



Facility Management Company



R P HOSPITALITY SERVICES

"Integrity with Excellence"

Chandrasen M. Sonawale
(Managing Director)

HEAD OFFICE : Shop No. E/7, Shri Ganesh Nagar, Shri Malang Road, Kalyan (E) - 421 306. Thane, Maharashtra.
OFFICE ADD : Shop No. 1, Swapnabarti Namaskar Stop, Opp. Orbit School, Shri Malang Road, Kalyan (E) - 421 306.
Email ID : - rpservices05@gmail.com Contact No. 93205 28020 / 79770 16659

Branches- Kalyan, Dombivli, Thane, Mumbai, Nashik, Beed, Pune, Raigad



"Integrity with Excellence"

R P HOSPITALITY SERVICES

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Facility & Expert Services

Ref. No.

Date : _____

To, _____

Sub : Quotation for Hospitality Services

At the outset, we take this opportunity to introduce ourselves as one of the professional R.P.Hospitality Services Company approved by Govt. of Maharashtra Reg. and are specialised in this field to provide hospitality services to industry, Corporate offices, retails, malls, hotels and housing societies.

We are one of the leading Risk Management & Loss prevention Company where in our managerial staff having vast experience in hospitality carry out hospitality audit of the customer premises from time to time and recommend remedial measures. Our ops team mainly consists of ex-servicemen form the defense forces who have vast experience in the field of hospitality and with their rich experiences they ensure smooth functioning of the operation in the field by conducting various types ensure smooth functioning of the operation in the field by conducting various types of training at the training center as well as at unit from time to time. Further we have our SOP & system to monitor the performance of our security personnel which can be shared with you whenever required.

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FUNCTIONING

CENTRAL STAFF :

Most of our senior Management, Mgr.'s & Field officer's are ex-defence officers, who have immense experience in hospitality and allied subjects. It is our constant endeavor to keep in touch with our clients on regular basis. Any complaints received are promptly attended.

FIELD STAFF :

Field Staff primarily consist of Operational Manager, Field Officers and Field Supervisors. They are responsible to ensure disciplined functioning of our guards. Periodic checks are carried out to maintain/achieve-desired results. Field Staff also conducts Night Checks.

CONTROL ROOM:

Our control rooms, located at Headquarter and branches, are manned 24 hrs to meet any unforeseen eventualities. The field staff is available all times to answer queries, if any, at any point of time.

PERIOD OF CONDITIONS :

Normally this company would like to undertake long period of contract. Either of the party could terminate the contract, during its pendency by mutual consent, in such event one month notice pay will have to be provided to us. If our services are not satisfactory as per the deployed strength then you can terminate us by giving one month period notice.

WORKING HOURS :

The daily tenure of duty of an individual will be of Eight hours duration. In case of sickness or non-availability of guard, due to any reason, the duties will be carried out by the manpower under the supervision of the security supervisor for 24 hrs only in same location. Any additional responsibilities given by the management would be met without affecting the normal hospitality responsibilities.

OUR RESPONSIBILITY :

We are fully responsible for the welfare for all deployed hospitality personnel as per deployment in your premises water, Parking, and unauthorized man material Movement are our main moto. We are also liable for all legal liabilities in Working Premises area, our security always entry with all visitors. Outgoing and incoming entry. Our hospitality personnel will have proper knowledge of lift handling

PERSONNEL & TRAINING:

We impart exhaustive training to our guards. All important aspects related to Access Control, Security of Personnel and hospitality of material are covered during the training. The guards are also given practical training in handling of fire fighting equipment. Besides, "on Job" training is imparted periodically to obtain optimum efficiency. Training is conducted by experienced senior retired Defense & Para Military Officers.



CUSTOMER SERVICE & RELATION:

In Keeping with the latest technological advancements, our field staff is provided with cellular phones replacing the VHF Wireless Network to enable us to stay in touch with our personnel and the clients at all times. The use of cellular phones has been initiated to make possible an enhanced two-way communication system. Now our field officers can be contacted anywhere in an hour of emergency and help is met out in the shortest possible time. Our operational room is manned round the clock with different shifts of field officer's and we have dedicated vehicle for the same.

BILLING AND PAYMENT:

We shall be billing on the 1^s day of every month. You shall make payment on or before 7th of every month. And we will give the salary to the Guards at 12th of every month.

STATIONERY:

Full Stationery, torch, chair, table with drawer, shall be provided by you. **DISCIPLINE**

- a. We ensure that our guards perform their duties properly with the bona fide behavior and strict observance of security regulations.
- b. We hope and trust that you would find our proposal most fair and reasonable and would happy to entrust the assignment to us.
- c. Given an opportunity to serve in your reputed establishment, we shall make our all sincere endeavors to provide the services to your entire satisfaction.

Looking forward to your favorable response.



HR Solutions



Due to the obvious rise in competitive pressures of pricing & expertise, companies are forced to concentrate on their Mission Critical Areas. Outsourcing through experts has become a necessity to optimize resources & time. Owing to this the services industry has developed rapidly. Pro-Interactive is one of the companies, which identified this potential explosion & prepared itself to deliver the solution.

HR Staffing Services

Pro-Interactive is a leading Staffing solutions provider has on offering the following services: HR Process Outsourcing-Payroll Outsourcing; Staffing Both Temporary and Permanent; HR Consultancy & Training; Total Manpower Selection Process Outsourcing; Finance & Accounts Process Outsourcing; Benefits and Statutory Compliance Outsourcing. The offerings cover the complete range of Human Resource services from conceptualization to execution & maintenance. Pro-Interactive has evolved around QUALITY philosophy covering various facets: Business Excellence and Environmental standards. We have a large pool of skilled consultants in multiple technologies and functions who have been instrumental in writing the success stories.

Our Exceptional customer service, career opportunities and results oriented approach to employment enable us to create the right fit for both our customers and employees requirements and selectively matching our field staff to each assignment. Pro-Interactive has researched the Manpower requisitions closely to come up with customized recruitment modes to service this segment efficiently through a well-researched and scientific system.

Flexi Staffing & Payroll Management

The Service charges for the Administrative and Recruitment Support process will be charged at a flat rate. Pro-Interactive would be raising the bill on the 1st of every month on the agreed amount; payment should be electronically transferred to Pro-Interactive Account by the 7th of the same month. The total cost will be inclusive of the salary of the candidate (inclusive of Basic, HRA, and allowances, etc.) and PF, ESI, TDS calculation, TDS returns, Form 16, Salary Certificate, ESI /PF returns, professional tax as per state govt. and other statutory, legal contributions.



Information Security

We are experts in all aspects of information security.



i-Raksha offers a comprehensive range of services to help businesses protect their valuable digital assets and if so desired to achieve ISO 27001:2005 Certification and also AAS 29 /SA 401 Indian Financial Auditing Standards. We provide detailed assessments of our valuable clients entire security infrastructures in all 10 Domains to identify and eliminate any vulnerability. We work closely with our clients to address each client's security concerns without disrupting their ability to do business. We undertake Information Security Risk Assessment, penetration testing using the best tools and people, vulnerability analysis and guide the organizations for evolving most suitable, implementable and sustainable Information Security Policy. We train people in a tailor made fashion and also hold awareness campaign for Information Security and Cloud Security. We can provide on-site/off site managed information security services including ISMS audits, Second Party Audit for Cloud customers, logs analysis, manning Security Operation Centre etc. We do not fool ourselves that any security system can be 100% foolproof, hence we also provide services for surprise checks, emergency response, digital investigation and cyber forensics in accordance with Indian legal Standards/International standards enumerated in Convention of Cybercrime, in case an incident still happens. Thus we hold hands our customer under all circumstances.

i-Raksha implies defence in internetworked environment which will be the primary object of the new company. The company will provide one stop solutions to all issues related to the Information Security including all facets training & awareness, Certification programs, online/offline examinations, consultancy, risk assessment, vulnerability analysis (including penetration testing), manning on-site/off-site Security Operation Centers for clients, logs Analysis, surprise checks, auditing and compliance against national and international standards, fraud detection, product implementation, management and maintenance, post incident cyber investigation (including cyber forensics) and para-legal advice for digital evidences and crime committed using computers, Research & Development, production of Hardware, Software and Firmware, import-export of hardware, software and firmware.



Employee Background Screening (EBS)



Background verification process is considered to be highly effective way of reducing or minimizing the potential risk to organizations/individuals. In todays scenario when deceive/fraud has grabed the entire sphere of life including Education Employ mat.

Need of Employment Background Screening

Thorough employment verification for an organization, is considered to be highly effective way of minimizing and safeguarding against any threat. Increasing instance of employees misleading their background and experience has led many companies to make the hiring process more stringent. In absence of this company image and reputation is at stake.

Component of Employee Background Screening (EBS)

- **Education Verification :** It involves verifying the authenticity of candidates educational and professional qualifications through official channels at the educational/professional institutions.
- **Employment Verification :** Employment verification involves checking the veracity of candidates claim about his/her previous employment records with the HR or Reporting Manager.
- **Address Verification :** Physical visit to candidates (Current/Previous/Permanent) address is done.
- **Police Record Verification :** Verification is conducted to undisclosed criminal history (if any) of the candidate in the jurisdiction where he/she currently residing or had resided
- **Professional Reference Check :** It involves telephonic verification about the candidates integrity, behavior and character.
- **Pan Card Verification :** Verification of the authenticity of the Pan Card with the Pan card issuing authority.
- **Database Check :** Database check are conducted to Check if the candidate are connected to organized crime. These database help us to check the political affiliations and links with banned / terrorist outfits.
- **India Specific Database :** Include criminal record database, Civil litigation database, Credit and reputational risk database checks. (Proprietary, subscription databases, government records and information available only in public domain)
- **Global Database :** Global Specific Databases include Serious and Organized crimes database, Global Regulatory and Global Compliance Authorities database checks. Include OFAC and Global Web and Media Searches.
- **Driver's License Verification :** As a part of identity verification, the validity and the authenticity of the driving license from the concerned issuing authority



CHARTER OF DUTIES & RESPONSIBILITIES

Our security personnel will be responsible to ensure hospitality of the installation/ premises. Other features encompass the following:

- a) To keep liaison with the police/Local authority with a view to get timely help in the case of emergency.
- b) To advise the Management on such system as may be deemed necessary to carry out hospitality activities.
- c) To keep vigilance of the units round the clock and ensure Hospitality of movable & immovable property with staff personals.
- d) Checking of all incoming and out going material and keeping proper records thereof to check pilferage / malpractice.
- e) To exercise access controls and ensure that no unauthorized person enters the premises and also maintain record of all visitors.
- f) Maintaining proper order & discipline in the unit area.
- g) Duty allocation to watch and ward staff.
- h) To carry out any other task allocated by Management in the interest of the hospitality of the premises/installation concerned.

Our Personnel are forbidden to become members of any Trade Union.

Thanking you,

Yours faithfully,

Authorized Signatory

RATE CHART



Date :

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Dear Sir _____

Deployment Address		Billing Address (If different)	
Name	Contact Person's Address		Mob :
			Email :
			Fax No. :

You are requested to please find our approval for the following Services and the Rates, as follows :

Sr. No.	Particulars	No of Person	Rate for 8 hours duty	Rate for 12 hours duty	Remark
1.	House keeping				
2.	Manpower				
3.	Lady Searcher				
4.					
5.					
6.					

Service Tax as per Gov.: 18%

Agency Charge 10% Bill Amount.

Duty & Time of Deployment :

Please Note :

1. Reliever Charges : We shall charge on duty after six duties on reliever duty.
2. Any change in the Guard Board rate would be applicable as per specified conditions.
3. This Work Order constitutes integral part of the Agreement (applicable for minimum 1 year from the date of the Deployment.)
4. The termination Notice can be affected only by giving 7 & 15 Days notice on either side that too with sound reasons acceptable to both the sides.

Kindly issue the Cheque in favor of “R P HOSPITALITY SERVICES”

Thanking you.

Authorized Signatory & Registered Sale / Stamp

“R P HOSPITALITY SERVICES”

INTEND LETTER

To,

R P hospitality services

Address - _____ Date : _____

Dear sir,

With the reference of providing hospitality services at our premises/assets, through your security organization, we would like to invite and offer your hospitality

Client Auth Sign.

Agency Sign



Facility Management Company

R P HOSPITALITY SERVICES



HOUSEKEEPING STAFF



HOSPITAL STAFF



Independence Parade

Security Guard

Gun Man