professional, objective, and impartial service at all times and hold the IFIN's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.

1.1.8 Agencies have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of IFIN, or that may be reasonably perceived as having this effect. Failure to disclose such situations by the agency may lead to disqualification of the agency or termination of the contract.

1.1.9 Agencies must observe the highest standards of ethics during the selection and execution of the contract. IFIN may reject a proposal at any stage if it is found that the firm recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question, and may also declare a firm ineligible or blacklist the firm, either indefinitely or for a stated period of time, if at any time it is found that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.

1.1.10 The family members/ blood relations of employees and/or consultants of IFIN shall not be eligible to participate in the RFP process. Any proposal submitted by them may be summarily rejected. In case, IFIN comes to know of the relationship subsequent of the award of contract, the contract shall be liable to be cancelled. It is clarified that the term consultants of IFIN does not refer to agencies/people, which may have been shortlisted for an assignment/project of IFIN through RFP process.

1.1.11 Schedule of Events, contact & communication details

1. RFP No : IFIN/CPD-HO/Tender/2025-26/2

2. Brief Description of the RFP : Housekeeping / Security Guards

3. Company's Address for Communication and Submission of Tender : IFCI Financial Services Ltd.
Kamak Towers, 4th Floor, Plot No.12-A(SP)
Thiru-Vi-Ka Industrial Estate,
Guindy,
Chennai 600032.

4. Date of issue /publication : 13.2.2026

5. Last date & time for Submission of Bids : 05.3.2026 EOD ie. 5.00 p.m.

6. Date and time of Opening of Eligibility and Technical Bid : 06.3.2026 - Time 4.30 p.m.

07. Date and time of Opening of Financial Bid : will be announced later

08. Contact Person for any Clarification : Mr. Balu & Prabhu 044-69298446, 044-69298430

09. Contact E-mail ids : balu@ifinltd.in & prabhu@ifinltd.in & divya@ifinltd.in

1.2 Minimum Eligibility Criteria

1.2.1. The following shall be minimum eligibility criteria for selection of the bidders

- a) Registration: The agency must be an entity registered as a Proprietorship Firm/ Company/ Partnership Firm/LLP as per the respective State and Central laws and registered with the income tax having a valid PAN card in respect of the Proprietorship Firm/Company/Partnership Firm/LLP and as the case may be and also registered under relevant Labour laws/ rules, EPFO, ESIC. The proof of self-attested copies in support of the above registrations shall be attached with bid document.
- b) Experience: The agency shall have minimum 3 years of experience in the providing housekeeping/ security guards. Document showing the proof of experience or experience certificate shall be attached with the bid document.
- c) Agency should have registered office in Chennai.

1.2.2 Document supporting minimum eligibility criteria

- a) Self-attested copy of registration certificate of agency for providing manpower
- b) Self-attested copy of PAN, TAN card in respect of individual/firm as the case may be
- c) Self-attested copy of Service tax registration
- d) Self-attested copy of P.F. registration certificate
- e) Self-attested copy of E.S.I registration certificate
- f) Proof of filing Electronic challan cum return (ECR)
- g) Complete address of registered office and branch office
- h) Proof of payment of ITR/CA certificate since last 5 years
- i) Self-attested copy of the Experience Certificate
- j) List of clients giving details of services provided both present and past with proof of contract agreement.

1.3 Scope of Work and Deliverables

The scope of project includes providing Supervisor, Electrician, Office boys, cleaning services and consumables, security guards to IFIN. The RFP is for the housekeeping service and cleaning services (along with consumables reimbursable by IFIN at actuals), security guard services for IFIN. The detailed scope of work for each area is provided in **Annexure 1**.

1.4 Preparation of Proposals

Agencies are required to submit a Technical proposal and a Financial Proposal as specified below.

(a) Technical proposal

1.4.1 The Agencies are expected to provide the Technical Proposal as specified in this RFP Document.

1.4.2 The Technical Proposal shall contain the following:

- a) An undertaking on the letter head of the agency and signed by its authorized signatory, that the agency will undertake the assignment, in accordance with the Scope of Work detailed in the RFP document and at the cost submitted by the agency in the financial proposal (the cost is not to be indicated in the undertaking). The above undertaking submitted by the agencies would be binding on the agency.

- b) Self-attested supporting documents for Technical bid evaluation criteria (Refer Annexure 2)
- c) Undertaking form needs to be filled by the applying agency (Refer Annexure 4)

1.4.3 The Technical Proposal shall not include any financial information.

(b) Financial Proposal

1.4.4 In preparing the Financial Proposal, agencies are expected to take into account the requirements and conditions outlined in the RFP document (Refer Annexure 3)

1.4.5 Letter of Financial Proposal should include:

- i Total cost (exclusive of applicable taxes) for the service is for a period of one year.
- ii No hidden costs or conditions will be accepted.

1.4.6 Taxes as applicable in India will be paid as per actuals and the same are not required to be indicated in the financial bid.

1.4.7 The cost quoted will be firm and fixed for the duration of performance of the contract. At no point of time will any deviation from the quoted rate will be entertained by IFIN.

1.4.8 The Financial Bid shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

1.5 Submission of Proposals

1.5.1 The original proposal (Technical Proposal and Financial Proposal) shall contain no interlineations or overwriting, except as necessary to correct errors made by the agency itself. Any such corrections must be authenticated by the persons or person who sign(s) the proposals.

1.5.2 The Technical Proposal should be placed in a sealed envelope and superscribed "Technical Proposal for Housekeeping / Security Services for IFIN". The Financial Proposal shall be placed in a separate sealed envelope and superscribed "Financial Proposal for Housekeeping / Security Guard services for IFIN".

1.5.3 If the Financial Bid is not submitted in a separate sealed envelope duly superscribed as indicated above, this will constitute grounds for declaring the bid non-responsive.

Both the sealed envelopes should be put into an outer envelope and sealed. The outer envelope shall be superscribed "RFP for Housekeeping / Security Guard services for IFIN" with the date of submission. The Bottom Left corner of the outer cover should carry the full name, address, telephone numbers, e-mail ID etc. of the agency submitting the proposal.

1.5.4 The outer envelope containing the sealed Technical and Financial Proposals should be addressed to:

Administration Department
IFCI Financial Services Limited,
Kamak Towers, 4th Floor, Plot No.12-A (SP),
Thiru-Vi-Ka Industrial Estate, Ekkatuthangal,
Guindy, Chennai 600032.

Email: balu@ifinltd.in ; prabhu@ifinltd.in ; divya@ifinltd.in

The proposals will need to be dropped in the **Tender Box** placed at IFIN office at the above address or can be send through Courier/Post/Password protected mails to the above mail IDs.

- Agency should be available to connect on the date of opening the bid.

1.5.5 The proposals must be submitted on or before 05th March 2026, 5.00 pm.

1.5.6 No proposal will be accepted after the deadline for submission and in the event of any proposal being received after the closing time for submission of proposals, the same shall be returned unopened.

1.6 Opening of Proposals and Selection Process

1.6.1 The two bid system will be followed; the technical bids will be opened at first instance. It is clarified that prospective bidders scoring 60% and more in the Technical Proposal (please refer to Annexure 2) will be deemed to qualify for the second stage of the bid.

At the second stage, financial bids of only technically qualifying bidding parties will be opened and the L1 bid from the technically qualifying bidder will be accepted (please refer to Annexure 3). Should it be deemed necessary, the technically qualifying agencies may be invited for a presentation of their proposals.

Financial evaluation would be on the basis of bids received and the normalisation factor for bidder quoting the lowest bid be taken as “100” and rest of the bids can be assigned financial score in proportion to their difference with the lowest bid as explained below:

Bidder	Bid Amount (L1)	Normalisation Factor	Financial Score
A	120	100	100
B	150	$=(150-120)/120=25$	75(100-25)
C	130	$=(130-120)/120=8.33$	91.67(100-8.33)

For final selection of the successful bidder, in case there is a tie in the final rating then highest score of technical bid will be deciding criteria for the award of the successful bid.

1.6.2 From the time the Technical Proposals are opened to the time the contract is awarded, if any agency wishes to contact IFIN on any matter related to its proposal, it should do so only in writing to balu@ifinltd.in ; prabhu@ifinltd.in ; divya@ifinltd.in. Any effort by the agency to influence the IFIN in the proposal evaluation or contract award decisions may result in rejection of the proposal of the Agency. The RFP related communication and updates will be posted on www.ifinltd.in

1.7 Payment Terms

1. Payments will be made within 15 days of the submission of monthly bills.
2. The rate of wages to personnel engaged shall be fixed by the successful bidder in consultation with IFIN after taking into consideration the Minimum Wages Act, 1948 and the periodic notification in respect of wages issued by the Government of India in the Ministry of Labour and Employment as applicable to IFIN.

3. The successful bidder should ensure payment of wages to his workmen on or before 5th of every succeeding month, irrespective of delay in payment of bill by the IFIN for whatever reason.
4. The successful bidder shall bear all expenses regarding uniforms, preparation of their Identity card, compensations, wages and allowances (DA), PF, ESI, Bonus and Gratuity as applicable relating to personnel engaged by him and abide by the provisions of various labour legislation including weekly off and working hours. A payroll sheet showing all the payments given to personnel deployed at IFIN duly signed by the representative of successful bidder's representative should be furnished to IFIN for record purpose along with individual personnel EPF number and proof of submission of EPF, ESI etc., as applicable every month for the last month with respect to all employees deployed by him at IFIN, and in case of any difference in the amount for which documentary evidence has not been provided, IFIN has the right to deduct the amount accordingly from the bills. While depositing the applicable ESI and EPF amount in the account of respective worker, it shall be the sole responsibility of the Successful bidder to comply with all the prescribed provisions of Labour Rules/Laws and Act. Further, the agency shall specifically ensure compliance of relevant Labour Laws/Acts including but not limited to with the following and their re-enactments/amendments/modifications. IFIN will not assume any responsibility thereto. IFIN reserves its rights to withhold bills, if the Successful bidder fails to produce proof for having remitted ESI/PF dues. The payment for successive months will be released on receipt of the evidence of deposit of ESI/PF in the worker's account for previous month.

The agency should comply the norms and procedure prescribed under the following Central Acts.

- a) The payment of wages Act 1936
- b) The Employees Provident Fund Act, 1952
- c) The Factory Act, 1948
- d) The Contract Labour (Regulation & Abolition) Act, 1970
- e) The Payment of Bonus Act, 1965
- f) The Payment of Gratuity Act, 1972
- g) The Employees State Insurance Act, 1948
- h) The Employment of Children Act, 1938
- i) The Minimum Wages Act, 1948

1.8 Terms and Conditions

1. The successful Bidder shall not sub-contract the Contract to any other party without prior permission of IFIN and any breach of this condition shall result in termination of contract without notice.
2. The successful Bidder shall be responsible for providing services as prescribed in the Service Level agreement which will be entered by IFIN with the successful bidder.

3. The successful bidder shall ensure that the payment of wages to his workmen deployed for carrying out his contractual obligations shall not be less than the minimum wages prescribed by Government of India from time to time, as applicable during the contract period.
4. In case IFIN objects in writing to deployment of any individual at its premises the successful bidder shall forthwith replace him. The procedure of deployment as stated, in the foregoing clauses will also be made applicable in case of such replaced personnel. Prior approval of Concerned Officer of IFIN has to be obtained while employing/terminating duties of any staff deployed by the successful bidder.
5. The successful Bidder has to ensure that the workers engaged by him and deputed to carry out the work in the premises of the IFIN are sufficiently experienced. For this purpose, the successful Bidder shall carry out regular visits to ensure that the staffs deputed by him in the IFIN premises carry out their duties as required by the IFIN. Personnel provided by the successful Bidder shall at all time, remain employees of the successful bidder and shall never claim any benefits that may normally be available to the employees of the IFIN and the IFIN shall, in no way, whether in law or at equity, be responsible or liable for their wages, salaries, bonus, gratuity and other allowances and/or any statutory benefits, interests and/or rights.
6. In case of any eventuality or emergency, the security services staff will help in running the water and electric supply and nourishing plantation.
7. The successful bidder shall maintain all registers under provision of relevant Labour & other laws, submitting regularly returns to the concerned authorities and copy must be marked to Concerned Person of IFIN. The successful bidder shall maintain all records and returns pertaining to the contract at IFIN and these are to be produced by the bidder at the time of Inspection of various authorities and also as and when demanded by the Concerned Dept.
8. All the staffs provided by successful bidder will work in close cooperation and liaison with our concerned officer or with such officers as may be designated by the IFIN in this behalf from time to time and the supervisor shall periodically report all important incidents at IFIN and in case of any incident involving loss or damage to the property of the IFIN the same shall forth with be reported to the concerned officer of the IFIN.
9. The successful bidder shall be responsible for any misbehavior of his own staff and the person who misbehaved shall be terminated from the duty immediately.
10. The successful bidder shall at all times indemnify the IFIN against all claims for compensation under the provisions of any law in respect of the deployed personnel.
11. It is expressly understood that the manpower as mentioned , to be provided by the Manpower Agency and deployed for IFIN will be the employee of the Manpower Agency and will, in no way, be deemed as working under employment of IFIN and there shall not exist any employer-employee relationship or any legal relationship, whatsoever between IFIN and these workers.

12. There shall be no vicarious liability of IFIN Ltd. The Manpower Agency or worker/personnel shall have nothing to do with IFIN either in respect of wages/salary or such other statutory benefits or compensation etc. under the Labour laws and other related Laws, i.e. Gratuity, Bonus or Workmen Compensation Act or any other law in force or any new amendment whatsoever.
13. The Manpower Agency has to ensure proper background check and Police verification of all the manpower allocated at any of the locations/office of IFIN and the same has to be confirmed to IFIN before deployment of such manpower.
14. IFIN would not be responsible for any lapse on the part of the Manpower Agency in enforcing the provisions of any Labour Acts/Laws, viz, Payment of Wages Act, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, 1970 and (Central) Rules, 1971, Industrial Dispute Act, 1947 and (Central) Rules 1957, Employees' State Insurance Act, 1948 (ESI), Employee's Provident Funds and Miscellaneous Provisions Act, 1952 (EPF), Gratuity, Bonus etc. It will be the Manpower Agency's responsibility to abide by all Statutory Laws/ Regulations applicable to the contract labour engaged by him on the contract work. They will indemnify IFIN as a result of any loss incurred by IFIN in this regard.

Annexure I

a. Scope of work (Housekeeping services)

S No	Types of Works
I	<p>Housekeeping activities</p> <ul style="list-style-type: none"> - General cleaning of office rooms and common areas partitions, lobby area, toilets, reception, entrance etc. Vacuuming/ brushing of carpeted areas. Room-freshening / Deodorizing / sanitizing as and when required. - Ensure office areas are clean & tidy by 0830 h every day i.e. before the staff arrives for work. - Supervising of all routine works done by Housekeeping, Dispatch persons and pantry services - Cleaning of toilets and wash basins on daily basis at regular intervals. Cleaning of light fittings/ fans/ tube lights and such other fittings/ false ceiling etc. including electronic items using special cleansing agents on need basis. - Dusting/ cleaning of all furniture, wet & drying/ mopping, sponging from inside/outside with good cleansing agent. - Cleaning the glass doors, windows, light fittings, sign boards etc. on weekly basis - Collection and removal of waste paper and garbage from the above sites. Disposal of Final waste/ garbage on regular basis. - Scrubbing the floor tiles on a weekly basis - Ensure that all office spaces are spruced and clean on completion of work and no excess lights/air conditioners are running on completion of work. - Ensure water bottles of the staff are filled up regularly with clean drinking water, dustbins are regularly emptied, tables are dusted and surroundings are clean
II	<p>Office Boys</p> <ul style="list-style-type: none"> - All outdoor work relating to office work. - All dispatch related work including maintenance of records, bill checking etc. - Assist office staff in movement of files/papers, photocopying, scanning etc. - Attend all the needs of any meetings in office.
III	<p>Maintenance activities (Electrical, Plumbing, Mason work etc.)</p> <ul style="list-style-type: none"> - Maintenance of power panels and Genset. - Maintenance of light fixtures, power points and other electrical equipment - Detection of rectification of any abnormalities to ensure smooth function of electrical fittings - Co-ordinate with AMC vendors for smooth maintenance of Centralized AC, Genset and Lift for regular site visits and other repair works. - Repairing and maintenance of plumbing - Other incidental activities pertaining to Administration department
IV	<p>Supervisor</p> <ul style="list-style-type: none"> - One supervisor to be deployed in the premises to ensure smooth functioning of the day-to-day activities who will be point of contact with the office in-charge of admin department of the team should ensure monitoring of other agency staffs for our admin related activities.

Note: The successful bidder may inspect the building/premises thoroughly, before quoting for the work. The successful bidder should physically inspect the entire systems which are to be covered under contract and also to make an assessment of the average consumption of consumables/spares etc., before quoting their rates.

The staff other than housekeeping services should be of minimum of 10th class pass and should be able to read and write. All staff by the successful bidder should be above 21 years of age..

b. Scope of work (Security Guards)

I) Security Services

a) Security Guards (SG)

Security Guards shall be responsible for supervising and monitoring the security personnel deployed at IFIN Chennai. SI will be a vital part of the security. They will be required to patrol the office regularly, inspect security personnel, interact with visitors/occupants of the office, respond to and take charge of incidents or potential security and safety situations. SI should have the following qualifications:

- i) SI should be at-least 10th standard pass, preferably graduate.
- ii) Must be able to bodied, medically fit, Agency should take care of certification.
- iii) Should be within the age group of 21-50 years.
- iv) Should have expertise in Access Control, anti-sabotage check and Bio Metric System.
- v) Should have decent knowledge of fire-fighting including Fire Alarm Panel, Smoke Detectors, fire extinguishers and emergency evacuation procedures.
- vi) As a first responder he should have basic idea of how to react in emergency like fire, earth quake, terrorist attack, sabotage etc. and his coordinative role.
- vii) Should have the ability for identification of a suspect, through body language.

1. The above services, are required on 24 hours basis for 365 days in a year including Sundays, Festivals, National Holidays/ Holidays. The Compensation or the paid leave for the Security Guards working on a National or Public Holidays should be bear by the Manpower Agency. The above services are required on monthly job basis. The Manpower Agency shall deploy adequate number of personnel as stipulated in the tender document (plus relievers) in suitable shift duties. Exact working hours will be fixed in consultation with the concerned Officer-in-Charge of IFIN as per the provisions of the Factories Act, 1948. IFIN reserves the right to modify the requirement of personnel on need basis from time to time. The monthly payment shall be made on the basis of actual deployment of manpower at site.

2. A list of persons deployed personnel, together with their qualification, experience and copies of the appointment letters, photograph of each personnel in uniform have to be submitted to IFIN at the time of commencement of the contract or whenever change/replacement of any person (s) takes place during the period of the contract. Any subsequent changes in the deployment of personnel shall be notified in advance. IFIN may ask to furnish the details of personnel deployed by the Manpower Agency at any time during the period of contract.

② The agency shall provide round the clock security service on job contract basis at IFIN Corporate Office.

② The Security Guards deployed in IFIN should have adequate knowledge & experience of jobs/responsibilities for which the service is availed and will work strictly under the direction and administrative control of the Manpower Agency's Manager/ Supervisor. However, the Manpower Agency's supervisory staff will have to execute the work through their staff according to the requirement, need and/or instructions of the designated officers of IFIN.

Annexure 2

Technical Bid Evaluation criteria

Qualifying Score – 60% out of 100.

Technical proposal evaluation criteria

S No	Evaluation Criteria	Score
1	Manpower on company pay roll (in number and designation)	
	50 and above	20
	20nos - 50 nos	10
	10 nos - 20 nos	5
2	Similar work Experience in Number of Years	
	10 years and above	20
	5 year to 10 years	10
	3 years to 5 years	5
3	Average turnover in last 3 years	
	Rs.50 lakh and above	20
	Rs.30 lakh to 50 lakh	10
	Up to 30 Lakh	5
4	At least three client testimonials of similar projects	20
5	No of projects currently running	
	20 and above	20
	10 to 20	10
	5 to 10	5

Annexure 3

Financial Proposal

- Total cost of project for a period of one year
(Taxes are excluded)

SI No	Type of work	Expected persons to be deployed	Total cost per month (Rs.)	Total cost per annum (Rs.)
1	Housekeeping (including supervisor, electrician, housekeeping and office boys)			
2	Security Guards			
Total cost				

Annexure 4

Format for Undertaking

[Location, Date]

From: [Name of the Firm]

To: IFCI Financial Services Limited, Kamak Towers, 4th Floor, Plot No. 12-A(SP), Thiru Vi-Ka Industrial Estate, Ekkatuthangal, Guindy, Chennai 600032 India

Subject: Undertaking for the RFP for Housekeeping / Security Guard services For IFCI Financial Services Limited

Sir,

This has reference to the IFIN RFP dated 13.02.2026 titled 'RFP for Housekeeping services /Security Services For IFCI Financial Services Limited. In this context, I, as an authorized representative of the company _____, certify that we have done similar projects for other clients in the past and will be able to provide a capable team for this project who will be able to work as per the set deadlines. Also, we have been in operation for more than three financial years and have never been blacklisted by any Department of the Government of India. We have an office in Chennai.

Thanking you,

Name of the Bidder:

Authorized Signatory _____

Company Name: Seal:
