

# Expression of Interest (EOI)

## Engagement of Security Services Amrapali Sapphire – Phase 2

**Date: 10Jan2026**

Amrapali Sapphire – Phase 2 invites **Expression of Interest (EOI)** from **world-class professional security agencies** for **Main Gate Operations and General Security Services** within the society.

### Preferred Agencies

Our first preference shall be given to reputed security agencies such as:

- **SIS**
- **G4S**
- **Securitas**

Other agencies may also submit their proposals, provided they meet the minimum eligibility criteria

### 1. Introduction

Amrapali Sapphire – Phase 2 (“the Society”) invites **sealed Techno-Commercial Proposals** from **reputed and experienced security service providers** for providing **Main Gate Operations and General Security Services** for the residential complex.

The Society intends to appoint a **professional, technologically competent, and well-established security agency** capable of managing high-volume residential access and ensuring safety, discipline, and operational efficiency.

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### 2. About the Society

- Residential complex comprising **1300+ flats**
- Occupancy level: 100% ,largely by young working professionals and elderly

- High daily footfall including:
    - **1000+ domestic staff (maids) twice a day**
    - **2000+ e-commerce and delivery personnel entries per day**
    - Visitors, vendors, and service staff
  - Multiple entry and exit points requiring round-the-clock monitoring
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### **3. Scope of Work**

The selected security agency shall be responsible for, but not limited to, the following:

#### **3.1 Security Operations**

- 24x7 security coverage for:
  - Main gates
  - Towers
  - Common areas
  - Basement and parking areas
- Access control and visitor management
- Vendor, domestic staff, and delivery personnel verification
- Emergency response and incident handling

#### **3.2 Gate & Access Management**

- Managing high-volume ingress and egress efficiently
- Smooth coordination during peak hours
- Crowd and queue management at entry points
- Strict adherence to Society's security SOPs

#### **3.3 Technology & Systems**

- Proficient handling of **MyGate** or equivalent visitor management software
- Real-time entry logging and monitoring
- Coordination with Society Management and Residents through digital platforms

### **3.4 Personnel Management**

- Deployment of **trained, educated, uniformed, and well-groomed security personnel**
  - Supervisory staff for quality and performance monitoring
  - Regular training, refresher courses, and performance reviews
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### **4. Eligibility Criteria**

Agencies must meet the following minimum eligibility requirements:

1. Minimum **50,000 security personnel on payroll**
2. Minimum **10 years' experience** in providing security services to large residential complexes
3. Valid licenses under:
  - Private Security Agencies Regulation Act (PSARA)
  - Labour Laws (PF, ESI, GST, etc.)
4. Proven capability to deploy **educated, tech-savvy guards**
6. Given the high volume of daily ingress and egress, the selected security agency must demonstrate **strong expertise in managing high-traffic gate operations in residential societies.**

### **5. Evaluation Criteria**

Proposals will be evaluated based on:

- Compliance with eligibility criteria
- Experience in managing large residential societies
- Quality of manpower and training standards
- Technological capability
- Commercial competitiveness

- Past performance and references
- All labour law compliances to be managed by agency (including new labour law code in 2025).

The Society reserves the right to accept or reject any or all proposals without assigning any reason.

## **6. Proposal Structure**

The proposal shall be submitted with technical & commercial aspects

### **Technical Proposal**

- Company profile and background
- Organizational structure and manpower strength
- Experience in similar residential projects
- Details of training programs
- Sample SOPs for gate operations
- Technology and software handling capabilities
- List of ongoing and completed assignments
- Copies of statutory registrations and licenses
- Clear confirmation on all parameters under eligibility criteria.

### **Commercial Proposal**

- Detailed cost breakup:
  - Guard wages
  - Supervisory charges
  - Statutory compliances
  - Agency fees
- Any additional costs or optional services

## **7. Contract Period**

- Initial contract period: **1 Year**
- Extendable based on performance and mutual agreement
- Last Date of submission – 16Jan2026
- Tender opening date – 17Jan2026