

HELPAge INDIA

LETTER OF ENQUIRY / REQUEST FOR QUOTATION (RFQ)

Date: 3 September 2026

Subject: Request for Quotation for Security Guard Services

Greetings from HelpAge India!

HelpAge India is a leading non-profit organisation dedicated to serving and improving the quality of life of older persons across India.

HelpAge India invites quotations from eligible and experienced security agencies for providing security guard services at its following locations in New Delhi.

1. Requirement

HelpAge India requires deployment of **three (3) Security Guards**, working in **8-hour shifts**, at the following locations:

1. **HelpAge India Office**
C-14, Qutab Institutional Area,
New Delhi – 110016

2. S-37, Panchsheel Park,
New Delhi – 110016

The exact deployment and shift requirements will be communicated to the selected agency.

2. Scope of Services

The selected security agency shall be responsible for:

- Deployment of trained and suitable security guards at the designated locations.
- Maintaining security and safety of the premises, staff, visitors and assets.
- Monitoring entry and exit of staff, visitors and vehicles.
- Maintaining visitor/incident registers and other records as required.
- Reporting any security-related incident or unusual activity immediately to the designated HelpAge India representative.

- Ensuring that deployed personnel are properly uniformed, trained and carry valid identification.
- Providing replacement/reliever personnel in case of absence, leave or non-availability of any deployed guard.
- Ensuring continuity of security services without interruption.

3. Statutory Compliance

The agency must comply with all applicable statutory and regulatory requirements, including:

- Minimum Wages applicable to security guards in Delhi.
- Employees' Provident Fund (EPF) provisions.
- Employees' State Insurance (ESI) provisions, wherever applicable.
- Applicable labour laws and other statutory requirements.
- GST and other applicable statutory taxes.
- Any other licence, registration or compliance applicable to providing security services.

The agency shall be solely responsible for timely payment and compliance with all statutory dues relating to its deployed personnel.

4. Quotation Requirements

The quotation should clearly indicate:

Particulars	Details
Number of Security Guards	3
Shift Duration	8 hours
Monthly rate per Security Guard	To be quoted
Total monthly service charges	To be quoted
EPF	To be indicated separately
ESI	To be indicated separately
Service/Agency Charges	To be indicated separately
GST	To be indicated separately
Total Monthly Cost	To be quoted

The quoted rates should be clearly itemised and should comply with applicable government/statutory norms.

5. Documents to be Submitted

Vendors are requested to submit the following documents along with their quotation:

1. GST Registration Certificate.
2. PAN Card.
3. Certificate of Registration/Incorporation, as applicable.
4. Valid licence/registration required for providing security services, as applicable.
5. EPF and ESI registration certificates/details.
6. Details of relevant experience in providing security services.
7. At least two recent client references/work orders, preferably for similar services.
8. Any other document considered relevant to establish eligibility and statutory compliance.

6. Submission Details

Last date for submission of quotation: 13 September 2026

Submission Email: procurement@helpageindia.org

Quotations must be submitted **only** to the above-mentioned email address.

Important: Quotations sent to any email address other than procurement@helpageindia.org will be considered invalid and will not be entertained.

7. Terms & Conditions

1. The quoted prices should be inclusive of all applicable charges and should clearly indicate GST separately.
2. The agency shall ensure that all deployed security guards comply with applicable minimum wage and statutory requirements.
3. The quotation must be submitted only by email to procurement@helpageindia.org.
4. The last date for submission of quotations is **13 September 2026**.
5. Vendors must submit copies of their GST Registration Certificate and PAN Card along with the quotation.
6. HelpAge India reserves the right to accept or reject any or all quotations, wholly or partially, without assigning any reason.
7. HelpAge India reserves the right to seek clarification or additional information from the vendors, wherever required.
8. The selected agency shall ensure uninterrupted deployment of security guards during the contract period.
9. The agency shall be responsible for providing suitable replacement personnel in case of absence, leave or unsatisfactory performance of any deployed guard.
10. HelpAge India shall not be responsible for any statutory dues, wages, benefits or claims payable by the agency to its personnel.
11. For any queries or clarification, vendors may contact the Procurement Department at **011-42030400**.
12. **Please do not CC the quotation to any other HelpAge India email address.**

13. Quotations sent to any email ID other than procurement@helppageindia.org will be **summarily rejected**.

HelpAge India

C-14, Qutab Institutional Area
New Delhi – 110016