

**CENTRAL GOVERNMENT EMPLOYEES WELFARE HOUSING ORGANISATION
(CGEWHO) 6th Floor A wing Janpath Bhawan, Janpath , New Delhi 110001**

Notice Inviting Tender (NIT)

Selection of Facility Management Services

CGEWHO invites eligible property and facilities management Pvt / Ltd Cos. to indicate their Quotation for managing security service, housekeeping, LT rooms and all other related works at KendriyaVihar, Sector P-4, Builders Area, Greater NOIDA, U.P.

Minimum Prequalification Criteria:

- i) In last Five years, the agency should have completed the maintenance of at least one society each of 1400 flats or of two societies each of 1000 flats or of three societies each of 700 flats.
- ii) It should be a Private /Ltd company with an average Annual Turnover of Rs.50 Crores in last five years. The company should be generating profit throughout the last five years and should not have carry forward loss as on date.

Detailed scope of work, preambles and other bid solicitation documents will be made available only on CGEWHO's website and e-tendering website. The agency has to submit the offers online containing both Technical and Financial bids. Technical bid should contain details of similar assignments completed in the last 05 years, in hand assignments, turnover for the last 05 years and the details of staff employed by the agency. The financial bid will be opened for only those agencies, which will be qualified in the technical bid based on the details submitted by the agency.

Due date and Time of offer submission:

- a. Last date of submission of tender document and Financial Bid is **10/04/2023 upto 3.00 PM.**
- b. Date of opening of Technical Bid is **10/04/2023 at 03.30 PM (eligibility criteria bid).**
- c. Financial Bid will be opened for Technically Qualified Agency at a date to be intimated later.

HOW TO APPLY: The agencies have to submit their offers for Facilities Management Services through e-tendering website of CGEWHO, i.e www.tenderwizard.com/CGEWHO within 21 days of publication of the advertisement. No Off line submission will be accepted. Bid Security (EMD) fees amounting to Rs.10 lacs only and non-refundable application fee of Rs.10,000/- + GST @ 18% by way of demand draft in favour of CEO, CGEWHO should be forwarded to this office at the address mentioned above. The desired agency should apply as per the PQ document along with documentary evidence for the following :

- a) Certificate of Incorporation in India.
- b) Articles/ Memorandum of Association/ Partnership Deed etc.
- c) Certificate of Registration from Registrar of Co./ Labour Deptt

- d) EPF/ESI/ Registration No. along with copy of challan for the month of March 2022.
- e) PAN No.
- f) Manpower details
- g) Details of pending litigation etc., if any.
- h) Name and address of Bankers etc.
- i) Audited Balance Sheet for the last five years.
- j) GST No.
- k) Certificate of Investments
- l) Bank Solvency Certificate issued not before Nov 2022.

QUOTE: Financial bid should contain the Quoted amount of the Facilities Management Services of the project as mentioned above.

CGEWHO reserve all the rights to cancel the tender process without assigning any reason what so ever.

Dated :

Chief Executive Officer
CGEWHO

**CENTRAL GOVERNMENT EMPLOYEES WELFARE HOUSING ORGANISATION
(AN AUTONOMOUS BODY OF GOVERNMENT OF INDIA)**



HOUSING PROJECT AT GREATER NOIDA

TENDER DOCUMENT FOR

**“Providing Facility Management Services at Kendriya Vihar, Pocket P4, Greater
Noida Uttar Pradesh”**

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SECTION II : INSTRUCTIONS TO AGENCIES

INSTRUCTIONS TO AGENCIES (ITA)

The Tender Document includes Sections consisting of NIT (Section-I), Instructions to Agencies (ITA) (Section-II), Terms & Conditions of contract (T&C) (Section-III), Scope of work (Section- IV), Manpower (Section-V), Schedule of quantities (Section-VI) and No Deviation Certificate (Section VII).

1. Eligible Agencies:

1.1 Tenders not accompanied with Earnest Money Deposit are liable to be rejected. The tenders of only those Agencies shall be considered who have furnished the requisite EMD along with No Deviation Certificate.

2. EMD (Bid Security):

2.1 An amount of Rs.10 lacs as Bid Security in the form of DD in favour of CEO, CGEWHO to be submitted in CGEWHO's H.O as mentioned in NIT.

2.1 Bids received unaccompanied by an acceptable Bid Security shall be rejected as being non-responsive.

2.2 Bid Security of the successful Agency will be released only after expiry of contract or further extension of contract.

2.3 The bid security of all the unsuccessful Agencies will be returned within 30 days of last date/ extended date of opening of financial bids.

2.4 The bid security may be forfeited if

2.4.1 The Agency withdraws its bid or varies any terms & conditions in regard there to during the period of bid validity specified by the Agency.

Or

2.4.2 If the Agency indulges in Corrupt, Fraudulent, Collusive or Coercive practice(s) as mentioned in the clause 7 of ITA.

Or

2.4.3 If the Agency does not accept the correction of its Bid Price pursuant to ITA Sub-Clause 5.4.

Or

2.4.4 If the successful Agency fails or refuses to provide complete services as explained in Scope of work.

3 Before tendering, the Agency shall visit and examine the site and its surroundings and satisfy themselves before submitting their bids as to the nature of the ground, the form and nature of

the site, the means of access to the site, the accommodation they may require and in general shall obtain all necessary information as to the risks, contingencies and other circumstances which may influence or affect their bid and also carefully examine the conditions of contract. Special Conditions of Contract, General Specifications, the schedules of quantities appear to be any ambiguity in or discrepancy between any of these documents or between figures, he should immediately refer the matter to CGEWHO for clarification.

4 Opening of Bids by CGEWHO:

4.1 CGEWHO will open all bids online at the stipulated time, on the date as mentioned.

4.2 In the event of the specified date of bid opening declared a holiday for CGEWHO, the bids shall be opened at the appointed time on the next working day.

5 Evaluation of Bids:

5.1. CGEWHO will examine the bids to determine whether all the documents/information are furnished or not.

5.2. CGEWHO will examine the bids to determine whether they are complete in all aspects, whether any computational errors have been made, whether the documents have been properly signed and whether the bids are generally in order and conforms to all the terms, conditions and specifications of the Tender Specification documents without any deviations.

5.3. During bid evaluation, CGEWHO may ask the Agency for clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered or permitted.

5.4. Arithmetical errors will be rectified on the following basis:

If there is a discrepancy between the unit price and the total price which is obtained by multiplying unit price and quantity, or between subtotal and the total price, the unit or subtotal price as the case may be shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figure, the amount in words will prevail. If Agency does not accept the correction of errors, its bid will be rejected and the bid security will be forfeited in accordance with ITA sub-clause 2.5.

5.5. The Bids shall be evaluated on total price for “Providing Facility Management Services at Kendriya Vihar, Sec P4, Greater Noida” (including applicable taxes & duties excluding GST) as per relevant Schedule of Quantities & Prices which are separately provided in tender.

5.6. In case the Agency does not quote for any items, the prices of such item(s) against which Agency does not quote rates/amount (viz. items left blank or against which “___” is indicated) in the schedules, will be deemed to have been included in the other item(s) or total quoted amount.

6 Award Criteria & CGEWHO’s Right to accept any bid and to reject any or all Bids:

CGEWHO reserves the right to accept or reject any bid, and to annul the bidding process and

reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Agency or Agencies or any obligation to inform the affected Agency or agencies of the grounds for CGEWHO's action. CGEWHO shall not be bound to accept the lowest or any bid and reserves the right of accepting whole or a portion of any of the bid as it may deem fit, without assigning any reason thereof.

6.1. CGEWHO reserves the right to take over the part or full contract from the Agency after the award of the work or during the execution of work without assigning any reason.

6.2. Subject to ITA Clause 5 CGEWHO will award the contract to the successful Agency whose bid has been determined to be substantially responsive and to be the lowest evaluated bid, further provided that the Agency is determined to be qualified to perform the contract satisfactorily.

7 Corrupt, Fraudulent, Collusive or Coercive Practices:

It is expected from the agency that they will observe the highest standard of ethics during the procurement and execution of such contracts.

For and On Behalf of
CGEWHO

SECTION III : TERMS AND CONDITIONS OF CONTRACT

TERMS AND CONDITIONS OF CONTRACT

GENERAL TERMS & CONDITIONS:

1. In the event of non-commencement or unsatisfactory performance of the work contract, CGEWHO reserves the right to cancel the contract agreement or to withhold the payment. In such eventuality CGEWHO further reserves the right to get the work done from some other agency at the cost of bidding agency. The agency will also be black listed in CGEWHO for a period of 2 years from participating in such type of tender and earnest money/security deposit will also be forfeited.
2. It shall be presumed that the terms & conditions mentioned in the tender document including amendments/ corrigendum if any have been read, understood and duly accepted by the Agency. The Agency shall have no right to modify/ alter/ amend/ delete any terms/ conditions mentioned in tender document.
3. Tender forms are not transferable. Only the original/downloaded complete tender form must be signed & stamped, and uploaded.
4. Each page of the tender should be numbered and signed by the Agency or his authorized signatory and duly witnessed with the seal of the agency.
5. Furnishing of wrong information and false documents will make the Agency ineligible for bidding and liable to be debarred/blacklisted from participation in Tender enquiries/Open Tenders/Annual Rate Contracts by CGEWHO. The EMD amount will also be forfeited.
6. The Agency will have to furnish documents in support of the information given in the tender. Original documents shall be checked for verification as and when required.
7. In case of any attempt for cartelization by Agency with a view to hike up the prices, all bids will be rejected and such agencies will be blacklisted and bid security will be forfeited.
8. If any required information /documents are not submitted, then the bid of the concerned Agency will be rejected and shall not be considered. No representation in this regard will be entertained.
9. The agencies are expected to be present at the time of opening of bid; however, the bids will be processed even when no Agency /representative is present as per declared schedule.
10. The decision of CGEWHO regarding approval of bids shall be final and binding on all agencies.
11. A prospective Agency requiring any clarification of the Tender Document shall contact CGEWHO through e-mail.

12. Any person who is an employee of CGEWHO should not be made a partner to the contract by the Agency directly or indirectly in any manner whatsoever.
13. The individual signing the tender document/ bids or any document forming part of the bid on behalf of Agency, shall be responsible to produce a proper power of attorney duly executed in his favour stating that he/she has authority to bind on behalf of such other person of the bidding agency as the case may be in all matters pertaining to the contract including the arbitration clauses.

In case the Agency, so signing, fails to provide the said power of attorney, CGEWHO may, without prejudice to other civil and criminal remedies cancel the bid and hold the signatory liable to all costs and damages. In case of registered or unregistered partnership agency, all the partners should sign the bids. In case of change of any person signing the agreement on behalf of limited company or agency, he/she will produce a letter of authority /resolution passed by the company empowering him/her to sign the agreement on behalf of the agency.

14. The personnel, whose services are provided by the agency, shall at all times and for all purposes be the employees of the Agency and on no account personnel so appointed and recruited by the agency will have any claim for appointment, continuous recruitment or regularization etc. against CGEWHO
15. In every case in which by virtue of the Workman's Compensation Act, CGEWHO is obliged to pay compensation to such person employed by the Agency in execution of the work, CGEWHO will be entitled to recover from the Agency the amount of compensation so paid.
16. The bidding agency shall be responsible for verifying the antecedents of its staff/employees working in Kendriya Vihar Greater Noida, by police verification and will keep attendance and other relevant records at its cost and will produce these on demand of any authority. The list containing the names/addresses of the personnel appointed by the agency shall be made available to CGEWHO with their bio-data within 15 days from the date of deputing. The same shall also be provided in the form of CD/Pendrive giving out photographs and detail of the staff within one month of commencement of work.
17. The Agency shall obtain a license under Contract Labour (R&A) Act, 1970 and also submit an attested copy of such license to CGEWHO. The agency shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation and any other laws and rules applicable in this regard.
18. Only those who hold valid registration with the Labour Department shall be eligible to bid in response to NIT and if found successful the agency (workmen) shall need to get registered with the Labour Department.
19. The agency shall have necessary licenses/ authorizations for providing Facility Management Services and/or obtain the same at its costs and expenses as and when required.
20. The Agency, itself, shall be responsible for any type of statutory/ mandatory claims or penalties in light of the default with reference to the above provisions

21. In case any person engaged by the Agency is found to be inefficient, quarrelsome and invalid or found indulging in unlawful or union activities, the agency will have to replace such person with a suitable substitute at the direction of the competent authority at short notice.
22. CGEWHO shall not provide any sort of accommodation to the staff or person deployed by the bidding agency and no lodging will be allowed in the premises of Kendriya Vihar Greater Noida at any time.
23. The deployed staff shall wear the prescribed neat and clean uniform according to season affixing thereon the badge mentioning on the same, his name and designation, provided by the Agency at his own cost.
24. All safety accessories and measures as required for the execution of the work shall be provided to the workers by the Facilities Management Services Agency at its own cost.
25. The agency shall not engage any staff below the age of 18 years. All the staff deployed by the agency shall be medically fit and their antecedent be verified prior to the deployment in Kendriya Vihar Greater Noida.
26. If any complaint of misbehavior and misconduct comes into the knowledge of the Kendriya Vihar Greater Noida then all such responsibility shall be of the agency and any loss owing to negligence or mishandling by the staff, the Agency shall itself be responsible to make good for the losses so suffered by CGEWHO.
27. The Agency shall not, at any stage, cause or permit any sort of nuisance in the premises of Kendriya Vihar Greater Noida or do anything which may cause unnecessary disturbance or inconvenience to others working there as well as to the general public in Kendriya Vihar Greater Noida premises and near to it.
28. No escalation of rates quoted will be allowed for period of 2 years from the date of contract except due to revision of minimum wages or revised statutory provision. Later, the rate will be evaluated for further period of contract
29. The contract as a whole or part thereof is Non transferable.
30. The agency shall ensure that no commercial activity to run in the flats. The agency will take necessary action on receipt of complaints from other residents.
31. The agency shall ensure that no encroachment of common area by residents/shopkeepers and the agency will take necessary action against encroachment, if any.
32. Banquet hall to be provided to residents only on first come, first basis as per CGEWHO guidelines issued from time to time at the rate fixed by CGEWHO.
33. The agency will maintain inventory list and submit report on monthly basis. Changes, if any in the inventory shall be reported.
34. The agency should be responsible for implementation of the guidelines issued by CGEWHO from time to time.
35. In addition, any other services introduced in the interest of residents of the complex by CGEWHO would require to be maintained by the agency along with renewal of AMC's.

Annual maintenance charges on the services introduced by CGEWHO apart from above would be borne by CGEWHO.

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SPECIAL CONDITIONS OF CONTRACT

1. **Period of contract:** This contract shall be valid for period of **One** year. Based on the satisfactory performance, the period may be extended further on yearly basis on mutually agreed rates & terms, at the sole discretion of CGEWHO.
2. **Price:** Quoted rates shall be valid for 1 year, however the contract can be further renewed at the sole discretion of CGEWHO. The price is firm price.
3. **Payment**
 - a. Payment shall be made on monthly basis within thirty 30 days from the date of receipt of bill /invoice from agency which shall duly certified & recommended by CGEWHO. Any delay in submission of bill shall be the sole responsibility of the agency.
 - b. The agency shall be liable to pay full amount of wages to deputed staff on or before 10th of every month.
 - c. The agency shall install biometric attendance system and all the staff shall mark attendance in this system.
 - d. The following documents shall be submitted along with the monthly Invoice:
 - Actual biometric system generated attendance of deployed manpower of the agency including staff of third party vendors for the said month.
 - Service reports of all the equipment provided by vendors/OEM/agency as detailed in scope of work.
 - Statement should be presented as per the heads of schedule of quantities & price defined in letter of award/contract agreement.
4. The agency shall be responsible for following all labor laws and statutory requirements, insurances pertaining to its employees. The agency shall indemnify CGEWHO against any Claim on this account. It must retain sufficient reserve of manpower to cater for Situations like leave, weekly offs, medical problems, holidays or any other exigencies etc.
5. **Restrictions:** Smoking cigarette, bidi, chewing tobacco, pan, Gutkha, alcohol or any other banned item is strictly prohibited inside the Kendriya Vihar Greater Noida's premises. Non-Compliance may lead to suitable penalty as decided by CGEWHO.
6. **Attendance Record:** Agency shall be responsible to maintain biometric records of daily attendance of the staff deployed by it. Staff attendance shall be shared with CGEWHO on daily basis. CGEWHO reserves the right to inspect the records & verify attendance as and when required or deemed fit.
7. **Termination of Contract:** Right to terminate the contract by giving 3 months' notice from either side without assigning any reason whatsoever.
8. **Settlement of Dispute:** If any dispute arises during execution of the works or till the completion of the defect liability period /Extended Defect Liability period between different parties the matter shall be referred to CGEWHO and decision of CGEWHO will be binding on all parties concerned.

However, if any dispute arises between CGEWHO and any other party the matter shall

referred to the Chief Executive Officer, CGEWHO whose decision shall be final and binding to all parties.

If still any dispute arise and persists between the Agency and CGEWHO the same shall be referred to the sole arbitration to be appointment by the President, Governing Council, CGEWHO, whose award shall be final and binding on both parties. The arbitration shall submit his award within four months of his entering on the reference. This period may be extended by the arbitration with the consent of both the parties.

Such reference shall not take place by either party until after the physical completion or alleged completion of the works or termination or determination of the contract referred to herein before.

Only that court within whose jurisdiction the head office of CGEWHO is located will have jurisdiction on any matter requiring reference to court.

The President, Governing Council of CGEWHO (who is only Authority empowered to appoint the sole arbitrator to adjudicate the dispute between CGEWHO and the Agency) shall fill a vacancy which may arise and/or be caused on account of demise or resignation of the sole arbitrator rendering the sole arbitrator incapacitated to adjudicate the matter and the Agency shall have no objection for filling of the said vacancy so caused.

The Agency shall also have no objection to the appointment of a sole arbitrator by the President of the Governing Council of CGEWHO on the grounds/reasons that the sole arbitrator is an officer subordinate to the President/appointing authority.

9. **Taxes:** Tax deduction at source shall be governed by the prevailing Rules.
10. In case the agency fails to execute the job after signing the agreement /deed or leave the job before completion of the period of contract at their own accord, CGEWHO shall have the right to forfeit the last payment due, irrespective of the duration of the contract.
11. The agency to provide supervision and coordination, if required for the works awarded by CGEWHO outside the scope of work defined in this contract.
12. CGEWHO reserves the right to amend the scope and value under this contract agreement.
13. There would be no CGEWHO-employee relationship between the staff of and CGEWHO. Since CGEWHO would have no control over the said staff in the matter of their appointment, discharge, dismissal, termination, retrenchment, reemployment etc, as which is fully vested with the .

14. Right of Entry and Inspection

CGEWHO on behalf of flat/shop users agree that the Maintenance and / or its representatives shall be entail to enter the said User's premises (said Unit) in the following events:

- (i) Any mishap, accident, theft, fire and such other distressing and emergency situations;
- (ii) Disruption in services or utilities;

- (iii) Detecting/setting right any fault in the fittings and fixtures within the control of the said user which have a bearing on the infrastructure.
- (iv) To serve the collective interest of all the Users/Occupants.

The maintenance shall not be liable to the said User to pay any amount of compensation and/or damages purportedly arising as a result of any of the above-referred circumstances. Further, in case of urgency or exigency situation, CGEWHO on behalf of flat/shop users hereby authorize the Maintenance and its representatives, employees etc. to break the lock, door, window etc. of the said Unit to enter into the said unit in order to prevent any further damages/losses to the life/property in the said unit/Building/Complex and the said User hereby agrees that the said action of the Maintenance and its representatives, employees etc. is fair and reasonable.

15. Other Responsibilities

- Provide a customer's service environment of Highest Quality.
- Hire, train and retain such personnel as may be required to manage and perform the assigned functions as defined. All work is to be completed in a manner that is consistent and compliant with all local and national laws, codes and regulation being a service requirement to be met 100%.
- Ensure a professional environment where full 24/7 back-up capabilities are in place and protected from internal and external interruptions.
- Identify improvement opportunities to increase reliability, extend capabilities and reduce operating costs.
- Develop operating plans and strategies which ensure that adequate resources are available at all time to properly support the scale technical complexity of housing society system.
- Identity card should be displayed to security guard on entry to premises and flat owners.
- All lights in common areas and external areas should be controlled effectively.
- The job of Premises and Facilities Management, under single point responsibility and shall be with modern systems and services of International Quality, integrating all functions necessary to support the daily operations ranging from House Keeping to high-tech operations and maintenance smoothly, deploying competent, trained and experienced work force under a well-structured system and using modern management techniques including hardware and software support.
- To prevent thefts, pilferage, damage at premises and report to CGEWHO wherever necessary. To carry out any other work allotted to the with regard to facility management by CGEWHO. To streamline work in accordance with the instructions given to the by CGEWHO from time to time.
- To maintain regular contact with CGEWHO with regard to maintenance and improvement.
- The shall be responsible for arranging uniform including winter clothes, umbrellas, torch, boot, safety items and all necessary tools and equipment from time to time at its own cost required for maintenance or as directed.
- There should be minimum staff on-site at all times (staffing levels should not compromise on service delivery)
- The staff should be dressed in uniform and possess Identity Card and should be displayed.
- There should be adequate off-site backup, trained, to ensure 100% service delivery.

- The Facilities Management(FM) Service Provider will liaise with external parties (government bodies), including, payment of power / water bills and assist CGEWHO as and when the services are required.
- Facilities Management Service Provider will provide and manage all safety equipment and shall be responsible for the safety of his staff/personnel deputed at the said premises.
- The shall be liable to pay full amount of wages to deputed staff actually paid by CGEWHO in respect of all the posts on or before 10th of every month without waiting for the payment of bill(s) for the said month(s). All arrears arising out due to revision of minimum wages shall be paid only after documentary evidence i.e. bank statement with name of staff and amount of arrear deposited, is submitted by the . The shall also submit the details of wages paid duly acknowledged by each deputed staff every month with the invoice

16. PENALTY CLAUSES:

- In case security guard/Housekeeping staff not available in towers or any other location, penalty @ Rs.1000 and for Estate manager/ Club Executive/ Shift in charge , penalty @ Rs. 2000 per person per shift per day shall be deducted from the bill.
- Vendor payment should be made within due timeline as per agreement. In case of strike, a penalty @5% of management fee or 5% of overdue Amount, whichever is higher, will be imposed.
- For any other breach of contract, designated committee or Authority or any person nominated by or on behalf of CGEWHO shall be entitled to impose a penalty up to Rs.1000/- for each event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the Committee. Some of the instances in which penalty would be imposed are enumerated below. (But these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).
 - If the personnel working are not found in proper uniform and displaying their photo identity card.
 - If the personnel found indulging in smoking/drinking/sleeping during duty hours.
 - Penalty will also be imposed if the behavior of personnel(s) found is discourteous to anyone in the Society.
 - If any personal found performing duty by submitting a fake name and address, the services of such person shall be terminated and the will be held responsible for such lapse.
 - If any personnel on duty found demanding money from residents for any personal favor or obligation.
 - If any personnel found doing personal work of residents in lieu of money.
- In the case of any loss/theft of society property, the committee of CGEWHO will consider the circumstances leading to the loss and if the responsibility is fixed on the, CGEWHO will make good the losses by deducting the cost of loss from the next month's bill.
- The will ensure timely cleaning of storm and sewer lines. In case of overflow or water logging, penalty @ 1000/- per location per day will be imposed.

For and On Behalf of CGEWHO

CGEWHO

SECTION IV : SCOPE OF WORK

1. Overview of scope of work:

Broad scope of work for Providing Facility Management Services at Kendriya Vihar, Sector-P4, Greater Noida is listed below. The detailed scope of work is provided in following section:

- 1.1. Non comprehensive AMC, Periodical Maintenance and Diesel Management for operation of DG Sets installed at Kendriya Vihar Greater Noida.
- 1.2. Round the clock operation of LT panel rooms and DG Sets at Kendriya Vihar Greater Noida.
- 1.3. Round the clock Operation and Maintenance of water supply system and routine periodical cleaning of underground and overhead tanks to ensure supply of hygienic drinking water to residents.
- 1.4. Operation and Maintenance of Swimming pool including maintenance of water filtration system installed for swimming pool with consumables and life guards as required for smooth functioning of swimming pool. Swimming pool will be operational from 1st April to 30th September during the year. During the operational period of swimming pool following should be ensured by the . Operation of all sports and gym equipment's installed/ provided at Club.
- 1.5. Operation of electrical installation system and street lights, parking lights, tower common area lights, Basement lights and other lights installed in common area at Kendriya Vihar Greater Noida.
- 1.6. Providing Housekeeping services in common area such as roads, parks, tower common area, stilt/open parking, stairs, lift and lift room, Basements, club, maintenance offices, substations, roofs etc. as required including consumables and equipment required for housekeeping services.
- 1.7. Providing round the clock security services at Main entry gate, Exit gate, towers, basement, club, common area, regular patrolling as required.
- 1.8. Maintenance and periodic cleaning of storm and sewerage lines, storm water pumps as required to ensure that there is no water stagnation and clogging of lines.
- 1.9. Providing waste disposal services including collection of garbage from each and every flat in towers, common area as required.
- 1.10. Providing pest control services including consumables and equipment's required for pest control in common area, Club, Maintenance stores/offices, sub stations etc as required.
- 1.11. Operation of Boom Barriers installed at entry and exit gates and Operation of CCTV surveillance system installed in common area, club, entry and exit gates.
- 1.12. Providing monkey and dogs deterrent services as required.
- 1.13. Providing 24/7 Operations & Technical customer Support
- 1.14. General & Miscellaneous

2. Detailed scope of work:

Scope of work highlighted above are explained further here under;

2.1. Non comprehensive AMC, Periodical Maintenance and Diesel Management for operation of DG Sets installed at Kendriya Vihar Greater Noida.

- Routine servicing of all DG Sets should be carried as per OEM conditions.
- Periodical tests of DG sets as per norms.
- **All the periodical servicing of DG Sets such as B-Check, C-Check and D-Check should be carried out strictly as per norms. All the spares and consumables required during such servicing shall be arranged by the . Replacement all the defective spares with original spares as and when required. (As per Actual) by CGEWHO.**
- From start of contract should operate Generator Remote Management system on all the DG sets for actual measurement of fuel consumed by the DG Sets at his cost. The rate of DG power consumption should be calculated on the basis of actual fuel consumption.
- **Diesel for running of DG Sets shall be arranged by the . The should also ensure that the diesel is purchased at discounted/bulk purchase price and should be of good quality. However, the payment on actual basis will be made by CGEWHO on production of bills.**
- DG deduction charges. It should done on monthly basis. should submit DG reconciliation unit charges to CGEWHO not later than 5th of next month for record.
- LOG books for maintaining the DG Sets Data shall be provided by the to CGEWHO.

2.2. Round the clock operation of LT panel rooms and accessories at Kendriya Vihar Greater Noida.

- Round the clock skilled staff shall be deployed for operation of LT Panel rooms.
- The deployed staff should be skilled and well trained for assigned job.
- The Panel rooms should never be left unattended.
- The staff deployed shall be responsible for maintaining the operation data LOG Books.
- All the LOG Books and stationary required for maintaining the operation DATAs shall be provided by the .

2.3. Round the clock Operation and Maintenance of water supply system and routine periodical cleaning of underground and overhead tanks to ensure supply of hygienic drinking water to residents.

- Checking and ensuring availability of potable water 24 x 7 in Kendriya Vihar Greater Noida.
- Ensuring filling and maintaining required water level for fire and drinking water requirement at overhead tank at all time.
- Improving and take extra measure for automatic disconnection after reaching required water level in overhead tank. Measures to be taken to avoid overspilling of water from overhead tank
- Potable Water Operations and consumables for water treatment.
- Complete cleaning of all overhead and underground tanks once in 6 month and cleaning due to any contamination as when required.
- Water tank access opening to be properly covered

- Water test quality report to be furnished to CGEWHO after the cleaning of tanks.
- Any complaints from residents/staff w.r.t. external water supply line to be rectified by maintenance staff including consumables/spares required for the maintenance.
- Any arrangement for accessing the defect location to be made available by the .

2.4. Operation and Maintenance of Swimming pool including maintenance of water filtration system installed for swimming pool with consumables and life guards as required for smooth functioning of swimming pool. Swimming pool will be operational from 1st April to 30th September during the year. During the operational period of swimming pool. Operation of all sports and gym equipment's installed/ provided at Club following should be ensured by the :

- Comprehensive AMC of water filtration and circulation system installed at swimming pool should be carried out.
- Swimming pool should be cleaned and maintained properly.
- Supply of hygienic water in swimming pool should be ensured.
- One trained Life guards should be deployed during swimming pool operational period.
- NOC/ License for operation of swimming pool from concerned government authorities should be obtained by the .
- Swimming pool will be operational for 12 hours in a day & 6 days in a week.
- All the sports and gym equipment's installed/ provided at Club should be operated & maintained properly.
- Operation and maintenance of all sports and gym equipment's installed/ provided at Club should be carried out as and when required.
- In addition to above all amenities at club should be maintained.
- GYM will be operational for 12 hours in a day & 6 days in a week

2.5. Operation and maintenance of street lights, parking lights, tower common area lights, Basement lights and other lights installed in common area at Kendriya Vihar Greater Noida.:

- R&M and upkeep of Street lights on roads and parks, sports playing facilities in common area, parking area lights, tower common area lights, Basement lights and other lights installed in common area at Kendriya Vihar Greater Noida.
- Cabling, wiring for above mentioned lighting system should be maintained properly.
- Street light main supply panels should be maintained properly.
- All the connections and joints should be properly covered and insulated to avoid any case of electrocution of residents or animals.
- The lights installed should be energy efficient and of reputed make.
- Lights should be switched OFF/ON properly and in due time to avoid excess consumption of electricity.
- Maintenance and operation of music system at all parks.
- Maintenance and operation of fountains at Kendriya Vihar Greater Noida
- Maintenance of lighting, sign boards at entry gate, exit gate, entrance of all towers, club and common area.
- Monthly implementing Preventive maintenance for electrical, plumbing systems in common area including tower common area, park, Basement, market, road lights, boundary fencing etc.

- The will rectify all the defects identified in the preventive maintenance schedule.
- shall maintain aviation lighting at roof top of buildings.

2.6. Providing Housekeeping services in common area such as roads, parks, tower common area, stilt/open parking, stairs, lift and lift room, Basements, club, maintenance offices, substations, roofs etc. as required including consumables and equipment required for housekeeping services.

Standard Cleaning Services and Procedures as defined below but not limited to below:

- The shall provide housekeeping at following locations
 - 28 number residential towers
 - Meditation Centre
 - Basements and Road area
 - Community centre / Club House
 - Shopping complex
- Parks and parking
- All consumables (like brooms, cleaning cloth/sponges/wipes, mops, cleaning chemicals, phenyl, cleaning material etc.) shall be provided by .
- will provide consumables like toilet paper and soaps for toilets in Club. Fixtures that remain in toilets, e.g., cleaning brushes for the w/c, will be provided by . For cleaning chemicals/material, has to use standard and widely used brands.
- The to ensure cleaning with broom at external common areas like road, parking areas, pathways, tower common area including stairs, park, sport activity area, terrace, market area, tower wall in common area, shafts and concealed areas in common area, ESS and service apartment and other common area on daily basis
- Cleaning of toilets in common area on daily basis including consumables
- Damp Moping inside tower common area, club, staircases, lift floor including sidewalls and Basement, benches, lights on Basement, and other common area. on daily basis
- cleaning on daily basis and Polishing fortnightly in common areas of iron grill, aluminum frames, post box
- Cleaning on daily basis and polishing fortnightly of all entrance gate of tower , windows in corridor at each floor, fire shaft in tower, Dusting window- sills and blinds.
- Scrubbing with machine inside tower, Basement on monthly basis.
- to ensure dustbin at each floor on the both wings of the tower
- The inside space of dustbin to be covered with polythene which shall be replaced on daily basis.
- waste collected in each floor shall be brought to tower entrance for further disposal
- The dustbin to be washed and sanitized on weekly basis
- The shall provide all necessary equipment for above activities
- Ensuring that Fire exit routes are clear without stacking of any material
- The shall maintain updated MSDS of all chemicals used.

2.7. Providing round the clock security services at Main entry gate, Exit gate, towers, club, common area, regular patrolling as required.

- The shall provide round the clock security at following locations
 - 28 number residential towers at reception (Guard should be present each tower round the clock)
 - Meditation Centre
 - Community centre/Club house
 - Shopping complex
 - Basement, Entry & Exit gates
 - Patrolling
 - Parks and parking
- The to deploy trained, skilled smart and well-mannered, disciplined and physically fit security personnel at Kendriya Vihar Greater Noida.
- The to strictly adhere to guidelines prescribed in Uttar Pradesh PSARA Act.
- The will use token system for vehicles of visitors including two wheelers. The token system should be machine generated (machine and consumables to be provided by) for ease of tracking. Visitors includes the regular suppliers / vendors / people visiting to commercial area
- The shall provide RT sets to communicate with patrolling teams and necessary equipment to carry out boot belly checks at entry gate
- To wear and clean uniform, have clean shave and neat haircut and appear smart and tidy, to be polite and courteous yet in his dealings with public
- The post should not be left vacant without being relieved by next security personal and the area and materials under his control while taking over duty
- The shall ensure that the visitors to be allowed only after taking consent of respective resident
- Tower guard should maintain record of all the visitors including maid, milkman, postman etc.
- The will issue passes to regular visitors such as maid, milkman, news- paper distributor, press wala etc. Passes should be issued after police verification.
- Residents having valid club passes will have access to Club amenities. to ensure persons not having valid club pass shall not be allowed to use Club amenities.
- The tower guard to ensure proper parking of vehicles at their designated parking slots and also to maintain the record of vehicle of tower residents
- Tower guard ensure safety of vehicle from theft.
- The guard should be properly trained to rescue promptly in case of any fire incident, sudden stoppage of lift etc.
- The will be responsible for maintaining the records of fire equipment. The shall be responsible for providing the replacement of equipment in case of theft.
- Guard should be deployed for protecting parks and preventing residents from misusing the park in the form of using it as a playground, plucking flowers etc.
- The to prevent entry of antisocial elements and other unauthorized people in the premises, prevent unauthorized entry of vehicles in to the premises.
- To guard the property and to protect it against loss, damage, theft, misuse, fire etc.
- Security team at entry and exit gates shall maintain necessary registers / record properly of the visitor and also get the consent from residents prior to allowing inside society.
- The Security personnel will remain vigilant and alert and also conversant with the routine security duties and to be conversant with emergency drills
- The will provide training in terms of Fire drill, lift rescue, behavioral etc. on site to security personnel time to time.

- The Security personnel well acquainted with the area entrusted for guarding to know the critical areas.
- The will liaison with local police station to maintain law and order in the society, including logging police complaints with due approval, whenever required.
- CCTV installed in common area will be operated by security deployed at site.
- Boom barrier installed at entry and exit gate will be operated by security deployed at site.
- The security personnel deployed shall be well versed /trained/skilled enough to use firefighting equipment like fire extinguishers (ABC and AB cylinder, fire hydrant system).
- Security personnel to take patrolling inside society.

2.8. Maintenance and periodic cleaning of storm and sewerage lines, storm water pumps as required to ensure that there is no water stagnation and clogging of lines.

- Cleaning of storm water line manholes, rainwater harvesting pits before monsoon and also ensure storm water system including but not limited to pipes, manholes, GTs etc. are free from clogging in entire year.
- Repair and maintaining pumps and screens at end point of storm water line.
- Ensure proper disposal of storm water outside Kendriya Vihar Greater Noida in compliance with government norms.
- Ensure proper functioning of sewer water system from disposal point to STP inside Kendriya Vihar Greater Noida.
- Clearing of choked ups drains to avoid overflow of sewerage on regular basis.

2.9. Providing waste disposal services separately for wet and dry waste including collection of garbage from Flats on each floors in towers, common area as required.

- The to manage waste disposal as per norms prescribed by government bodies.

2.10. Providing pest control services including consumables and equipment's required for pest control in common area, Club, Maintenance stores/offices, sub stations etc as required.

- Common area should be fogged with appropriate insect killer chemical to eliminate mosquitoes in monsoon season and as & when mosquito breeding increases to avoid epidemic.
- Spray of chemical on the stagnant water / Harvesting pits/ manholes regularly to avoid epidemic
- The will maintain the log of pest control activity;

2.11. Operation and maintenance of Boom Barriers installed at entry and exit gates & Operation of CCTV surveillance system installed in common area, club, entry and exit gates.

- Operation of boom barriers installed at Entry and Exit gates for regulation of traffic should be ensured properly.
- shall maintain the regular operation DATA for the CCTV system functionality. Faults/ defects in the system should be brought to the notice of vendor immediately.
- Monthly reports should be provided to CGEWHO.
- Any recorded footage should be shared with any resident after providing the relevant reason supported with proper application

2.12. Providing Monkey and Dogs deterrent services as required.

- The shall be responsible for providing monkey deterrent services in the society in society as required.

2.13. Providing 24/7 Operations & Technical customer Support

The will manage the residents complaint through application base app.

- The shall provide helpdesk 24X7 for registering the complaints from the residents and staff with Estate manager.
- The to provide facility to register complaint through online/web based/ application along with intercom and other means
- Any complaint logged to Help Desk will be assigned a Unique Number.
- Once the complaint is closed the respective attendant will get the signatures of the complainant on the job card.
- The shall maintain record of complaints registered and their closure on daily basis and the unclosed calls to be taken up in the following days. The shall also keep the record of number of days taken to close each complaint.
- The daily report of compliant management to be shared to CGEWHO on daily basis for compliance of internal electrical and plumbing complaints and to maintain its record.
- The shall provide Electrician, Fireman, Plumber & Lift attendant as mentioned in section V.

For and On Behalf of
CGEWHO

SECTION V : MAN POWER

Manpower Deployment Against Maintenance and Engineering services

KENDRIYA VIHAR SEC P4 GREATER NOIDA

Particulars for 2.2	Shifts			Total Strength	Rate Per Month
	G	I	II		
DG cum Panel room operator		3	3	6	
Relievers		1		1	
Total for scope of work 2.2				7	
Carried over to S.No.2 of the Section VI					

Particulars for 2.4	Shifts			Total Strength	Quoted Rates
	G	I	II		
Executive Club	1			1	
Shift In charge (Club)		1	1	2	
Life Guard for Swimming Pool	1			1	
Relievers	1			1	
Total for scope of work 2.4				5	
Carried over to S.No. 4 of the Section VI					

General Shift 8am to 6pm

Ist Shifts 7am to 7:30pm

IInd Shifts 7pm to 7:30am

Manpower Deployment Against Housekeeping services

KENDRIYA VIHAR SEC P4 GREATER NOIDA

Particulars 2.6	Total Strength		Quoted Rates
	G		
<u>House keeping Team</u>			
Each Tower on daily basis in the first half and move to Park and Podium	28	28	
Basement and Playing Courts	6	6	
Club	2	2	
Sweeper for road, Park and Visitors parking area	6	6	
Shopping complex and Basement of Ancillary Area	3	2	
Meditation Centre	1	1	
Supervisor	3	3	
Relievers	10	10	
Line Cleaner	3	3	
Total For scope of work 2.6	61	61	
Carried over to S.No. 6 of the Section VI			
General Shifts 8 am to 6pm			

Manpower Deployment Against Security Services KENDRIYA VIHAR SEC P4

GREATER NOIDA

Particulars For security Services	SHIFTS			Total Strength	Rate per month
	G	I	II		
Security Officer		1	1	2	
Security Supervisor		2	2	4	
Security Guard		45	45	90	
Lady Guard	2			2	
Relievers		5		5	
Total For scope of work 2.7				103	
Carried over to S.No.7 of the Section VI					
Particulars for operations & technical support	SHIFTS			Total Strength	Rates per month
	G	I	II		
Property/ Estate Manager	1			1	
Helpdesk Executive		1	1	2	
Lift attendant		3	3	6	
Electrician		3	3	6	
Plumber		3	3	6	
Fireman		2	2	4	
Relievers		2		2	
Total for Scope of work 2.13				27	
Carried over to S.No.13 of the Section VI					

General Shift 8am to 6pm

Ist Shifts 7am to 7:30pm

IInd Shifts 7pm to 7:30am

Section VI: SCHEDULE OF QUANTITIES

S.N O	DISCRIPTION OF ITEMS	SOW Refer ence	UNIT	QT Y	RATE PER MON TH
	Broad scope of work for Providing Facility Management Services at Kendriya Vihar at Sec P4 Greater Noida is listed below. The detailed scope of work is provided in section IV . As per details in scope of work and manpower details defined in section V				
1	Non Comprehensive AMC of DG Sets installed at Kendriya Vihar at Sec P4 Greater Noida.	2.1	MON TH	1	
2	Round the clock operation of LT Panel Room and DG Sets at Kendriya Vihar at Sec P4 Greater Noida.	2.2	MON TH	1	
3	Round the clock Operation and Maintenance of water supply system and routine periodical cleaning of underground and overhead tanks to	2.3	MON TH	1	

	ensure supply of hygienic drinking water to Residents including consumables for water treatment.				
4	Operation and Maintenance of Swimming pool including maintenance of water filtration system installed for swimming pool with consumables and life guards as required for smooth functioning of swimming pool. Operation of all sports and gym equipment's installed/ provided at Club.	2.4	MON TH	1	
5	Operation of electrical installation system and street lights, parking lights, tower common area lights, Basement lights and other lights installed in common area at Kendriya Vihar at Sec P4 Greater Noida.	2.5	MON TH	1	

6	Providing Housekeeping services in common area such as roads, parks, tower common area, stilt/open parking, Basements, club, maintenance offices, substations, roofs etc. as required including consumables required for cleaning.	2.6	MON TH	1	
7	Proving round the clock security services at Main entry gate, Exit gate, towers, common area, regular patrolling as required. Taking up the security issues with state security agencies including liaising and logging of FIR on behalf of CGEWHO whenever required.	2.7	MON TH	1	
8	Maintenance and periodic cleaning of storm and sewerage lines, storm water pumps as required to insure that there is no water stagnation and clogging of lines.	2.8	MON TH	1	
9	Operations of waste management system	2.9	MON TH	1	

10	Providing pest control services including consumables and equipment's required for pest control in common area, Club, Maintenance stores/offices, sub stations etc as required.	2.10	MON TH	1	
11	Operation and maintenance of Boom Barriers installed at entry & exit gates and Operation of CCTV surveillance system installed in common area, club, entry and exit gates.	2.11	MON TH	1	
12	Providing monkeys and dogs deterrent services as required	2.12	MON TH	1	
13	Providing 24/7 Operations & Technical customer Support	2.13	MON TH	1	
Total					
	Management Fee		MON TH	1	
Total for first year (Excluding GST)					
Quote for Second year (Excluding GST) in Percentage @ _____ with reference to 1st year.					
Quote for Third year (Excluding GST) in Percentage @ _____ with reference to 1st year.					

SECTION VII : NO DEVIATION CERTIFICATE

FORM OF DECLARATION

M/S _____ (name of) having its registered office at _____ (hereinafter referred to as the) having carefully studied all the Tender document pertaining to the work for Providing Facility Management Services at Kendriya Vihar at Sec P4 Greater Noida .

It is declared without any reservation whatsoever that

- i. The submitted techno commercial price bid proposal are without any deviations and are strictly in conformity with the documents issued by CGEWHO
- ii. In case any derivations are noted which might have crept inadvertently, that such deviations without reservation of any kind are automatically deemed to have been withdrawn by us
- iii. We are familiar with all the requirements of the contract and has not been influenced by any statement or promise of any person of CGEWHO
- iv. We are experienced and Competent to perform the contract to the satisfaction of CGEWHO and are familiar with all general and special laws, acts Ordinance, rules and regulations of the Municipalities, District, State and Central Government of India that may affect the work , its performance of personnel employed therein .
- v. We hereby authorize CGEWHO to seek reference from our bankers for its financial position and undertake to abide by all labour welfare legislations and
- vi. we confirm that the provisions of Micro, Small and Medium Enterprises as per MSME Development Act 2006 are applicable/ not applicable (Strike Out whichever is not applicable) to us any changes in the status of the organization occurring during the currency of the contact shall be informed to CGEWHO

The above statement submitted by us is true and correct to our best knowledge

For and on behalf of the

Date: