

REQUEST FOR PROPOSAL (RFP)

- Title of Service:** Provision of Office Security Services for INKLUSI Office
- RFP Ref. Number: INKLUSI RFQ-2026-02/02
- Summary of Service: INKLUSI seeks a qualified service provider to deliver outsourced office security services for its secretariat office in Patra Kuningan, South Jakarta. The services are required to ensure continuous access control, protection of personnel and assets, and routine security monitoring. The provider must supply trained and licensed security personnel and deliver services in compliance with applicable labour and security regulations.
- Please refer to the Annex. A. TOR (Terms of Reference), for the details of requirements.
- Proposal Submission: **1. The latest of proposal submission is Friday, 26 June 2026, COB (17.00 WIB)**
2. The proposal must consist of:
- Cover letter
 - Technical & Financial Proposal
 - Company profile, CV of personnel and other supporting documents as described on the attached TOR
3. Proposal addressed to: INKLUSI Procurement, and sent by email to procurement@inklusi.or.id
4. Please write "Proposal: Provision of INKLUSI Office Security Services"
- Terms & Conditions: **1.** This request for quotation is issued by INKLUSI under the terms and conditions, INKLUSI reserves the right to seek quotes from any entities, accept or reject any quote, to terminate, extend, or vary its selection process for the Services, evaluate bids as INKLUSI sees appropriate; and negotiate with any one or more entities.
- 2.** All Quotes must contain price, price terms, and tax included.
- 3.** The bidder/seller/applicants agree to hold the price in its offer firm for 30 days from the date specified.
- 4.** Any questions or request for clarification related to this RFP could be addressed by email to: INKLUSI Procurement, Email: procurement@inklusi.or.id
- 5.** We thank all applicants, however only that shortlisted will be contacted.
- Annexes: Annex A. Terms of Reference

INKLUSI is funded by the Australian Government and Managed by Cowater International. We are an equal opportunity employer, basing employment on merit and qualifications as they relate to professional experience and position expectations. Cowater does not discriminate against any employee or applicant on the basis of race, religion, sex, gender identity, disability, age, or any other basis protected by law. We encourage women, men, people with diverse backgrounds and people living with disabilities to apply.

TERMS OF REFERENCE

General Service Contract: Provision of Office Security Service for INKLUSI Office

BACKGROUND

The Australia-Indonesia Partnership Towards an Inclusive Society, or INKLUSI, is working to increase the participation of marginalised groups in, and their benefit from, Indonesia’s socio-cultural, economic and political development.

INKLUSI works with government and civil society partners to advance gender equality, the fulfilment of the rights of persons with disabilities, and social inclusion. The program supports the Government of Indonesia’s agenda to realise an inclusive society, in line with national development plans and the Sustainable Development Goals.

INKLUSI is an eight-year partnership program between the Government of Indonesia and the Government of Australia (2021–2029), with a budget of up to AUD 120 million. In Phase 2 (2026–2029), the program partners with 10 Indonesian civil society organisations and their networks across 32 provinces, >100 districts/cities, and >600 villages in Indonesia.

To support the safe and efficient operation of its secretariat office located in the Patra Kuningan area, South Jakarta, INKLUSI requires outsourced office security services. Given the need for continuous access control, protection of personnel and assets, and day-to-day security monitoring, it is necessary to engage a qualified service provider with the capacity to supply trained and licensed security personnel. Outsourcing this service will help ensure professional security coverage, operational reliability, and compliance with applicable labor and security regulations.

OBJECTIVES

The objective of this procurement is to engage a qualified, legally compliant, and experienced service provider to deliver outsourced office security services for the INKLUSI office in Patra Kuningan, South Jakarta, from 1 August 2026 to 31 January 2029. The provider will supply trained, licensed, and supervised security personnel to ensure effective access control, protection of personnel and assets, routine patrols, incident response, and support for office emergency procedures. The procurement is intended to secure reliable, value-for-money services that meet operational requirements and are applicable legal, labour, and safeguarding standards.

The service provider is expected to deploy the following minimum personnel:

Position	Minimum Deployment Requirement
Security Team Leader / Supervisor	1 person responsible for overall supervision, rostering, quality control, and liaison with INKLUSI management.
Security Guards	Sufficient number of trained guards to maintain 24 hours / 7 days coverage, with at least 2 guards on duty at all times in 8-hour shifts during the office

Position	Minimum Deployment Requirement
	<p>hours) and 1 guard on duty for the remaining hours, together with relief personnel for leave, sickness, and emergency replacement, and supervisor attendance as required for service oversight.</p> <p>One female guard must be on assigned during the office hours</p>

CONTRACT PERIOD

The contract period will commence on 1 August 2026 and continue until 2 January 2029, subject to satisfactory performance, continued operational need, funding availability, and compliance with contractual obligations.

SCOPE OF SERVICES

1. Service Provider Responsibilities

- a) Deploy trained, licensed, and fit-for-duty security personnel in the required numbers and ensure uninterrupted service coverage for the full contract period.
- b) Provide uniforms, identification, communication tools, and essential security equipment necessary to perform the services effectively.
- c) Ensure all personnel hold the required certification, including at minimum Gada Pratama for security guards, and maintain up-to-date records of qualifications and employment documents.
- d) Comply with applicable Indonesian labor, occupational safety, and outsourcing regulations, including timely payment of wages, overtime, leave entitlements, THR (based on the labor law) and BPJS Ketenagakerjaan and BPJS Kesehatan coverage.
- e) Provide replacement personnel promptly, at no additional cost, in cases of absence, misconduct, underperformance, resignation, or emergency operational need.
- f) Ensure all personnel comply with INKLUSI policies and protocols, including confidentiality, code of conduct, safeguarding, anti-fraud and anti-corruption requirements, and workplace health and safety procedures.

2. Security Personnel Duties and Responsibilities

- a) Control access to the office premises, including visitor registration, staff and contractor access, vehicle checks where required, and monitoring of deliveries.
- b) Safeguard office premises, staff, visitors, and assets through patrols, observation, and preventative security presence.
- c) Respond promptly to incidents, alarms, suspicious activity, disturbances, or emergencies, and escalate matters according to agreed procedures.
- d) Lead the office emergency response procedures, including evacuation, fire response, and coordination with area security personnel or relevant authorities when required.
- e) Maintain accurate security records, including visitor logs, incident reports, occurrence books, patrol records, and shift handover notes.

- f) Ensure that office access points, doors, and critical areas are secured outside business hours, and report any security or safety risk immediately.

WORKING DAYS & HOURS

The required security services should be rendered on a 24-hour / 7-day basis, including weekends and public holidays. The service provider must ensure uninterrupted coverage through an appropriate shift roster and relief arrangement. At minimum, one security guard must be on duty at all times, with supervisory oversight and surge or replacement support available as operationally required.

DELIVERABLES AND SERVICE LEVELS

1. Continuous security service coverage 24 hours / 7 days, with no unauthorized gaps in deployment.
2. Deployment of competent and appropriately certified security personnel in accordance with the approved roster.
3. Maintenance of daily occurrence books, visitor logs, shift handover notes, and incident records in a complete and timely manner.
4. Replacement of absent or unsuitable personnel within the timeframe agreed by INKLUSI, and immediate interim coverage where continuity of service is at risk.
5. Professional conduct, punctual attendance, and compliance with office rules, confidentiality obligations, and safeguarding requirements at all times.
6. Reporting Requirement:
 - a. The service provider shall submit a monthly service report to the Contract Supervisor summarizing personnel deployment, attendance, incidents, replacements, notable risks, and service issues during the reporting period.
 - b. The service provider shall promptly notify INKLUSI of any serious incident, misconduct allegation, security breach, accident, or matter that may affect service delivery or office safety.
 - c. Submission of incident reports for significant events as soon as practicable and no later than 24 hours after the incident, unless immediate escalation is required.
 - d. Upon request, the service provider shall provide supporting records relevant to contract administration, including staffing rosters, proof of statutory compliance, and personnel certification records.
 - e. The provider shall participate in periodic contract performance meetings with INKLUSI to review service quality, risks, staffing issues, and any corrective actions required.

REQUIRED QUALIFICATIONS OF THE SERVICE PROVIDER AND PERSONNEL

1. The Security Personnel

The proposed security personnel should meet the following minimum qualifications:

- Minimum education level of senior secondary school or equivalent.
- Minimum 3 (three) years of experience as security in an office.
- Physically fit, medically fit for duty, and able to perform the operational requirements of office security work.
- Demonstrated understanding of safeguarding principles and experience in interacting respectfully and effectively with persons with disabilities and other at-risk individuals in the course of duty.
- Demonstrated experience in office, building, or commercial premises security services.

- Fluency in Bahasa Indonesia and the ability to communicate politely and clearly with visitors and staff; basic English communication is preferred.
 - Ability to maintain logbooks, incident reports, and handover records accurately.
 - Valid security certification at minimum Gada Pratama for guards; supervisory personnel should possess higher-level training and demonstrate team supervision experience where applicable.
 - Professional conduct, reliability, and the ability to respond appropriately in emergency situations.
2. The Service Provider (the company)
- The bidder must be a legally established entity in Indonesia with a valid Business Identification Number (NIB), relevant business licenses, and authority to provide outsourced security services.
 - Demonstrated understanding of safeguarding principles and experience in interacting respectfully and effectively with persons with disabilities and other at-risk individuals in the course of duty.
 - The bidder must demonstrate experience in providing comparable office or commercial premises security services, preferably for donor-funded, international, diplomatic, or corporate office environments.
 - The bidder must demonstrate compliance with Indonesian labor and outsourcing requirements, including employee contracts, wages, overtime, leave entitlements, BPJS registration, and occupational safety obligations.
 - The bidder must not have unresolved legal, labor, fraud, corruption, or serious performance issues that may affect its suitability to deliver the services.
 - The bidder must be willing to comply with INKLUSI and donor requirements relating to safeguarding, anti-fraud, anti-corruption, confidentiality, and due diligence checks.
3. Mandatory Requirements
- The company and security personnel agree to the commitment to comply with the following policies:
- Cowater Ethics, Safeguarding & Accountability; [Cowater Ethics, Safeguarding & Accountability](#)
 - DFAT's Fraud Control Toolkit: [DFAT Fraud and Corruption Control Toolkit](#)
 - DFAT's Protection from Sexual Exploitation, Abuse and Harassment Policy (PSEAH); [DFAT Protection from sexual exploitation, abuse and harassment](#)
 - DFAT's Child Protection Policy; [Child Protection Policy 2025](#)

EVALUATION CRITERIA

Bids will be evaluated on a value-for-money basis, taking into account both technical and financial considerations. The evaluation may include, but is not limited to, the following criteria:

1. Compliance with these Terms of Reference and completeness of the proposal submission.
2. Demonstrated company capability, relevant experience, and client references for comparable security service assignments.
3. Quality of the proposed service approach, staffing plan, supervision arrangements, and replacement mechanisms.
4. Compliance with legal, labor, licensing, and statutory obligations, including outsourcing and social security requirements.
5. Commercial reasonableness and overall value for money, rather than lowest price alone.

PROPOSAL SUBMISSION

Bidders are requested to submit a complete proposal comprising the documents and information set out below. INKLUSI may request clarification or additional supporting information during the evaluation process.

Submission Item	Minimum Requirement / Description
Cover letter	A signed letter confirming the bidder's interest, acceptance of the TOR requirements, proposal validity period, and authorized contact person.
Company profile	A brief profile of the company, including organizational overview, years of operation, office location, management contact details, and relevant service experience.
Legal and license documents	Copies of valid NIB, tax registration, relevant business licenses, and any documents demonstrating authority to provide outsourced security services in Indonesia.
Technical proposal	Description of the proposed service approach, staffing structure, supervision arrangements, deployment roster, replacement mechanism, and quality assurance measures.
Proposed personnel qualifications	Summary of qualifications (CV) and certifications of proposed supervisory personnel and guards, including evidence of security training and relevant experience.
Relevant experience and references	List of comparable contracts delivered within the last three to five years, including client name, service scope, contract period, and contactable references where available.
Compliance statements	Statements confirming compliance with labor obligations, BPJS requirements, safeguarding, anti-fraud and anti-corruption requirements, confidentiality, and willingness to undergo due diligence checks.
Financial quotation	<p>A clear price proposal showing the total cost and cost breakdown for delivery of the services including personnel fee, management fee (where applicable), supervision, guard deployment, equipment or uniform provision, statutory employment costs, and any other applicable charges.</p> <p>The financial proposal must be in IDR and all rates should be inclusive of any applicable taxes.</p>

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