

**REQUEST FOR PROPOSAL (RFP) for  
SECURITY SERVICES of  
Asian University for Women**

**Date: 8<sup>th</sup> September, 2021**

## Invitation for Request for Proposal (RFP)

AUW invites proposals from eligible Security Services companies for Security Services of Asian University for Women.

### RFP Summary Sheet

<b>Name of the company</b>	Asian University for Women
<b>Procurement Reference Number</b>	AUW/21-22_28
<b>Date of issue of the RFP</b>	8 <sup>th</sup> September, 2021
<b>Date and Closing Time for RFP submission</b>	15 <sup>th</sup> September, 2021 2:00PM (BD Time)
<b>Quotation submission mail address</b>	<b>tender_12@auw.edu.bd</b>
<b>Period of the proposal</b>	1 <sup>st</sup> October, 2021 to 30 <sup>th</sup> September, 2023
<b>Address for Communication</b>	<b>Asian University for Women</b> 20/A M. M. Ali Road Chattogram 4000, Bangladesh Tel: +880-31-285-4980 Fax: +880-31-285-4988

Bidders are invited to submit their proposal in accordance with the enclosed Request for Proposal (RFP) terms.

AUW reserves the right to reject any or all offers without assigning any reason.

Complete confidentiality should be maintained. Information provided here should be used for its intended scope and purpose. Retention of this RFP signifies your agreement to treat the information as confidential.

All communication with regard to this request for proposal needs to be directed to AUW directly while in copy of all these communications at the email addresses mentioned in the RFP mail.

For any further queries can contact in below mail: Primary point of contact for RFP process and technical queries Mohammed Ishrat Bin Mahbub; Head of Procurement; Email: mohammed.mahbub@auw.edu.bd; Contact Number: +8801926673027; Whatsapp: +8801671470348 and Looping Address for queries Manoj Prasad Ghantasala; Chief Financial Officer manoj.ghantasala@auw.edu.bd;

Proposal should be submitted only in the email: **tender\_12@auw.edu.bd**

No other AUW email should be in TO/CC/BCC. Any proposal violate this instruction may face the cancellation of their proposal.

## 1. Scope of work

To provide the comprehensive security services to the Asian University for Women, Chattogram.

1.1 Service Should be given:

- 1.1.1 Asian University for Women; 20/A, M.M. Ali Road, Chittagong-4000. 2 academic buildings, 4 students' dormitory building, including covered and uncovered area within the boundary.
- 1.1.2 Panchlish residential buildings, khulshi residential buildings and A UW khulshi guest house.

## 2. Security Services

Eligible prospective bidders are free to submit their proposal.

The objective is to ensure that the A UW's safety that should managed at a high service levels and in the most cost-effective manner as possible. The offerer must have the flexibility necessary to respond to A UW's current and changing needs.

This RFP provides following information to enable you to prepare and submit proposals for consideration:

- Proposed Covers.
- Match the desired covers and contract provisions
- Demonstrate the ability to deliver high quality services at a competitive price

## 3. Documents need to submitted by the bidder

To be considered for selection by the A UW, the bidders should meet the following criteria:

Table 1: Eligibility Criteria:

S. No.	Documents	Documents Details
1	Trade License	Valid Trade License for the year 2021 to onwards.
2	BIN/TIN	BIN/TIN Certificate related to the offerer
3	Government License (DIFE)	The Department of Inspection for Factories and Establishments (DIFE) license
3	Company Profile	Company Profile that shows client list. The profile also should mention the year of company registration.
4	Other Documents	VAT certificate Certificate of Incorporations Legal Entity Audit Report Bank solvency Register partnership deed (If necessary)

## **4. Bid Submission Process**

### **4.1 Language of the Bid**

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and AUW shall be written in English language.

### **4.2 Signature**

The covering letter must be signed with the Bidder's name and by an Authorized Signatory of the Bidder, who is authorized to commit the Bidder to contractual obligations. All obligations committed by such signatories are liable to be fulfilled by the Bidders who would be selected to carry out the project as per the terms of this RFP.

All the commitments, obligations and responses (all the pages) against this RFP must be signed by the signatory of the Bidder and are enforceable through security service provider which may be signed at the end of the bidding process.

### **4.3 RFP Submission**

- a. An authorized signatory of the Bidder shall initial all the pages of the original Bid. The authorization shall be in the form of a written Power of Attorney accompanying the Bid or in any other form demonstrating that the signatory has been duly authorized to sign.
- b. The Bidders are required to submit soft copies of their Bids electronically.
- c. The Bidders should send the scanned copies of all relevant certificates, documents etc. in support of their RFP. The Bidder should sign on all statements, documents etc. uploaded by them owning responsibility for their authenticity. Bids must be submitted through email by the last date and time indicated in the "Invitation to RFP".
- d. Bidders are strongly advised not to wait till the last day for emailing and submitting their bids.

The following official shall be available for any assistance.

- 1) Mr. Ishrat Bin Mahbub, Head of Procurement, [mohammed.mahbub@auw.edu.bd](mailto:mohammed.mahbub@auw.edu.bd) +880 1926 673 027

The bids shall be submitted with technical and commercial details.

All the pages of the proposal including annexures and documentary proofs should be numbered and signed by the authorized signatory.

The proposal should be prepared in English in PDF format.

### **4.4 Documents to be submitted**

#### **4.4.1 Technical Bid**

#### **4.4.2 Commercial Bid – Exhibit 9.1.**

## **5. Bid Evaluation**

### **5.1 Opening of RFP**

For bids received within the prescribed closing date and time will be evaluated.

### **5.2 Commercial Bid Evaluation**

The Commercial bids will be evaluated on the basis of the quotes.

## **6. Terms and Conditions**

### **6.1 Period of validity of bids**

The process of bid evaluation, approval and subsequent activities may be assumed to take a reasonable amount of time. Please mention bids validity of time not less than a month.

### **6.2 Modifications and withdrawal of bids**

No bid can be modified by the bidder, subsequent to the closing date and time for submission of bids.

### **6.3 Clarification of bids**

A bidder requiring any clarification on this document may notify through e-mail at the email address provided in the "RFP Summary Sheet".

### **6.4 Erasures or alterations**

The offers containing erasures or alterations will not be considered. There should be no handwritten material, corrections or alterations in the offer.

### **6.5 Revised bids**

If necessary, AUW reserves the right to call for revised technical or commercial bid from all the eligible bidders.

### **6.6 Confidentiality**

The information given in this document is confidential and is for use by the bidder to whom it has been issued. Each party, i.e. AUW and the bidder, shall treat the other party's information as confidential and will take necessary steps to prevent the disclosure of the other's confidential information to third parties. Both the parties will keep the contents of order/ Agreement confidential, including the price information.

### **6.7 Cost and Currency**

The offer must be made **in BDT only.**

The total price quoted should be inclusive of applicable duties, levies and charges, etc. All costs should be given in Figures and Words. No cost variation will be permitted other than statutory dues (Upward revision of service taxes will be borne by the bidder and benefit of downward revision of taxes shall be passed by the bidder to the AUW).

### **6.8 Compliance to Terms and Conditions**

It is essential that all the bidders should agree to all the above-mentioned terms and conditions.

## **7. Conditions**

- a) The number of security personnel/guards to be kept as per requirement of the Asian University for Women to ward and watch and for the protection of the AUW. The security guards provided by the offerer will be for 24 hours shifts of 08 hours and shall provide complete security arrangement and protection of AUW. Round the clock security personnel, both male and female, may be increased or decreased depending on the requirement of site and security threat.
- b) The offerer shall engage specified number of trained security guards at AUW offices and apartments premises for performing security duties shall mean watch and ward services for rendering full and effective services and must not be considered it as the duty of the law and order enforcing authority.
- c) The offerer shall provide 3 (Three) supervisors, 23 (Twenty Three) male and 10 (Ten) Female Guards (Fully Trained) with uniforms, necessary equipment's and gears. Each guard much be physically and mentally fit. They must have proper training on security related matter and they must have adequate previous experience to perform security duty. The educational qualification of each guard should be minimum "class 08 passed".
- d) The offerer should have enough reserve guards as AUW may select the guards.
- e) The offerer should arrange security clearance and confirm security verification from the law enforcing agency.
- f) The offerer shall provide bio-data or CV along with necessary and required documents (National ID card, Passport size photo, Birth certificate and character certificate by their chairman of their permanent address) of all selected guards to the AUW prior to their employment. The offerer is responsible to confirm and verify the antecedents and it is solely offerer responsibility.
- g) The selected guards of the AUW from the offerer, must not be employed elsewhere during AUW and offerer contract tenure.
- h) AUW will plan and assign the duties of the guard.
- i) The offerer shall provide required number of uniforms and other necessary gears and equipment's (Gum boot, rain coat, umbrella, torch, whistle, baton etc.) to all guards.
- j) The offerer shall ensure:
- Proper discharge of its responsibilities through personnel employed.
  - On duty guards are fully trained. The guard shall wear company uniform and carry their ID cards while on duty.
  - Performing duties on roaster basis.
  - Deployed guards should be vigilant and protect the gates and premises against trespass, theft and burglary.

- Making sure of the security through body search, vehicle search during in and out of the AUW premises.
  - Guards and supervisors will take the order/briefing from the AUW designated authority.
  - Guards and supervisors will maintain office rules/discipline informed/instructed by AUW.
  - Guards shall maintain duty roster, check in/out record, vehicles In/Out register, other record register (If any).
- k) Any guards fails to report his duty in time, offerer should immediately arrange the alternative also inform the AUW authority of the alternatives.
- l) If AUW requires additional guards for any emergency or unforeseen event, the offerer should provide the additional guards from the reserve list or from the main list on the existing rate.
- m) The guards' duty posts should be checked by its inspectors, officers or supervisors frequently and 1-2 times in a week at mid night.
- n) The offerer should be able for crisis management (To handle, negotiate and solve problems related to guard and duty or security issues).
- o) Any legal action or procedure related to security must be carried by the offerer.
- p) The cost/compensation shall be borne by the offerer for any injury/accident with the security guard/personnel during duty hour.
- q) The offerer shall confirm, that any personnel/guard of the offerer is not involved with any trade union activities, strike or hartal. The security services will remain smooth and no interruption will be ensured by the offerer.
- r) The offerer: In all cases, any incident (Major or minor) should be informed to the AUW.
- s) In case of any theft or loss of articles, equipment and other materials, offerer must inform AUW and lodge FIR or GD (General diary) where, AUW will assist in this process.
- t) The offerer (selected) shall submit BDT 100,000.00 (One Lakh Taka Only) as security deposit, which will be returned/refunded after six months of the satisfactory services.
- u) Termination of the contract: May be terminated by either of the parties with 2 (Two) months advance notice.

## **8. Additional Terms and Conditions**

Following additional terms and conditions shall apply to the evaluation process:

- (a) Termination/or suspension of evaluation process– AUW reserves the right to suspend or terminate the Bidder evaluation process (in whole or in part) at any time in its absolute discretion and without liability to the Bidder. Bidders will be notified if any suspension or termination occurs but AUW is not obliged to provide any reasons.
- (b) Incorporation of Responses into agreement - The successful bidder as concluded by AUW shall sign a service level agreement. AUW may, at its sole discretion, incorporate any portion of any successful Response of a successful Bidder in to the final service level agreement.
- (c) Governing Laws & Dispute Resolution-The RFP and selection process shall be governed by and construed in accordance with the laws of Bangladesh.

**9. Work and Service charge schedule**

**Exhibit 9.1**

<b>Category</b>	<b>Personnel</b>	<b>Charges per head 08 hourly shifting duty</b>	<b>Amount</b>	<b>VAT</b>	<b>Total Amount</b>
<b>Supervisor</b>	3				
<b>Guard-Male</b>	23				
<b>Guard-Female</b>	10				
<b>Total</b>	36				

Inform any other additional costs that need to be submitted in the proposal.

Evaluation Committee may decide to take security amount in the name of AUW after selection.