

**REQUEST FOR PROPOSAL: SELECTION OF AGENCY FOR
PROVIDING INTEGRATED FACILITY MANAGEMENT
SERVICES**

(GVGN/RWA/Facility Management/Apr 25)

**AWHO TOWNSHIP GURJINDER VIHAR POCKET P-5,
SECTOR CHI-1, GREATER NOIDA, GAUTAM BUDH NAGAR,
UTTAR PRADESH- 201310**

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Cost of Tender: INR 10,000/- (Rupees Ten Thousand only).

Agencies which intend to provide Integrated Maintenance, Housekeeping and Arboriculture services at AWHO Township Gurjinder Vihar Pocket P-5, Sector CHI-1, Greater NOIDA, Gautam Budh Nagar, Uttar Pradesh- 201310, could download the tender document from the website (awhogvgn.com) and should enclose a Demand Draft of INR 10,000/- (Rupees Ten Thousand only) in the bid (Para 3 and 29 refer).

Introduction

1. **Gurjinder Vihar.** Resident Welfare Association, Gurjinder Vihar, Greater NOIDA (RWA, GVGN) is a registered Army Welfare Housing Organisation Society located at Pocket P-5, Sector CHI-1, Greater NOIDA, Gautam Budh Nagar, Uttar Pradesh- 201310. There are a total of 2822 residential apartments built into 95 residential blocks/buildings and the Township is spread over about 95 acres with approximately 30 acres of green cover. In addition, the complex also houses three convenience shopping centres, a community centre, polyclinic, Temple/ Gurudwara, Kinder Garden schools and a Club etc. The inner perimeter road along the boundary wall of the Township is 2.7 km long. There are two gates for entry/exit, one each on either side of the complex.

2. **Solicitation of Bids.** Sealed Bids (Three bid system namely, Eligibility Criteria, Technical and Financial Bids) are hereby invited on behalf of the RWA, GVGN for providing 'Comprehensive Maintenance, Housekeeping and Arboriculture Services' for the Township from reputed and registered Facility Management Companies with office established in Delhi NCR. The bids are to be submitted by **1500h on 24 Apr 2025**. Bids sent by registered post should also be received by 1500h on 24 Apr 2025.

3. **Procurement of Tender Document.** The interested agencies can purchase the Tender Document from the Office of the Secretary, RWA, GVGN on any working day from 10:00 am to 4:00 pm on payment of INR 10,000/- (by cash/Digital Payment). An attested copy of the receipt obtained from the Secretary RWA, GVGN should be enclosed with a covering letter in the Large envelope in which are also contained the sealed envelopes of the three stages' bids. This letter and the draft should be accessible without opening of any of the three sealed envelopes containing the bids. The document can also be downloaded from the AWHO Gurjinder Vihar website awhogvgn.com. Agencies which download the Tender Document from the website should enclose a DD/pay order for INR 10,000/- in the Large Envelope containing the three envelopes with individual bids.

4. **Opening of Tender Box.** The Tender Box shall be opened at **1600h on 24 Apr 25** to established the bids received within the

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stipulated schedule in the presence of the authorised representatives of the bidders who may choose to be present. These representatives are to submit an authorisation letter issued by their agency which has submitted the bids, to RWA, GVGN, so that the bona fide representative can be identified.

Schedule of Events

5. The schedule of events is as tabulated below :-

Ser No.	Event	Date	Time	Remarks
1.	Publication (Issue) of Tender Notice	01 Apr 25		Publication in Newspapers and may also be accessed from AWHO website.
2.	Issue of Tender Doc	02 Apr 25		May be down loaded from AWHO website awhogvgn.com or obtained from RWA till 21 Apr 25
3.	Site (GVGN) Visit	03 Apr – 18 Apr 25	1000h onwards	POC: Secretary, RWA, AWHO. Mob No. 9419041654
4.	Clarifications if any, sought by prospective bidders	04 Apr 25 to 09 Apr 25	Till 1600h on 09 Apr 25	To be sent by letter or E mail addressed for kind attn of Secy, GVGN(awhotownshipgn@gmail.com)
5.	Pre Bid Meeting	12 Apr 25(Sat)	1100h	At GV Community Centre
6.	Amendment in RFP, if required	14 Apr 25	1600h	Will be published on AWHO website.
7.	Submission of Eligibility Claim, Technical and Financial bids	24 Apr 25 (Thurs)	By 1500h	In Tender Box placed in Secy, RWA GVGN Office/Regd post
8.	Opening of Tender Box	24 Apr 25 (Thurs)	At 1600h	Authorised Reps of bidding Agencies may be present. Venue: GV Community Centre

Ser No.	Event	Date	Time	Remarks
9.	Scrutiny of Eligibility Claim and declaration of Stage I result of Eligibility Claim	24 – 26 Apr	Commen -cing 1700h on 24 Apr 25	Declaration of result by 1600h on 26 April 25 (Thurs). Will be published on AWHO website.
10.	Opening of Tech bids of Bidders qualifying Stage I and Scrutiny of Technical bids	28 Apr-03 May 25		
11.	Declaration of result of Technical evaluation	03 May 25 (Sat)		Declaration of result by 1500h on 03 May 25. Result will be published on AWHO website.
12.	Opening of Financial Bids and Evaluation	05-09 May 25	Commen -cing 1030h	

Scope of Work and Responsibility

6. The duties to be performed and the responsibilities of the shortlisted Company in respect of various services are elaborated as follows: -

- (a) Maintenance Services: Enclosure 1
- (b) Housekeeping Services: Enclosure 2
- (c) Arboriculture Services: Enclosure 3
- (d) Financial Bid Format: Enclosure 4

7. The Site visit scheduled from 03 Apr 25 to 18 Apr 25 is an important activity for the prospective bidders as it provides them to undertake a critical view of the Township and the equipment associated with providing the various services. The

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facility/equipment/tools are being offered on 'as is where is basis' for undertaking the Contract.

Earnest Money Deposit

7. A Demand Draft of INR 5,00,000/- (INR Five Lakh only) in favour of RWA, AWHO, Gurjinder Vihar, payable at Gautam Budh Nagar, Greater NOIDA, UP, as Earnest Money Deposit (EMD) should also be **enclosed with the Technical Bid**. The validity of the Demand Draft will be Six months, with effect from the date of issue of this RFP and should be physically submitted. Bids without EMD/valid EMD are liable to be treated as invalid.

8. The EMD of the unsuccessful Agencies shall be returned within 30 days after award of Contract to the successful Bidder. The EMD of the successful Bidder shall be returned within 30 days after submission of the Performance Bank Guarantee (PBG). No interest shall be paid by the RWA for the period for which the EMD is with the RWA.

9. Forfeiture of EMD. The EMD will be forfeited if the Bidder: -

(a) Withdraws its bid during the period of bid validity.

(b) During the Bid Process, if a bidder indulges in any such deliberate act as would jeopardise or unnecessarily delay the process of bid evaluation and finalisation. The decision of the RWA GVGN regarding forfeiture of the EMD shall be final and shall not be called upon question under any circumstance.

(c) Violates any of such important conditions of this RFP document or indulges in any such activity as would jeopardise the interests of the RWA, GVGN. The decision of the BoM, RWA, GVGN regarding the forfeiture of the EMD shall be final and shall not be called upon question under any circumstance.

(d) Does not accept the correction of arithmetical errors as laid down in this RFP.

- (e) In case of the successful Bidder, if this Bidder fails to sign the Contract or fails to furnish the Performance Bank Guarantee.

Submission of Bids

11. The Tender Document is not transferable.

12. The bids will be submitted and evaluated by a 'Three bid System'. The bidding Agency is to therefore submit its bids in a Large sealed envelope which in turn should contain three different and distinct sealed envelopes with each of these envelopes clearly indicating the 'Type of Bid' namely:-

- (a) Eligibility Claim
- (b) Technical Bid
- (c) Financial Bid

13. 'Tender for Maintenance, Housekeeping and Arboriculture Services' should be boldly typed/written on the face of the large envelope in addition to the name and other relevant details of the bidder as also on the smaller sealed envelopes containing the individual bids. Signatures of the same individual who has signed the enclosed bid are to be put across the lip of each envelope after pasting it and then cello tape affixed on top of the signatures. The sealed bids shall be submitted as above in the Tender Box kept in the Office of the Secretary, BoM/RWA, GVGN as per the schedule tabulated at Para 5. The bids may also be dispatched by registered post so as to reach the Office of Secretary, RWA, Gurjinder Vihar, Greater NOIDA, UP 201310 by 1500h on 24 Apr 25. RWA, GVGN bears no responsibility caused either by delay or mishandling of the post in transit.

14. Envelope 1(Eligibility Claim). The Bid 1, which is an Eligibility Claim by the Bidder is to contain the following:-

- (a) Acceptance of terms and conditions as per the text of Annexure I. Every bidder is to give an irrevocable undertaking

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in Annexure I regarding acceptance of Terms and Conditions as contained in this Tender Document.

(b) Bidder's Organisation Basic Data in support of eligibility as required in this Request for Proposal (RFP) as stipulated in Annexure II.

(c) Documents to support the Eligibility claim.

(d) An affidavit in Eligibility Claim Envelope as to the following effect:-

(i) That the Bidder is not involved in a criminal case.

(ii) There is no case pending with the Police against the Proprietor/Firm/Partner or the Agency.

(iii) That the Tenderer has not been blacklisted by any Government Authority/Housing Society.

(iv) The bidder will not deduct or direct its employees engaged in the execution of the Maintenance, Housekeeping and Arboriculture Contract at AWHO to pay any money for providing them employment (or any other pretext) under the said Contract. This is to avoid a bidder from quoting a low financial bid so as to gain an unfair advantage and then after winning the Contract recoup the finances by extracting it from the employees. Further, it is also considered to be an unfair and unethical practise.

15. Envelope 2 (Technical Bid). The second envelope submitted should contain the technical bid in the format prescribed at Annexure III. A Demand Draft of INR 5,00,000/- (INR Five Lakh only) in favour of RWA, AWHO, Gurjinder Vihar payable at Gautam Budh Nagar, Greater NOIDA, UP, as Earnest Money Deposit (EMD) should also be enclosed.

Envelope 3 (Financial Bid)

16. The financial bid shall be submitted in the proforma as given at Enclosure 4, clearly indicating monthly remuneration to each category of the personnel to be deployed and statutory dues, levies and taxes separately. The blank spaces in the column related 'Designation' are provided for the bidder to indicate any personnel (by Designation) which it considers essential for satisfactory performance of the Contract.

17. Unit Rates for personnel for each task/qualification as per the table at financial bid format. Unit hiring rates for implements/ tools, both powered and manual are also to be indicated at relevant places in the format. Further, the RWA owns certain functional Implements and Tools which can be used under mutually agreed Terms and Conditions.

18. Wages should be paid in conformity with the latest UP Govt. Orders on Minimum Wages for skilled/semi-skilled/unskilled workers.

19. Interested firms/entities should submit their bids on their official letter head, affix signatures of authorised representative of the firm, his Title along with the official seal and date on each page of various Bids giving relevant information as required therein.

20. Bidding for this RFP does not automatically make an entry eligible for this Tender. It is the responsibility of the Agency to prove its eligibility by submitting the required documents along with the Tender within the stipulated time. Bids from ineligible bidders will be rejected outright without necessarily assigning any reasons.

21. The BoM/RWA reserves the right to accept a bid either in part or full or to reject any tender either in part or full without assigning any reasons thereto. Tenders, in which any of the prescribed conditions are not fulfilled shall be summarily rejected.

22. The Bidders may visit the Township to assess the extent of operations required as per the schedule at Para 5. Any clarification regarding the scope of work or otherwise must be sought in writing before submission of the bid.

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23. Bids sent by FAX or e mail modes will not be accepted.
24. Bids should be free of erasures or additions or alterations. Bids with erasures or additions or alterations shall not be considered and will be considered as invalid.
25. Bids, which do not comply with the conditions laid down in the tender document are liable to be rejected.
26. RWA, GVGN will not be responsible for delays of any nature due to Postal and force majeure. Print copies of original instruments in respect of Tender Fee and EMD received after Bid submission date will not be accepted. In such cases the Bid will be rejected and no communication will be entertained.
27. Each of the three bids are to be placed in its respective Envelope. Placing two or more bids in one sealed envelope will render the bid as invalid as only the relevant bid of the duly qualified bidder will be opened at each successive stage. Further, the labelling of the Envelope should be carefully done so as to correctly indicate the type of bid enclosed in it.

Validity of Bids

28. The bids shall remain valid for a period of Four months from the last date for bid submission (24 Apr 25) unless the same is extended further with mutual consent of the parties concerned.

Stage –I Evaluation: Criteria of Eligibility

29. Envelope I (Eligibility Claim) will be opened first. Bidders who have deposited the Bid Processing Fee (INR 10,000/-), fulfil the Eligibility Criteria duly supported by corroborating documents and accept Terms and Conditions contained in this RFP Document, will be eligible to get their Technical Bids opened and evaluated.
30. In addition to submission of requisite data regarding the Bidder's Organisation as per Annexure-II, the Bidder must establish

the following:-

<u>Ser No.</u>	<u>Parameter</u>	<u>Threshold</u>	<u>Supporting Document</u>
1.	Type of Firm: Partnership Firm/Proprietary Firm/Limited Company under Indian Laws with an established organisational setup in India, with registered office in India-NCR	<u>xxxxxxx</u>	Certificate of Incorporation/ Shop and Establishment license
2.	Experience in providing Facility Management Services	3 yrs continuous preceding submission of bid	Contract Letters (Contract Value could be masked/redacted)
3.	Total turnover over last 3 years from Facility Management Services (only related to Maintenance, Housekeeping and Arboriculture)	INR 30 Crs	Annual balance sheet and/or Auditor's Certified Statement for last 3 years
4.	Average Manpower on direct rolls (maintenance, housekeeping, arboriculture)	200	EPF or ESIC Data base
5.	Management Experience Scope: Housekeeping and maintenance	Two societies of 300-500 flats with captive power supply OR Three Societies of 200 – 300 flats with captive power supply.	Contract Letters (Commercial Confidential information could be masked to maintain requirement of Confidentiality)

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<u>Ser No.</u>	<u>Parameter</u>	<u>Threshold</u>	<u>Supporting Document</u>
6.	Management Experience Scope: Housekeeping and maintenance	Societies should be having 6 or more storied buildings	Contract Letters (Commercial Confidential information could be masked to maintain requirement of Confidentiality)
7.	Management Experience Scope: Arboriculture	At least three residential Societies/commercial spaces with gardens	Contract copies
8.	Management Experience Scope: Arboriculture	Not less than a total of 30,000 Sq Mtr of Gardens and Parks in Residential Societies/Commercial sites	Contract copies
9.	Management Experience Duration: Arboriculture	At least three years continuous work by the Company	Contract Copy

Stage 2: Technical Evaluation

31. Once the Eligible Bidders are identified in Stage-I, Envelope 2 (containing the Technical bids) only of the Bidders who have qualified in Stage I, will be opened.

32. The Bid Evaluation Committee may make a field visit to one or more existing sites of the Agency to assess the quality of services before concluding the Technical evaluation. The concerned Facility Management Agency is to facilitate and coordinate the visit with the concerned authorities.

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33. Technical Bids submitted as per Annexure –III will then be evaluated. The marks will be accorded in the following manner:-

- (a) The attribute (e.g. Experience) where the performance is divided into various categories, the marks will be accorded based on where the Bidder's value lies. The grading will start from the threshold value if assigned in the Eligibility Criteria.
- (b) The attribute where the performance is not divided into categories eg. 'Average Turnover over last 3 years' the maximum bidder with maximum Score will be awarded 10 marks and the others will be accorded proportional marks.
- (c) Total Score of each bidder will then be obtained.
- (d) The following formula will be used (for obtaining score on a base of 100) for determining the Technical Score after establishing the total marks in Technical Evaluation of a bidder as per Annexure –III:-

$$S_t = 100(T / T_m)$$

Where: S_t is the Technical Score of the bid under consideration

T_m is the Highest Technical Score

T is the Technical Score of the Bid under consideration

Stage 3: Financial Bid Evaluation

34. The financial bids of all bidders who have technically qualified will then be opened and evaluated. The following formula (for obtaining score on a base of 100) will be used for determining the Financial Score:-

$$S_f = 100(F_m / F)$$

Where: S_f is the Financial Score of the bid under consideration

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F_m is the Lowest Financial Quote in INR
 F is the financial quote in INR of the Bid under consideration.

Ranking of Bidders

35. The Ranking of bidders will be done on Quality Cost Based System(QCBS) with **40 % to Quality and 60% weightage to price and final score of the bidders obtained. The bidder with the highest score being the Rank 1 Bidder (R_1)**. The calculation will be done as follows:-

$$\text{Final Bid Score} = (0.4 \times S_t) + (0.6 \times S_f)$$

36. Rectification of Arithmetic Errors. Arithmetical errors if any, in the Financial Bid will be corrected on the following basis:-

- (a) If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
- (b) If there is a discrepancy between the words and figures, the amount in words shall prevail.
- (c) If the bidder does not accept the correction of errors its bid will be rejected and its EMD may be forfeited.

Award of Contract

37. Once the R_1 (Rank 1Bidder) is identified and prices have been negotiated (if deemed necessary), a Contract shall be signed between the RWA and the shortlisted Bidder after a Performance Bank Guarantee @ 7% of the Annual Contract Value is submitted by way of Bank Guarantee.

38. Contract is to be awarded for an initial period of Three Years. However, a performance evaluation will be undertaken by the RWA

annually and in case the performance is found unsatisfactory the Contract may be fore closed by giving due notice.

Termination

39. The RWA GVGN may terminate the Contract by a written notice to the Agency, if the Agency materially breaches the Contract and the Agency does not comply with the Contractual provisions within 30 days after receipt of written notice of such shortcoming. The other circumstances under which the Contract may be terminated are as follows:-

(a) If RWA determines at any time that representatives of the bidder were engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract, without the Contractor having taken timely and appropriate action satisfactory to the RWA GVGN to remedy the situation;

(b) The RWA GVGN may also apply sanction against the Contractor, including declaring the Contractor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Contractor has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a RWA GVGN financed contract.

(c) RWA could terminate the agreement without cause, typically by providing a specified notice period. This provides flexibility if the parties' needs change.

40. The Bidder has to provide the onsite Managers including the Estate Manager from its company. If it is found that the job has been sub- contracted, the contract with the Agency shall be terminated with immediate effect with forfeiture of the PBG.

41. The following are also binding:-

(a) The individual service providers, if being subcontracted have to be from the companies empanelled

with the bidder. The qualifying criteria of these companies as well as their selection will be undertaken by the RWA.

(b) If the RWA in its assessment is of the view that none of the empanelled companies for a specific service meets its requirement, it may exclude that particular service from the scope of services to be provided by the Bidder.

42. The RWA is not bound to accept the lowest or any other bid and at any time may terminate the tendering process without assigning any reason.

Payment Terms

43. Payments to the Contractor will be made through **A/c Payee cheque/Digital Payment** in favour of the Agency after proper verification of bills and ensuring satisfactory completion of work. TDS and surcharge as per the rules in force shall be deducted. Unless the Contractor submits the payment challans in respect of statutory dues (EPF and ESIC) of the previous month the payment for the month will not be made. An initial grace period of two months will be provided to the Agency to make various administrative arrangements. It will be the responsibility of the Agency to distribute salary/wages to the personnel deployed by it by the Tenth day of each month *preferably through Digital Payment and a proof of the same should be submitted along with the bill of the succeeding month*. RWA, GVG N will pay 75 % of the bill within 05 working days of submission of bills along with all supporting documents. The balance payment due will be made only after the correctness and completeness of all bills and supporting documents have been established by RWA.

44. The RWA shall have the right and be entitled to withhold payment to the Contractor in the event of any breach of Terms and Conditions of the Contract after giving due notice. The decision of the RWA in this regard will be final.

Terms and Conditions of the Tender

45. RWA, GVGN reserves the right to reject/accept or withdraw any part or full tender(s) without assigning any reason whatsoever. The decision of RWA, GVGN will be final without any liability.

46. RWA, GVGN reserves the right to award the contract to deserving parties either in full or in part. The decision of RWA, GVGN in this regard shall be final and no enquiry will be entertained.

47. Bids should be complete in all respects. Incomplete bids will be summarily rejected. No unsolicited clarification will be taken by RWA, GVGN in this regard.

48. Canvassing in any form entails the agency's disqualification. Any agency found influencing or intimidating other agencies/Tender process is liable for disqualification.

49. Where the agency makes counter terms and conditions of business, the tender shall not be deemed responsive, unless RWA, GVGN in its discretion, may give specific written acceptance thereof. Such counter response may be thought of in advance and clarified in writing before or during the pre-bid meeting as per Schedule.

50. Interested Agencies are advised to understand the magnitude of the job involved for providing integrated Maintenance, Housekeeping and Arboriculture services before submitting their bids. The Agencies may visit the site as given in the Schedule.

51. Successful Agency will be decided based on the Evaluation Criteria on the Grand Total scores of the Agency, as explained at Para 29 to Para 36.

52. As a guarantee towards due performance and compliance of the contract work, the successful agency (agency) will deposit an amount equal to 7% of Annual Contract value towards Performance of the Contract by way of unconditional PBG in favour of "RWA,

AWHO TOWNSHIP, GURJINDER VIHAR, GREATER NOIDA” drawn on any Nationalized Bank/Scheduled Bank.

53. The quoted rates shall not be less than the minimum wages of Govt of Uttar Pradesh and shall include all statutory obligations. The rate quoted should be consolidated and inclusive of Employer EPF contribution, ESI contribution, bonus, insurance, weekly off/national holidays etc. as per the format in Enclosure 4.

54. RWA, GVGN shall reimburse the Agency to the extent of the amount of variation arising out of the upward revisions in minimum wages as per Labour Commissioner of UP above the rates mentioned in the Contract and derived statutory obligations thereof, provided the documentary evidence is produced by the Agency making such payments and to that extent only. However, the service charges per annum shall remain fixed at the total value in INR arrived at the start of the contract period as per the financial bid of the Bidder.

55. RWA, GVGN reserves the right to accept or reject any or all bids without assigning any reasons. RWA GVGN also reserves the right to reject any bid which in their opinion is non-responsive or violating any of the conditions/specifications without any liability to any loss whatsoever that may cause to the agency in the process. The prospective agency may also note that the bid shall not be awarded to any agency purely on the basis of having quoted the lowest rate.

56. The number and arrangement of deployment of the personnel is without prejudice to the right of RWA GVGN to deploy the personnel in any other number or manner considered to be more suitable by RWA GVGN in its interest.

57. The agency shall ensure that the personnel deputed are well uniformed, healthy and in the age group from 21 years to 50 years. Each personnel deployed in the Township will be issued with an Identity Card with his recent photograph affixed on it.

58. Every person deployed in the RWA GVGN Complex, will have a valid and favourable police verification before being deployed at site and record of police verification shall be submitted by the

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Agency to RWA GVGN within 30 days of the issue of the Letter of Intent. The verification will be undertaken by the Agency at its own cost.

59. The full particulars of the personnel to be deployed by the agency including their names, Mobile Contact number and addresses, shall be furnished to RWA GVGN along with testimonials before they are actually deployed for the job.

60. The agency shall not deploy or shall discontinue deploying the person(s) found unsuitable if so decided by the RWA GVGN at any time without assigning any reason whatsoever. This is to be brought into force within 24 h.

61. A representative of Agency shall be In-charge of the Organisation and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of RWA GVGN, he shall work under directive and guidance of RWA, GVGN. This will, however, not diminish in any way, the agency's responsibility under contract towards provisioning the integrated Maintenance, Housekeeping and Arboriculture for the Township as per Scope of Work.

62. The requisite training and certifications for various personnel are to be undertaken at the cost of the Agency.

63. A senior level representative of the Agency shall visit RWA, GVGN premises at least once a week and review the service performance of its personnel. During the weekly visit, Agency's representative will also meet the concerned RWA officer bearers dealing with service under the Contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working.

64. The Agency shall ensure that any replacement of the personnel, as required by RWA, GVGN for any reason specified or otherwise, shall be effected promptly without any additional cost to the RWA GVGN. If the agency wishes to replace any of the personnel, the same shall be done with prior concurrence of the RWA, GVGN at Agency's own cost.

65. The Agency shall provide reasonably good uniform with name badges to its personnel deployed at the Township complex at its own cost and ensure that they are used by the personnel deployed and are maintained in good condition. Any Uniform with any kind of semblance to uniform of the Armed Forces is not to be used. The incidentals, such as, shoes, socks, caps, gloves etc. shall be borne/supplied by the Agency at its cost.

66. The agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the RWA GVGN/Govt. of India/any State/or any Union Territory.

67. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the RWA GVGN. Proposals for efficient functioning of the services shall be discussed, considered and implemented from time to time by the agency with approval of RWA, GVGN.

68. The agency shall be solely responsible for compliance to the provisions of various labour and industrial laws such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at GVGN Complex.

69. The Agency shall ensure Workmen Insurance for each person deployed at the GVGN premises and shall be responsible for any accident caused to them and the RWA, AWHO TOWNSHIP, GURJINDER VIHAR shall not be liable to bear any expense in this regard. The Agency at its own cost shall also be responsible for the insurance of its personnel and should indemnify the RWA, GVGN against any claims. **An undertaking towards the same should be provided along with the Eligibility Claim (Stage I).**

70. The Agency shall make payment of wages to workers engaged by it by the stipulated date (by the Tenth Day of the Month) irrespective of any delay in settlement of its bill by the RWA GVGN for whatever reason.

71. The Agency shall specifically ensure compliance of various Laws/Acts, including but not limited to with the following and their re- enactments/ amendments modifications:-

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- (a) The Payment of Wages Act 1936
- (b) The Industrial Dispute Act, 1947
- (c) The Employees Provident Fund and Miscellaneous Provisions Act, 1952
- (d) The Contract Labour (Regulation and Abolition) Act, 1970
- (e) The Payment of Bonus Act, 1965
- (f) The Payment of Gratuity Act, 1972
- (j) The Equal Remuneration Act, 1976
- (k) The Employees State Insurance Act, 1948
- (m) The Minimum Wages Act, 1948.
- (p) Shops and Other Commercial Establishments Act
- (q) Workman Compensation Act 1923

72. Compensation for Damage/Thefts. The following will govern the compensation of losses on account of any theft or pilferages or damages :-

(a) In case of any theft or pilferages, damages, loss or other offences, the agency will investigate and submit a report to RWA, GVGN. FIR will be lodged by RWA, GVGN/ Resident as applicable, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed in a time bound manner within a period of 30 days from the date the incident is reported to/by the RWA.

(b) In case of any loss that might be caused to the RWA GVGN and or its residents or visitors due to lapse on the part of the personnel engaged in the Services' Contract, the loss will be borne by the Agency. In such cases RWA, GVGN shall have the right to deduct the appropriate amount from the service charges payable to the Agency in the monthly bill of the Agency, to make good such loss to RWA, GVGN or the residents or the visitor. In case of frequent lapses on the part of the personnel deployed by the Agency, RWA GVGN shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.

(c) In a situation where the amount of money to be deducted is more than the monthly service charges due to the Agency, the amount will be deducted from the PBG after encashing the PBG. The amount balance after deduction of the appropriate amount will be returned to the Agency only after the Agency submits a fresh PBG corresponding to an amount as indicated by this Tender within 30 days of the old PBG having been encashed. Any delays in submitting a fresh PBG will entail levying of Penalty on the Agency.

73. In the event of any personnel being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities, the agency shall make provision for leave reserve.

74. As and when RWA GVGN requires additional strength on temporary or emergent basis, the agency will depute such personnel under the same terms and conditions. For the same, a notice of two days will be given by the RWA, GVGN. Similarly, if the personnel deployed by the agency any time are found absent from duty or sleeping or found engaged in irregular activities, the RWA, GVGN shall deduct the requisite amount at the pro-rata rates from the Service Charges in the bill of the agency besides imposition of penalty for non-observance of the terms of contract.

75. The agency shall arrange to maintain at the security desk/booth, the daily shift-wise attendance record of the personnel deployed by it showing their arrival and departure time. The Agency shall submit to RWA, GVGN an attested photocopy of the attendance record and enclose the same with the monthly bill. The attendance record shall be maintained using the MyGate software platform or any other similar Mobile App. The personnel not found logged in the MyGate software or any other similar Mobile App shall be considered as absent.

76. Any reduction in strength of personnel below 3% of the stipulated deployment would warrant a penal deduction equivalent to the percentage absence from the Service Charges part of the amount of the monthly bill. The shortage of manpower will be calculated grade wise on weekly basis. If the shortage in

deployment strength is for more than 5 days in a month then the shortage will be counted on daily basis.

77. The RWA, GVGN shall pay the agreed amount on production of monthly bill along with supporting documents. No other charges of any kind shall be payable.

78. Monthly bills shall have all requisite documents in support of the bill including the EPF Challans, EPF Cards of the employees, ESCI Challans, GST payments of the previous month and the attendance record as obtained from the MyGate software or any other similar Mobile App. Bills complete in all respect shall be cleared by RWA GVGN within seven working days.

79. There would be no increase in Service/ Management charges payable to the Agency during the Contract period except reimbursement of the statutory wages revised by the Government as also the EPF and ESIC payments.

80. The TDS as applicable shall be deducted from the bill unless exempted by the Income- tax Department. The Contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer (RWA, GVGN) fully indemnified against liability of tax, interest, penalty, EPF contribution, ESI Contribution etc.

81. The minimum qualification of the personnel deployed by the agency shall be as given below: -

- (a) Age between 21 and 50 years with sound health. Average age profile of the Personnel will not be more than 30 years.
- (b) Pleasant demeanour and well behaved.
- (c) Should be able to follow instructions.
- (d) Should be able to log complaints in the MyGate device or any other similar Mobile App's devices.

(e) Should be able to click pictures using the MyGate device or any other similar Mobile App devices.

(f) Should be able to use MyGate software or any other similar Mobile App using the device to be made available by RWA GVGN.

(j) Should be able to read and write in Hindi and elementary English.

82. In case of non-compliance/non-performance of the services according to the terms of the contract, the RWA GVGN shall be at liberty to make suitable deductions from the bill/PBG without prejudice to its right under other provisions of the contract. In case of deduction from the PBG by encashing it, the amount balance after deduction of the appropriate amount will be returned to the Agency only after the Agency submits a fresh PBG corresponding to an amount as indicated by this Tender within 30 days of the old PBG having been encashed. Any delays in submitting a fresh PBG will entail levying of Penalty on the Agency.

83. The agency shall be solely liable for timely payments of salary/dues of the Workers employed and deployed by it. The agency shall fully indemnify RWA, GVGN against all the payments, claims, and liabilities whatsoever, incidental or directly arising out of or for compliance with or enforcement of the provisions of any of the labour or other laws to the extent they are applicable to establishment/work in RWA, GVGN premises/facility.

84. All liabilities arising out of accident or death while on Duty shall be borne by the Contractor.

85. The decision of RWA, GVGN in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.

86. In the event of special medical conditions and if so directed by the District/ State Authorities, the Agency will get the Medical examinations of the personnel deployed as per the promulgated protocol, at its own cost.

Arbitration

87. In case of any dispute between the Agency and RWA, GVGN, the elected Board of Management of RWA GVGN shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Greater Noida (Gautam Budh Nagar).

88. In case of any dispute or differences arising under the terms of this Agreement the same shall be settled by reference to arbitration by a sole Arbitrator to be appointed by the elected Board of Management of RWA GVGN. The provisions of Arbitration and Conciliation Act 1996 shall be applicable.

Manpower Selection

89. Recruitment and selection of the manpower will be the responsibility of the service provider. He will ensure that the manpower provided is proficient in the task. Monthly training will be imparted by the Field Training Officer of the service provider.

Award of Contract

90. A Contract Agreement shall be signed with the successful Agency. The Agency will be informed by e- mail about the bid being accepted by way of a Letter of Intent. The Agreement will need to be concluded and signed by 30 May 2025.

91. The detailed terms of engagement as also such other stipulations which may evolve during the negotiations without changing the substance of the bid in any manner, shall be defined in the Contract Agreement.

Annexure-I
(Refers to Para 14)

**DECLARATION REGARDING ACCEPTANCE OF TERMS AND
CONDITIONS CONTAINED IN THE REQUEST FOR
PROPOSAL DOCUMENT**

To,

The Secretary
RWA
AWHO Township
Gurjinder Vihar
Pocket P-5, Sector CHI-I
G NOIDA
UP - 201310

Dear Sir,

1. I have carefully read the terms and conditions as also the other stipulations contained in the Request for Proposal (RFP) Document GVGN/RWA/Facility Management/Apr25 regarding selection of an Agency for providing Comprehensive Maintenance, Housekeeping and Arboriculture services for the RWA, GVGN, UP-201315.

2. I declare that all the provisions of this RFP Document are acceptable to my Company. I further certify that I am an authorised signatory of my Company/Firm and am therefore, competent to make this declaration.

Yours sincerely,

Name:

Designation: _____

[Type here]

Company/Firm: _____

Address: _____

Tele(O): _____

Tele(Mob): _____

E Mail id: _____

Date: _____

Annexure-II
(Refers to Para 14{b})

BASIC DATA SHEET ABOUT THE BIDDER

<u>Ser No.</u>	<u>Data</u>	<u>Response</u>
1.	Name of the Firm/Company	
2.	Address of the Registered Office	
3.	Address of the Head Office	
4.	Address of the Office in NCR	
5.	Contact numbers(LL and Mob) of the person Approving the Bid Document in the Head Office	
6.	Name, Designation, Address and Tele No(LL and Mob) of the person authorised to prepare, submit and finalise this bid	
7.	Nature of the Company. Sole Proprietor/Partnership Firm/Private or Public Limited Company	
8.	Name and Telephone No.(LL and Mob) of Directors/Partners	
9.	Registration No. under Company's Act 1956	
10.	GST No.	
11.	Licence / Registration number under Contract Labour (R&A) Act 1970	
12.	PAN/TAN No. issued by Income Tax Dept and a copy of previous three years Financial Years' Income Tax Return	
13.	Employees' Provident Fund Account No.	
14.	ESI Code Number	
15.	Regn No. under The Shops and Commercial Establishment Act (if applicable)	
16.	Certificate of Incorporation	

[Type here]

17.	EMD Details (DD No. Bank, Date of Issue)	
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Note: Please attach supporting documents, duly attested in support of various responses above.

Signature

Name: _____

Designation: _____

Company/Firm: _____

Address: _____

Tele(O): _____

Tele(Mob): _____

E Mail id: _____

Date: _____

CRITERIA AND WEIGHTAGE FOR EVALUATION OF TECHNICAL BID

<u>Ser No.</u>	<u>Attribute</u>	<u>Points</u>	<u>Criteria</u>	<u>Marks</u>	<u>Supporting Docs</u>
1.	Duration of Experience(Years) Integrated Facility Management Services	10	➤ Greater than and equal to 12 Yrs ➤ 8 - 12 Yrs ➤ 5 – 8 Years ➤ 3 – 5 Yrs	10 8 6 4	Registration as Facility Management Service provider under the Prevalent Law
2.	Turnover from Facility Management Services (Maintenance, Housekeeping and Arboriculture)	10	Above average annual of INR 10 Cr in last 3 yrs	Company with Max turnover value gets full marks. The others will get proportionate marks*.	Audited Balance sheet/Annual Report/Auditor's Certificate of 3 yrs. Average Annual Turnover value of a company shall be capped at INR 100Cr for grading purposes only.

[Type here]

<u>Ser No.</u>	<u>Attribute</u>	<u>Points</u>	<u>Criteria</u>	<u>Marks</u>	<u>Supporting Docs</u>
3.	Facility Management Manpower Numbers on Roll (Maintenance, Housekeeping and Arboriculture)	10	Above threshold of 200 in number	Company with Maximum value gets full marks. The others will get proportionate marks*.	Maximum manpower on roll shall be capped at 750 for grading purposes only. ESIC and EPF deposit challans are to be submitted.
4.	<i>ISO Quality Certifications</i>	5	<i>Marks depending on the Qualifications</i>	ISO 9001 -1 mark ISO 10002: 2018 – 2 marks ISO 41001:2018 – 2 marks	Attested Copies of Certificates
5.	Scope of Experience: Flats	10	No. of Flats in a Residential Society	<i>Company with Maximum value gets full marks. The others will get proportionate marks*.</i>	Contract copy. Number of Flats for max grading capped at 3500 flats in a society
6.	Scope of Experience: Multi-storeyed residential complexes	10	Number of Storeys	<i>Company with Maximum value gets full marks. The others will get proportionate marks*.</i>	Contract Copy. Number of storeys for max capped at 20 in a Tower in a residential society for grading

<u>Ser No.</u>	<u>Attribute</u>	<u>Point s</u>	<u>Criteria</u>	<u>Marks</u>	<u>Supporting Docs</u>
7.	Scale of Service and No. of Residential Clients Served	10	<i>Clients with 100 or more personnel deployed in a single Residential Complex</i>	<i>Company with Maximum value gets full marks. The others will get proportionate marks*.</i>	Certified List of Clients with total of 100 or more personnel deployed in a single <i>Residential Complex</i> supported with <i>Work Order/Agreement</i> . Maximum under consideration for marking is 15 residential Complexes (with at least 100 personnel deployed).
8.	Arboriculture (Threshold: 3 societies of min 500 flats)	5	No. of Societies with Gardens	<i>Company with Maximum value gets full marks. The others will get proportionate marks*.</i>	Contract copy. Max number of Residential Societies with Gardens capped at 10 for grading.
9.	Arboriculture (Area Threshold: 30,000 sq Mtr)	5	Total Garden & Park Area serviced in societies	<i>Company with Maximum value gets full marks. The others will get proportionate marks*.</i>	Contract Copy/copies. Total Area capped at 1,50,000sq Mtr for grading purposes.
10.	Arboriculture (Duration: Threshold is continuous 3yrs)	5	Total Continuous in a Residential Society	<i>Company with Maximum value gets full marks. The others will get</i>	Contract Copies Total duration capped at 10 yrs

				<i>proportionate marks*.</i>	
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<u>Ser No.</u>	<u>Attribute</u>	<u>Points</u>	<u>Criteria</u>	<u>Marks</u>	<u>Supporting Docs</u>
11.	Customer Grievances Management	10	Computerised/Automated (for all three services)	Based on evaluation	Undertaking and a Document illustrating the Customer Grievances/Complaint Management Software/Process
12.	Customer satisfaction – Key performance indicators	10	Computerised/Automated (for all three services) with very objective and quantifiable criteria	Based on evaluation	Documents illustrating the Key performance indicators (maintained as per the ISO standards)

* Proportional marking:-

1. If the Highest value is e.g. For Turnover (Ser 2) is INR 35 Cr in 3 yrs then this bidder will be awarded 10 marks. A bidder with turnover of INR 30 Crs will be awarded $30(10/35) = 8.5$
2. Decimal value till first place only will be considered.

Signature:
Name: _____

[Type here]

Date: _____

Designation: _____

Company/Firm: _____

Address: _____

Tele(O): _____

Tele(Mob): _____

E Mail id: _____

[Type here]

MAINTENANCE AND OPERATIONS

Introduction

1. AWHO Township, Gurjinder Vihar is a residential complex in Greater Noida. The Township is spread over 95 acres of land, comprises 2822 apartment units in multi storied blocks, shopping complexes, amphitheatre, nursery and primary school. A club for the recreation, community center, ECHS and a CSD Canteen in the complex fully cater to the needs of the resident owners. The constructed area of the Township occupies only about 40% of the space and remaining 60% has been developed into landscaped gardens, wide roads and green with each apartment block having parks on 3 or all 4 sides of the block. Besides block side parks, there are several central parks, playgrounds, a swimming pool and gymnasium.

2. The township has 95 Residential Towers with a total of 2822 flats in the township. 16 of these towers are stilt plus 13 floors, 50 towers are stilt plus 8 floors and 29 towers are stilt plus 4 floors. All towers have four apartments on each floor. There are 09 Electric Sub-Stations & 06 Pump Houses to cater for electric, water and fire safety required of the township.

Scope of Services

3. The Service Provider shall provide “Maintenance Management Services” for the Premises in an effective, compliant, sustainable and environment friendly manner. The Scope of Services to be provided by the Service Provider to the RWA GVGN at the said Premises, during the currency of the Agreement are as elaborated in the succeeding paragraphs.

4. The Service Provider shall ensure that all activities as given under Scope of Services are to be completely performed by the Service

Provider unless specifically indicated as otherwise. The Service Provider should also understand that these activities are not exhaustive and are subject to modifications so as to cover related activities which are required to be performed under the Scope of Services stated above, as required and approved by the RWA GVGN.

5. Maintain and formulate Standard Operating Procedures (**SOPs**), maintenance procedures, inspection check lists, formats etc. for Premises with document number and date for all routine activities. A signed/approved copy of all such procedures shall be given to the RWA GVGN.

6. Ensure safe upkeep of all documents as received from the RWA GVGN/ previous Service Provider, licenses, NOCs, approvals etc. from statutory authorities and all important documents. The original of each such document shall be kept with RWA, GVGN and copies of these shall be maintained in office of the Service Provider in Premises for day to day reference.

7. Upkeep and Maintain. The Service Provider shall be responsible for and ensure to upkeep, maintain, operate and repair the following:-

- (a) Electrical System, Electrical Stations/Sub-Stations including all DGs, transformers, LT Panels, AMF Panels etc.
- (b) Water Supply System, Pump Houses.
- (c) Fire System, Fire Pumps, Fire Extinguishers.
- (d) Complaint Management and Repair Services.

8. The service provider will also provide for the AMC of the equipment associated with the services at Para 7 ibid and also the SWMP except where explicitly stated otherwise. The AMC charges for various equipment are also to be indicated in the financial bid at Encl4. The Service provider will indemnify the RWA, GVGN against any third party liability undertaking the AMC and will be solely responsible to the RWA. The Service provider should consult the RWA for major repairs/maintenance which necessitate services of the OEM.

Electrical and Mechanical System

9. The Service Provider shall:-

- (a) Operate and maintain with trained and competent personnel, the complete electrical and mechanical utilities system from the diesel generators including all equipment and installations as per the operation and maintenance manuals and specifications of the manufacturers and ensure that they are operational at all time;
- (b) Ensure all cable and wire connections are clean and firm;
- (c) Ensure contacts in all breakers are clean and mechanical operation is smooth and firm;
- (d) Check all meters periodically to ensure they are functioning and show correct readings;
- (e) Ensure all light fittings inclusive of luminaries, lamps, ballasts, starters, transformers, connections etc., are in proper working condition and replacements are carried out promptly;
- (f) Maintain the earthing system to ensure earth continuity at all points in the electrical system up to the main distribution board in each apartment/property and also maintain all earthing pits with necessary watering etc. The earthing resistance and continuity shall be tested and certified once every year before onset of rainy season;
- (g) Take necessary steps to have inspections by statutory inspectors carried out at all specified intervals and ensure all licenses/permits are valid;
- (h) Attend the critical equipment such as air circuit breakers, oil circuit breakers, transformer etc. In case of major breakdowns and overhauls, specialized agencies may be employed and required charges will be paid by the RWA GVGN. The Service Provider will coordinate all such activities.
- (j) Record the readings of electrical meter installed in Towers of

individual flats and electrical room for electrical consumption in the Premises;

(k) Create data base with adequate specification of various spares, consumables, other items and track their requirement and consumption in a professional manner (in appropriate format like Excel etc), create reorder levels and reorder quantity based on consumption pattern, lead time etc and/or with sound rationale/logic to ensure optimum inventory of spares. Thus, it shall maintain optimum stock levels of different kinds of spares/inventory etc. to ensure adequacy of stock/spares for all machines installed at the site. However, such stocks to be provided by RWA GVGN;

(l) Maintain and operate all the equipment adequately in order to deliver all Services up to agreed standards in the entire Premises;

(m) Maintain the entire Premises in a satisfactory and acceptable condition in a totally compliant manner; and

(n) Ensure electrical breakdown right from tip offs point outgoing feeder/sub-station to the Premises, to be attended on war footing on approval of the RWA GVGN for deploying outsourced contractor for repairs.

(p) Render any other advice to RWAGVGN on electrical installations.

9. Diesel Generating Set Operation. The Service provider is to:-

(a) Operate and maintain the entire diesel power generating system including all ancillary, peripherals, auxiliary system like pumps, panels, piping and ventilation etc. as per O& M manual of manufacturer and or the original installation contractor.

(b) Clean bulk oil storage tank on six monthly basis or earlier if required, and remove and dispose of sediments.

(c) Maintain exhaust gas levels within the permissible limits as required by norms established by pollution control board from time to time.

(d) Check level, control and leakages from hose pipe safe tie for proper functioning.

(e) Ensure all cable and wire connections are clean and firm.

(f) Carryout all type of preventive maintenance services.

10. The addition of DFK (Dual Fuel Kit) and RECD (Retro Fit Emission Control Device) in the DG sets is already done and a separate AMC as in force by an authorized vendor of IGL shall continue. The overall coordination will have to be undertaken by the Integrated Service Provider.

11. The AMC by Havells or its authorized subsidiary to repair/replace the Auto Change Over Switch shall continue.

12. The responsibility of taking and managing MRI machines to record power consumption/metering of all DUs and other Establishments is also in the scope of work of the Integrated Service Provider.

Fire Detection and Alarm System

13. The Service Provider shall ensure that:-

(a) The rules and regulations of the Government on the fire and safety are complied with. The Service Provider will be responsible for any lapse.

(b) A written record of all audit and inspections is maintained and to be presented to the RWA GVGN.

(c) A Fire Officer/Fire Staff is deployed 24x7. The Service Provider Staff to be trained in security function.

(d) All equipment will be handled only by the trained staff.

(e) The periodic rehearsals and evacuation drills related to fire safety and disaster management are carried as per the SOP.

(f) Effective liaison and coordination with fire department is maintained.

(g) The operation and maintenance of the entire and complete Fire Detection and Alarm, Fire Fighting and Suppression system.

(h) The fire reserve tanks (underground/overhead) are always full and there is no misuse of the same for other purposes.

(j) All smoke and heat detectors and sprinklers i.e. all detectors/sensors and the system as a whole are in perfect working condition and to carry out periodic checks to ensure the appropriate alarm is raised as designed and handed over. A log of all such tests to be maintained.

(k) The Ventilation and Smoke Exhaust System are periodically operated through the Fire Detection Panel to ensure their proper functioning. All firefighting equipment and sensors will be inspected as per the SOP and record maintained.

(l) All indicators, panels and alarms are properly maintained and are in a working condition.

(m) Proper maintenance of panic exit devices is carried out.

(n) The test operation all types of fire extinguishers are periodically carried out and a log of expiry dates and replacements are maintained.

(p) All fire pumps, jockey pumps standby diesel pumps and their controls and panels are properly maintained and kept ready for use and ensure all fire lines can withstand the specified water pressure.

(q) No obstruction is created (by means of parking or otherwise) in front of fire hydrants and fire hose reel cabinets.

(r) All access roads for fire tender movement, as designated, are kept free.

(s) Inspections are carried out by the Fire Department and keep all clearances valid.

(t) All fire exits are clear and free of obstruction of any kind.

Water Supply

14. The Service Provider shall:-

- (a) Ensure all water supply pumps, pressure vessels, hydro pneumatic systems and control panels are maintained as specified in manuals furnished by manufacturers/original installation contractors.
- (b) To ensure all water valves operate smoothly and there are no leaks anywhere in the system.
- (c) Clean, on a regular basis, all underground tanks to ensure there are no deposits/sediments or algae growth.
- (d) Ensure proper maintenance of pumps and filtration system of swimming pool.
- (e) Carryout preventive maintenance of all water pumps and motors to ensure uninterrupted water supply.

Storm Drainage and Sewage Disposal

15. The Service Provider is to ensure:-

- (a) All chambers, manholes, catch basins etc. and lines should be clear through regular cleaning and de-silting and choking, if any, shall be attended to promptly.
- (b) All gratings and covers should be in place and losses, if any shall be replaced promptly.
- (c) All pumps, panels and controls for evacuation of storm water and sewage shall be maintained in proper working order.
- (d) Maintenance of all systems smoothly and to ensure all government compliances are complied.
- (e) All Statutory and Regulatory Compliances in relation to all above.

Technical Services

16. The Service Provider shall provide technical Services as illustrated ibid and operate, maintain and do regular technical audits of engineering Services related to E&M, rainwater harvesting as has been provided by the builder within all common areas, shafts, etc. in the Premises. The spares, consumables, repairs, annual maintenance contract ('**AMC's**), periodic calibration and testing by third Party/approved agencies shall also be under the scope of the Service Provider. The Service Provider shall render the technical Services which include but are not limited to the following:-

- (a) Maintain log of all technical/engineering services;
- (b) Planned Preventive Maintenance (PPM) as per calendar schedule to be carried out by the Service Provider;
- (c) The AMC's of all equipment and operations of gas reticulated system (LPG) shall be done directly by the Service Provider, keeping RWA, GVGN informed at all important stages mutually agreed.
- (d) All the tools tackles, spares, consumables etc. shall be procured directly by the Service Provider at terms and conditions mutually agreed with RWA GVGN. The hiring charges for Tools, tackles etc. are to be indicated in the financial bid. While there is no foreseeable need to procure such items through the Service Provider, in some exceptional cases after written instruction by RWA GVGN, if the same is procured through the Service Provider, the same shall be charged on actuals with Management Fee as mutually agreed between the Parties. The Acceptance of Necessity and the Financial aspects will be specifically approved by the RWA, GVGN.

17. The Service Provider shall ensure the following to be done at laid down intervals:-

- (a) In-house testing and recording of domestic water supply – daily;
- (b) Cleaning of underground and overhead tanks – once in a year or as required to ensure storage and supply of clean water to residents. Normally, draining of bottom dirt/ sediment periodically

and also routine cleaning shall be performed by the Service Provider team.

(c) Annual maintenance of transformers;

(d) Pressure testing of fire extinguishers as per preventive maintenance schedules and their refurbishment/charging;

(e) Technical team of the Service Provider will normally be competent to carry out such periodic maintenance. The Service Provider will have check lists of activities and inspections for periodic maintenance and kept available for scrutiny by RWA GVGN. In the event of requirement of any specialized agency to carry out certain maintenance activity or inspection/test, the Service Provider shall inform the RWA GVGN in advance of the party, its credentials and costs.

(f) The payments of Services under para (c), (d), and (e) above shall be borne by the RWA GVGN.

18. Complaint Management and Repair Service. The Service Provider should have an automated customer complaint management software. The service provider shall set up a help desk to log electrical, water supply and plumbing complaints. The salient of the Complaint Management and Repair Service are as follows:-

(a) Help desk must remain functional 24x7. The RWA should be able to log in as a Customer and monitor the status of various defects, complaints and Customer comments.

(b) The service provider shall maintain appropriate number of trained and experience maintenance staff to service the complaints in timely manner.

(c) Daily complaint log shall be maintained and reported to the Estate officer and RWA rep daily at 9.00 AM.

(d) It must be ensured that all complaints are attended with in same day.

Operations

19. Operations to be undertaken by the Service Provider for the Machines, Plants, Equipment, Fixtures related to:-

- (a) DG, Sub-station, feeder pillars, HT/LT Panels.
- (b) Fire alarm, fire suppression, fire extinguishers and hydrant systems.
- (c) Water supply, pumping, and storage systems.
- (d) Sewerage, drainage and rain water harvesting systems.
- (e) Common area illumination and external lighting systems.

General Administration/ Compliance/ Accounting

20. The Service Provider shall maintain and implement :-

- (a) Record keeping and reporting system (daily, weekly, fortnightly, monthly, quarterly and yearly);
- (b) Maintenance and repair orders and issue log system;
- (c) Residents/apartment owners' feedback, analysis and improvement system;
- (d) The annual contracts and agreements shall be done directly by the Service Provider with Vendor. However, the Service Provider shall be coordinating for same. The Acceptance of Necessity and the Financial aspects will be specifically approved by the RWA, GVGN

21. The Service Provider at all times during the currency of this Agreement shall indemnify and keep indemnified the office bearers of the RWA, GVGN against any loss of life or property due to its or any third party negligence.

22. The Service Provider shall ensure that all existing systems of record keeping, SOPs and procedures have been followed.

23. The details of various fittings are appended to this Enclosure.

List of E/M Equipment

<u>Transformers</u> (a) 7.5 MVA - 04 (b) 1600 KVA - 15 (c) 400 KVA - 07	<u>Sewage Pumps</u> (a) 7.5 HP - 02 (b) 3/1.5 HP - 09
<u>DG Sets</u> (a) 500 KVA - 02 (b) 400 KVA - 01 (c) 380 KVA - 03 (d) 250 KVA - 06 (e) 200 KVA - 01 (f) 82.5 KVA - 01	<u>Fire Diesel Engine</u> (a) 92 HP - 01 (b) 79/72 HP - 02 (c) 60/52 HP - 03
<u>Water Supply Pumps</u> (a) 15 HP - 18 (b) 7.5 HP - 05 (c) 5 HP - 02 (d) 3 HP - 06	<u>Electric Pumps</u> (a) 60/50 HP - 06 (b) 20/15/7.5 HP - 06
<u>Water Supply Pumps (Garden)</u> (a) 7.5 HP - 04 (b) 5 HP - 06	<u>Booster Pumps</u> 15/12.5/10/7.5/5 HP - 102
<u>Submersible Pumps</u> (a) 10 HP - 04 (b) 7.5 HP - 01 (c) 5/1.5 HP - 05	
<u>Note:-</u> Above list is indicative. There may be some variation on ground. Therefore it is suggested to check the site to ascertain actual figures.	

HOUSEKEEPING SERVICES

Housekeeping Assignment

1. Bidder is required to provide Housekeeping Services to the RWA, GVGN within the said Premises. Gurjinder Vihar is having a total of 2822 residential apartments in 95 towers spread over in about 95-acres. The complex has a distribution of 29x four storey, 50 x eight storey, and 16 x 13 storey towers. The towers have a total of 162 lifts, of different sizes. Three shopping complexes with 150 shops are located in the premises. The complex has a club facility, a community hall, RWA office complex, 3 Religious Institutions, 4 Schools, a Nursing home, numerous parks and open spaces. A Waste management plant is located within the complex. All segregated waste is delivered by housekeeping staff here.

2. The area of the said Premises covered under the assignment for housekeeping includes common areas of all residential towers, terraces, lifts (Internal/External lift machine rooms) wall surfaces in the common areas and stair cases of the residential towers, Lifts (internal/external/Lift Members rooms, common area lobby passages, common toilets, stair cases, fire exits and stair case for fire exits, stilt parking areas and open parking spaces, pavements, drains and storm water drains etc. Further the areas in the said premises covered under the assignment include all entrance, electrical rooms, generator rooms and generator sheds, walk ways, parks, pump rooms, low tension and high-tension electrical rooms and small park etc. at the above-mentioned address. Further the areas in the said premises covered under the assignment include central facilities including the shopping complexes in Phase I, II, III and Central Market, the parking areas in these complexes, GVAI, GVCC and RWA Office Building, Sports facilities, Roads, Pavements and walkways along the roads etc. The assignment insists on spotlessly and immaculately cleaned areas, dry, hygienically cleaned common toilets and spotless and shining surfaces visible to naked eye.

3. The assignment shall include collection and disposal of all types of garbage from the residential premises and other central facilities and areas as defined in Para 2 above. Garbage collection is expected to be completed by 1100 hours on a daily basis.

4. Check list(s) will be implemented by Bidder to monitor and ensure the housekeeping activities are carried out as per the Housekeeping Schedules defined in Paragraphs 13 to 17. The Bidder will design and implement check lists in consultation with RWA, GVGN.

5. The Bidder shall deploy experienced and uniformed, well-disciplined and well-equipped housekeeping staff along with proper supervision and control.

Scope of Housekeeping Services

6. Housekeeping Services provided by the Bidder shall be of a comprehensive nature and shall **include general and specialized cleaning (including by spider-men where required)** so as to keep the said premises neat, clean and hygienically safe. Further, the Housekeeping services shall include provision of Housekeeping staff and material for cleaning and upkeep of the said premises as defined in Paras 1 to 5 ibid as per Scope of work and check lists.

7. The standard approach of Housekeeping services shall ensure both visual and hygienic cleaning of the premises at all times. The Housekeeping services shall be carried out on the basis of maintenance schedule drawn for daily cleaning, weekly cleaning and monthly cleaning. The maintenance schedule will be prepared in consultation with RWA, AWHO Gurjinder Vihar.

8. The Bidder for effective operations and provision of the Housekeeping services at the said premises shall maintain in good working condition equipment and implements listed but not limited to following:-

- (a) Providing specialized equipment to include but not limited to eight in number Single Disc Scrubbing Machines for common areas marble and stone floor scrubbing, Hand held polishing machines each for granite and marble walls, floor skirting's and

for polishing steel lifts, High pressure jet machines for cleaning of cemented surfaces, Vacuum cleaners for cleaning wedges in lifts etc. Trolley based garbage bins red/blue/green for segregated waste collection from flats in each tower to facilitate minimum manual labour, four hand rickshaws for litter picking from parks, and at least quantity 03 E- rickshaws for disposal of garbage at the designated locations set up in the premises. The Service Provider is also to provide appropriate number of spider men for cleaning/maintenance of the exteriors of various buildings and the Lift cabins.

(b) The Bidder shall design in consultation of the RWA, GVGN a residents' feedback system with regards to the satisfactory provision of the Housekeeping services under this Agreement.

(c) Bidder, will be required to procure all consumables/chemicals and the payment will be made by RWA on a monthly basis on the actual consumption.

9. The specialized equipment such as floor cleaning Machine etc. provided by the Bidder shall be maintained and serviced at their own cost and will always be maintained in serviceable and usable condition at all times.

10. The Housekeeping/Arboriculture staff shall also clean and dispose fallen leaves /twigs/small branches in all open areas including parks and grounds. These should be cleared at the end of the day.

11. RWA, GVGN shall provide office space for the Housekeeping Manager and store for the machines and equipment which will be used in cleaning at mutually agreeable terms and conditions.

12. Bidder shall depute a Housekeeping Manager who is adequately qualified and be in possession of necessary certification and experience. Such qualification and certification shall be submitted to the RWA for inspection. This manager shall ensure disposal of inert and dry waste to GNIDA on daily basis. SWMP Manager will coordinate with Housekeeping Manager for collection of garbage & disposal on daily basis. The AMC of the SWMP will also be undertaken by the Service Provider.

Housekeeping Schedule

13. Daily

- (a) Garbage collection, litter picking and its disposal at SWM plant and other designated spaces established in the said premises.
- (b) Common passage mopping and cleaning, dusting letter boxes, spot and stain removal.
- (c) Cleaning and polishing of lifts.
- (d) Cleaning and mopping of staircases.
- (e) Cleaning and mopping of fire-fighting stair cases.
- (f) Cleaning of fire-fighting terraces on 1st, 7th and 11 floors as applicable.
- (g) Cleaning of roads, walkways and pavements and removal of weeds/shrubs on these.
- (h) Cleaning of common areas within the said premises.
- (i) Cleaning of common toilets.
- (j) Cleaning of central facilities including shopping complexes, GVAI, GVCC, Schools, RWA Office and ECHS.
- (k) Cleaning of playing courts of Basket Ball, Tennis Court and Skating Rink.
- (l) Picking litter from parks and green areas.
- (m) Sanitization and disinfection of common spaces.

14. Weekly

- (a) Cleaning and washing of stilt car parking and surrounding areas.
- (b) Cleaning of terraces, lift well and lift machine Rooms.
- (c) Cleaning of nullahs, drains and storm drains.
- (d) Removal of garbage and litter picking and its disposal at the SWM established in the said premises.
- (e) Cleaning of wall surfaces in the common areas and stair cases in the buildings.
- (f) Removal of any litter and other material in the fire-fighting stair cases.
- (g) Mechanical scrubbing and cleaning of RWA offices area.
- (h) Cleaning of fountains and water bodies.
- (j) Fogging of the said premises. (on as required basis during mosquito breeding season).
- (k) Removal, collection and disposal of garbage into the waste bins provided within the said premises and its disposal to GNIDA tri weekly.
- (l) Dustbin and garbage bin washing.
- (m) Sewage system cleaning and removal of any blocks when required.
- (n) Lime spray at relevant places like water points, around manholes garbage bins & dog corners will be done every alternate week.
- (p) Fogging of said premises (during mosquitoes breeding seasons)

15. Monthly

- (a) Mechanical scrubbing and cleaning of the common passages in the residential buildings.
- (b) Mechanical scrubbing and cleaning of common surfaces in the central facilities.
- (c) DDT spray in the drains, around manholes, water logging areas and around garbage bins.
- (d) Cleaning of shafts, pressure cleaning of drains and rooftop drain cleaning bimonthly.
- (e) Cleaning of lift cabin/shaft externally and internally and removal of water/garbage from Lift well.

16. Half Yearly and Yearly

- (a) Overhead tank cleaning once in six months to be done under supervision of RWA Maintenance Staff and the same to be certified by RWA nominated member.
- (b) Cleaning and desilting of Under Ground Tank once a year, under supervision of RWA maintenance staff and the same to be certified by RWA nominated member.
- (c) Cleaning and desilting of all drains to municipal /GNIDA drains/sewage system and silt to be removed. It has to be resolved within 24 h (also to be done on as required basis).

17. Weekly, Monthly and Half Yearly/Yearly tasks shall be carried out without any effect to the daily activities as indicated *ibid*. Incidental aberrations shall be cleaned on occurrence.

18. Housekeeping staff and weekly off relievers will be provided by the service provider. Charges for the weekly off/relievers will be borne by the RWAGVGN.

ARBORICULTURE SERVICES

1. The AWHO Township, Gurjinder Vihar is having approximately 80 parks of various sizes having a total area of about 1,35,000 sq mtr. Besides this, there are more than 200 trees of small and big size, shrubs, hedges etc. which have to be maintained. Also there is requirement of planting seasonal flower plants regularly.

General Definition

2. The services in general include maintenance of the parks and lawns, hedges, plants and trees, plant beds, cleaning of the parks and cleaning of children play equipment installed in the parks.

3. The Services shall also include the following activities:-

(a) lawn mowing, weeding, hedge pruning and cutting, tree pruning, shaping, watering, manuring and spraying/applying pesticides as and when required/directed by RWA.

(b) use of insecticides and environment friendly chemicals for plant growth, bio-organic compost manure.

(c) plantation of seasonal flowers.

(d) Maintenance of Golf enclosure.

(e) Preparation of saplings for plantation in the AWHO Nursery.

(f) Provisioning and maintenance of all essential garden/arboriculture implements and tools.

4. Collection of the mowed grass, weeds, dry leaves, leaves & green garbage from the pruned trees and dispose it to SWMP plant on day to day basis. Green garbage may also be used by way of developing compost pits to produce compost manure from the green garden waste

such as mowed grass, dry and green leaves cut from pruning trees.

5. Compost generated in the locally installed Solid Waste Management Plant inside the complex will be provided by the service provider to RWA.

Scope of Complete Maintenance & Up Keep of Gardens/Park or play areas
Area of RWA GVG N Township

6. The work includes upkeep of lawns, trees, shrubs, edges, hedges, flowerbeds, ground covers, potted plants, garden benches, play items etc. by following arboriculture practices.

7. Lawns. Maintenance and Upkeep includes the following:-

(a) Regular watering by using sprinklers/hoses/as per requirements. While making use of hose the direction of hose outlet shall be towards sky so as to have a rain effect. In no case flooding shall be done except it is required or asked for some reason.

(b) Regular mowing and worked for removal of weeds therein on regular basis. All efforts shall be made to timely weed-out nut grass growth in the lawns by uprooting the weeds. The average interval for lawn mowing shall be once in two week or on requirement at site depending on season. Timely arrangement for watering, weed removal/shearing and pest /disease management shall be done. All care must be taken for keeping it in green lush condition.

(c) Rolling shall be done at least once in 15 days and shall be in the same direction of lawn moving. However, cross rolling shall be done once in six months.

(d) Topdressing with Garden earth/FYM/Vermi-compost shall be done on yearly basis.

(e) Lawns shall be fed with Manure & fertilizer so as to maintain form/texture& colour.

(f) PH value and treatment to modify the same, if required, shall be the part of maintenance.

8. Trees. Maintenance and Upkeep includes the following:-

(a) During early stage of plants i.e. at least first three years, the maintenance shall include regular watering, mulching, soil working, supporting and pruning operation. The tree shall be manured once in a year with Manure (FYM/vermin compost). Regular checking against insect/pest/fungus attack shall be made. Unwanted saplings and wild growth that could damage the walls, buildings, power and waterlines, drains etc. shall be brought to the notice of the RWA, GVGN Representative immediately and removed and relocated on his directions.

(b) The maintenance of trees which are well established, shall include occasional watering, soil working, manuring and checking against attack of insect or pest. Training/ pruning of trees for form and shape shall be an important aspect of maintenance. Overgrown trees shall be pruned from top to maintain the height up to a certain level so as not to block the sun from reaching the residential units.

2. Shrubs/Creepers/Low Growing Plants. The maintenance work includes:-

(a) General maintenance such as watering, weeding, mulching, supporting and pruning shall be done as required.

(b) Regular checking against insect/pest/fungal attack shall be made.

(c) Removal of dead branches, leaves, flowers, pruning, training, supporting, cutting back and protection against heat/cold/heavy rains shall be the part of maintenance. **No waste is to be left in the lawns/flower beds/roadsides/parks/kerbs at the end of the day.**

(d) Soil working shall be done once a week up till a minimum depth of 20 cm till proper establishment of plant.

(e) Manuring/application of fertilizers shall be done twice a year at equal intervals or as directed by RWA, GVGN Representative.

3. Hedges/Edges. The maintenance work includes:-

(a) Pruning/cutting of hedge with Garden shears at an interval of minimum 21 days or earlier if required. The height and thickness of hedge/edge to be done as per direction given by RWA GVGN Representative.

(b) Timely watering, weeding, manuring/application of fertilizers, spraying of insecticides/fungicides.

(c) Soil digging up to depth of 20 cm for loosening of soil shall be done once in two months.

4. Seasonal Flower Beds. The maintenance work includes in addition to general maintenance of flower beds i.e. raising of seedlings, planting in appropriate season/time, weeding of flower bed area, mulching, providing FYM, mixing it thoroughly, regular watering, plant protection etc. proper maintenance, collection of seeds of maturity etc., shall form part of maintenance.

5. Garden Benches, Children Play Items etc. The garden benches, play items if any within park area shall be kept neat and clean with washing the same with water.

6. Pathways. Maintenance of pathways shall include cleanliness of pathways, timely trimming of grass within the crevices of path, putting soil if needed for proper fixing of block etc.

7. Deployment of Manpower. In order to ensure proper up keeping and maintenance of areas under Garden/Parks the contractor shall deploy a good team of Mali's in the GVGN complex and complete scope of work as per instructions and as directed by Representative RWA, GVGN. The requirement of manpower may vary from season to season and requirement to take care of package & practices like weeding/soil working which becomes critically important during monsoon months for proper up keeping and maintenance of Gardens/Parks.

8. Garden Tools & Implements. Some machine, tools and tackles which are held in the RWA inventory and these will be provided by RWA on mutually agreeable terms and conditions. However, the contractor shall ensure that these machine, tools and tackles are handled with care and used properly so as to maintain them in proper working conditions.

9. Cutting & Removing of Wild Vegetation. The scope includes cutting of wild vegetation, bushes/grass etc. from ground level, collecting and disposing them on day to day basis so as to give a neat and clean appearance.

10. Application of Weedicide/Herbicide. This includes spraying of weedicide/herbicide using manual (knapsack) spray pumps in desired concentrations by properly mixing to form uniform solution on foliar plant parts/vegetation using water as media including arranging water from within GVGN complex for use. Spraying at site shall be carried in the wind direction to avoid any body contact following safety precautions like use of mask/gloves, goggles etc. during spray operation preventing any accident /health hazard.

11. Development of Garden. There may be a need for continuing the development of a new Garden at GVGN complex by planting trees, shrubs, hedges, ground covers, creepers and lawns etc. in the area as per design/instructions which includes loosening the soil, mixing it with FYM /fertilizers /pesticides in upper layer of 0.03M, flooding with water for weed emergence, weeding out the areas, dressing, levelling etc making it suitable for planting amongst above at site of work. Planting of grassing involves operations like scrapping of lawn turfs from the pre-located areas, transporting, loading, unloading and planting at specified distance in rows at site, rolling with manual roller for compaction and facilitating rooting and maintaining for the initial development period of one month on completion of above, by following cultural practices for weeding, basin making, watering, application of plant protection measures by carrying out sprays of insecticides/ pesticides as and when required including replacement of mortalities if any complete as directed by RWAGVGN Representative. Length, breadth of the garden area developed on completion of initial development period shall be measured correct to 0.1 meter and the area shall be calculated in sq mtr correct to two places of decimal. The rate shall include of all the labour, material & cost of transportation involved in all the operations described above.

12. Plants should be of true to type i.e. as per the list/approved by RWA GVGN Representative and shall be free from disease & pest infestation.

13. Plants to be supplied in polybags of convenient size, in required quantity of each variety as directed by RWA GVGN Representative. Seedlings should be grown at the nursery within the complex.

14. Plants shall be well established i.e. before affecting the bulk supply the changes of location at nursery shall be carried out at least 15 days before affecting the supply. Affected/ wilted plants as a result of shock/root damage during transportation shall not be accepted/paid in any case.

15. While transporting the plants shall be well watered i.e. on or before loading to avoid any wilting during transportation.

16. Pesticide Treatment of Roadside Tree Trunk (Measuring Girth up to 30cm and Above). The item includes washing and cleaning the surface of tree trunks (Measuring Girth up to 30cm) with water up to a level of one meter from the ground & paint/treat with two to three coats of approved pesticide emulsion, lime & Geru etc.

17. Watering Arrangements for Gardens/ Plantations. Watering arrangement in RWA, GVGN by deploying drip system with pipes of sufficient length in each sector of the green area to be maintained will be done by the contractor within first 15 days of taking up the job. The contractor shall ensure that the person deployed for watering is well trained for the job, following safety measures, watering in a way to make a rain effect and not flooding the area at any cost.

18. Air layering (Gooty Preparation). Propagation of Shrubs/ trees/creeper species etc.by removing outer internode skin(bark) of stem using grafting knife with sharp edges, just below the node facilitating callus formation, application of rooting hormone, wrapping with moist sphagnum moss to cover the scrapped portion with perforated polyethylene strips, tying with jute thread compacting so as to remove air pockets inside and allowing for rooting and finally removal of rooted air layers complete as directed by RWA, GVGN Representative.

19. Maintenance of Potted Plants. Maintenance of potted plants in RWA, GVGN includes practices like watering of plants using water cans, soil working, weeding, plant protection measures, application of fertilizer/growth promoting substances as required, re-potting with garden earth & manure mix, top up with garden soil and or fertilizers at a monthly interval, rotating/ changing locations of potted plants once a week for balanced growth of plants. The foliage plants shall be cleaned with good quality water and soft cloth twice a month while flowering potted plants shall be suitably placed exposed to morning sunlight including cleaning of pots and painting with Geru/white wash/paint once in every three month or as and when required complete as directed by RWA, GVGN Representative.

20. Maintenance & Upkeep of Nursery Stock Plants in Polybags. Maintenance and up keeping of stock plants raised in the nursery amongst different species of shrubs/trees/creepers/ground covers arranged in beds within Nursery area by following cultural practices viz. watering, soil working, application of Plant protection measures/fertilizers, pruning, replacement of worn out polybags, changing/shifting of polybag plants to prevent root spread in beds & clearing of wild growth/leaf litter etc. from beds, approach/adjoining paths at no extra cost by deploying Mali complete as directed RWA, GVGN Representative.

Special Instructions, Terms and Conditions

21. Special Instructions.

(a) The bidder shall visit the site and see himself for the scope of work involved prior to tendering.

(b) The bidder shall note that as and when required the RWA, GVGN may excavate trenches to reach telephone chambers, OFC lines, power cable, earth pits, water/sewer line. The tenderer /contractor in such locations shall so plan his activities so that the RWA GVGN's work is not impeded. After the backfilling of such areas the contractor shall reinstate lawn as required at no extra cost.

(c) In the complex, the Gardens are located in scattered fashion with a thrust on ornamental theme like topiaries, edging, hedging and ground coverage. Watering arrangement for the Gardens has been made from different locations provided with pumping arrangements and hydrants spread over the entire complex with a well-connected distribution network in order to minimize the sprinkler watering arrangements to be made by the Contractor. In order to augment the supply/regulate the same contractor shall carry out day today up-keeping of drip lines/nozzles/ sprinklers for cleaning and replacement if any on breakage etc. During the summer months on scarcity of water an elaborate water management schedule shall be planned for linking/delinking the source based on site requirements to meet the needs and priorities as per instructions issued by RWA, GVGN Representative.

22. While quoting rates for the work the contractor shall take into account

the above requirements/factors in mind. Any additions/alterations in this regard shall only be made on approval of RWA, GVGN Representative.

23. A periodical schedule highlighting deployment of labourers shall be the benchmark for execution of work at site.

24. The contractor shall have to engage the minimum agreed workforce all the time. Due to exigencies or otherwise if some additional staff/labour force is required to be deployed no additional payment shall be made to the contractor if the work is carried out within the maintained area & within the scope of work in light of specifications & special condition of contract. In any case the contractor shall not deploy construction labourer for the Gardening/landscaping activity.

25. The contractor shall carryout the work invariably on all working days however, in case of exigencies the contractor may be allowed to carry out the work on Sundays with prior permission only from RWA, GVGN Representative complying the prevailing labour laws.

26. The contractor shall depute horticulture supervisor(s) at site of work who shall be essentially a technically experienced person to manage the workforce at site, well conversant with package and practices, pest control measures assigned pertaining to upkeep and maintenance of Gardens, Nursery, plant propagation and other items specified in the Scope of Work. The supervisor(s) on site shall be responsible to carry out the work under the time schedule and follow instructions issued from time to time and respond in writing for smooth functioning of day to day activities pertaining to the scope of work. The supervisor at site shall be able to follow the instructions/directions at site and get the work executed strictly as per specifications, terms and conditions of the contract laid down. In no case the contractor shall be allowed to deploy ill trained personnel for the work. It shall be mandatory on the part of contractor to submit list of staff/labour deployed at site (location wise) on day to day basis and put on machinery for work as listed/required.

27. The Arboriculture supervisor should have a minimum experience of ten years in horticulture work post qualification with last three years in supervisory role. He/she should be able to supervise and get the work done from the team.

FINANCIAL BID FORMAT

Manpower Rate/Person/Month

Ser No.	Designation	Basic Wages + ADA (INR)	EPF (INR)	ESIC (INR)	Uniform (INR)	Weekly Off/Relievers	GST – 18% (INR)	Total unit monthly rate per person
Management¹								
1.	Estate Manager							
2.	Manager Technical							
3.	Manager Housekeeping							
4.	Manager Arboriculture							
5.								
Sub Total: Management Charges per person								

¹ On site Management Team

Ser No.	Designation	Basic Wages + ADA (INR)	EPF (INR)	ESIC (INR)	Uniform (INR)	Weekly Off/Relievers	GST -18 % (INR)	Total unit monthly rate per person
Maintenance								
6.	Supervisor							
7.	DG Operator							
8.	Electrician							
9.	Plumber							
10.	Painter							
11.	Welder							
12.	Carpenter							
13.	Mason							
Sub Total: Maintenance Charges per person								
Housekeeping								
1.	Supervisor							
2.	Staff							
3.								
4.								
5.								
Sub Total: Housekeeping Staff Charges per person								

Ser No.	Designation	Basic Wages + ADA (INR)	EPF (INR)	ESIC (INR)	Uniform (INR)	Weekly Off/Relievers	GST -18 % (INR)	Total unit monthly rate per person
Arboriculture								
6.	Supervisor							
7.	Gardener							
8.								
9.								
10.								
11.								
Sub Total: Arboriculture Staff Charges per person								

MONTHLY CHARGES

Manpower Monthly Wages

Ser No.	Designation	Per person monthly rate (INR)	No. recommended	Total monthly charges			Total monthly charges incl GST
Management							
1.	Estate Manager						
2.	Manager Technical						
3.	Manager Housekeeping						
4.	Manager Arboriculture						
5.	Customer Relations Manager/ Help Desk						
Sub Total (A): Management Staff Charges per month							
Maintenance							
6.	Supervisor						
7.	DG Operator						
8.	Electrician						
9.	Plumber						

Ser No.	Designation	Per person monthly rate	No. recommended	Total monthly charges			Total monthly charges incl GST
10.	Painter						
11.	Welder						
12.	Carpenter						
13.	Mason						
Sub Total (B) : Maintenance Staff Charges per month							
Housekeeping							
1.	Supervisor						
2.	Staff						
3.							
4.							
5.							
Sub Total (C) : Housekeeping Staff Charges per month							
Arboriculture							
6.	Supervisor						
7.	Gardener						
8.							
9.							
10.							
11.							
Sub Total (D) : Arboriculture Staff Charges per month							

Monthly Service Charges/Management Charges² (D) = INR _____(in words)

TOTAL MONTHLY WAGE BILL TO RWA (W) = A + B + C + D

IMPLEMENT/TOOLS' MONTHLY HIRING CHARGES

Ser No.	Implement/Machinery/ Tool	Per Unit monthly rate (INR)	No. recommended	Total monthly charges	GST - (18%) INR			Total monthly charges incl GST
Maintenance & Ops								
1.								
2.								
3.								
4.								
5.								
6.								
Sub Total (E): Maintenance Implement hiring charges per month								

² Service Charges/Management charges will be fixed for the duration of the Contract, that is three years.

Ser No.	Implement/Machinery/ Tool	Per Unit monthly rate (INR)	No. recommended	Total monthly charges	GST - (18%) INR			Total monthly charges incl GST
Housekeeping								
1.								
2.								
3.								
4.								
5.								
Sub Total (F): Housekeeping Implement Hiring Charges per month								

Arboriculture								
1.								
2.								
3.								
4.								
5.								
6.								
Sub Total (G): Arboriculture Implement Hiring Charges per month								

Total Monthly Implement Hiring Charges TO RWA (I) = E + F +G

**MONTHLY BILLABLE AMOUNT TO RWA ON WAGES AND IMPLEMENTS'
HIRING CHARGES (W+ I)= ----- (in words)
(Incl Management Charges & GST)**

Consumables. The RWA will pay the monthly bill of Consumables on account of the services of Maintenance & Ops, Housekeeping and Arboriculture as on 'Actual Consumption'. This will be done on a monthly basis. No Service/Management charges will be admissible on the Consumables.

AMC³ CHARGES

Ser No.	Machinery	Qty	AMC CHARGES (Total for 3 Yrs)	GST -(18%) INR	Total monthly charges incl GST
1.	DG Sets	5			
2.	SWMP	1			
3.					

³ Comprehensive AMC.

