

**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 For KVGNAOA(Adhoc)

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 Kendriya Vihar, Sector P-4, Builders Area, Greater NOIDA, U.P.

Minimum Prequalification Criteria:

- i) In last Five years, they should have completed the maintenance of at least one society each of 1400 flats or two societies each of 1000 flats or 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 our e-tendering website. The firm has to submit their offers online containing both Technical and Financial bids. Technical bid should contain details of similar assignments completed in the last 05 years, in hand assignment, turnover for the last 05 years and the details of staff employed by the firm. The financial bid will be opened for only those firms which will be qualified in the technical bid based on the details submitted by the agency.

Due date and Time of offer submission:

- a. Pre-Bid conference at CGEWHO, HO will be held **on 15/07/2024 at 11.00 AM.**
- b. Last date of submission of tender document, Technical & Financial Bid is **26/07/2024 upto 3.00 PM.**
- c. Date of opening of Technical Bid is **26/07/2024 at 03.30 PM (eligibility criteria bid).**
- d. Date of opening of Financial Bid will announce later to eligible bidders **(only after deciding eligibility).**

HOW TO APPLY: The firms have to submit their offer 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. A 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.
- d) EPF/ESI/ Registration No. along with copy of challan for the month of March 2024
- 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 2023.

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” For KVGNAOA (Adhoc)**

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CGE/M/HO

SECTION II : INSTRUCTIONS TO BIDDERS

INSTRUCTIONS TO BIDDERS (ITB)

The Tender Document includes Sections consisting of NIT (Section-I), Instructions to Bidders (ITB) (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 Bidders:

- 1.1 Tenders not accompanied with Earnest Money Deposit are liable to be rejected. The tenders of only those bidders shall be considered who have furnished the requisite EMD of Rs. 12 lacs in the favour of CEO, CGEWHO New Delhi along with the No Deviation Certificate.

2. EMD (Bid Security):

- 2.1. Bids received unaccompanied by either an acceptable Bid Security shall be rejected as being non-responsive and returned unopened to the bidders.
- 2.2. Bid Security of the successful bidder will be released only after expire of contract and no further extension of contract.
- 2.3. The bid security of all the unsuccessful Bidders will be returned on or before 30 days after the Award.
- 2.4. The bid security may be forfeited if
 - 2.4.1. The Bidder withdraws its bid or varies any terms & conditions in regard theretoduring the period of bid validity specified by the Bidder.
Or
 - 2.4.2. If the bidder indulges in Corrupt, Fraudulent, Collusive or Coercive practice(s) asmentioned in the clause 7 of ITB.
Or
 - 2.4.3. If the bidder does not accept the correction of its Bid Price pursuant to ITB Sub-Clause 5.4.
Or
 - 2.4.4. If the successful bidder fails or refuses to provide complete services as

explained in Scope of work.

Or

3. Before tendering, the Tenderer 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. The Agency has to submit the certificate that, they have visited the site before last date of submission of tendering.

4. Opening of Bids by CGEWHO:

- 4.1 The CGEWHO will open all bids online at the time, on the date.
- 4.2 In the event of the specified date of bid opening declared a holiday for the CGEWHO, the bids shall be opened at the appointed time on the next working day.

5. Evaluation of Bids:

- 5.1. The CGEWHO will examine the bids to determine whether all the documents/information are furnished or not.
- 5.2. The CGEWHO will examine the bids to determine whether they are complete in all aspect, 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, the CGEWHO may ask the bidder 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 bidder does not accept the correction of errors, its bid will be rejected and the bid security will be forfeited in accordance with ITB sub-clause 2.4
- 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) as per relevant Schedule of Quantities & Prices which are separately provided in tender.

- 5.6. In case of bidder has not quoted for any items, the prices of such item(s) against which bidder has not quoted 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:

The CGEWHO reserves to itself 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 Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the CGEWHO’s action. The CGEWHO shall not be bound to accept the lowest or any bid and reserves to itself 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. The CGEWHO reserves to itself the right to take over the part or full contract from the contractor after the award of the work or during the execution of work without assigning any reason.
- 6.2. Subject to ITB Clause 5 the CGEWHO will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and to be the lowest evaluated bid, further provided that the Bidder is determined to be qualified to perform the contract satisfactorily.

7. Corrupt, Fraudulent, Collusive or Coercive Practices:

It is expected from the Bidders / suppliers / contractors 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 agencies 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 his 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 bidder. The bidder 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 bidder/ 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 bidder ineligible for bidding and liable to be debarred/blacklisted from participation in Tender enquiries/Open Tenders/Annual Rate Contracts by the CGEWHO. The EMD amount will also be forfeited.
6. The bidder 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 bidder with a view to hike up the prices, all bids will be rejected and such bidders will be blacklisted and bid security will be forfeited.

8. If any required information /documents are not submitted, then the bid of the concerned bidder will be rejected and shall not be considered. No representation in this regard will be entertained.
9. The bidders are expected to be present at the time of opening of bid; however, the bids will be processed even when no bidder /representative is present as per declared schedule.
10. The decision of CGEWHO regarding approval of bids shall be final and binding on all bidders.
11. A prospective bidder requiring any clarification of the Bidding 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 bidder 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 bidder, shall be responsible to produce a proper power of attorney duly executed in his favor 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 bidder, 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 Bidder/ company or agency.

14. The personnel, whose services are provided by the bidder, shall at all times and for all purposes be the employees of the Agency (Bidding agency) and on no account personnel so appointed and recruited by the agency (Bidder) 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, the CGEWHO is obliged to pay compensation to such person employed by the Agency (bidder) in execution of the work, CGEWHO will be entitled to recover from the Agency (bidder) 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 bidder/agency shall be made available to CGEWHO with their bio-data within 15 days from the date of deputation. 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 Bidder/ Agency shall obtain a license under Contract Labour (R&A) Act,

1970 and also submit a 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 Bidder/ Agency, himself, 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 Bidder/ Agency is found to be inefficient, quarrelsome and invalid or found indulging in unlawful or union activities, the bidder/agency will have to replace such person with a suitable substitute at the direction of the competent authority at short notice.
22. The 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 Bidder/ 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 Bidder/ Agency shall himself 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. The agency has to quote the fixed rates in "Section VI Schedule of quantity" for 1st year and thereafter percentage increase in 2nd & 3rd year also based on prevailing

escalation in labour wages , moreover no further escalation on the quoted rates will be allowed for contract period.

29. The contract as a whole or part thereof is Nontransferable.
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. Agency will issue notice to defaulters for recovery of cam charges.
33. Banquet hall to be provided to residents only on first come, first basis as per CGEWHO guidelines issued time to time at the rate fixed by CGEWHO.
34. The agency will coordinate with market association for smooth functioning
35. The agency will maintain inventory list and submit report on monthly basis. Changes, if any in the inventory shall be reported.
36. Maintenance agency should be responsible for implementation of the guidelines issued by CGEWHO from time to time.
37. 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.

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 for further 2 years on yearly basis as per the rates quoted by the agency for next two years under section VI of this document and as per mutually agreed terms, at the sole discretion of the CGEWHO.
2. **Price:** Quoted rates shall be valid for 1 year, however the contract can be further renewed at the sole discretion of the 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 in Head Office which shall duly certified & recommended by KVGNAOA (Adhoc) and 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.
 - Paid ESIC & EPF Challans for last month.
4. The Bidder/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 between different parties the matter shall be referred to the Employer and decision of the Employer will be binding on all parties concerned.

However, if any dispute arises between Employer and any other party the matter shall be referred to the Accepting Officer, whose decision shall be final and binding to all parties.

If still any dispute arise and persists between the Contractor and Employer the same shall be referred to the sole arbitration to be appointed 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 the Employer 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 the Employer and the Contractor) 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 Contractor shall have no objection for filling of the said vacancy so caused.

The Contractor shall also have no objection to the appointment of a sole arbitrator by the President of the Governing Council of the Employer 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. Liability and Indemnity:

- a) The Agency shall indemnify, defend and hold the CGEWHO harmless against any and all proceedings, actions and third party claims arising out of a breach by the Agency of any of its obligations under this Agreement except to the extent that any such claim has arisen due to breach by the CGEWHO of any of its obligations under this Agreement.
- b) The Agency shall indemnify and hold harmless CGEWHO, and their employees from and against all claims, damages, losses and expenses arising out of or resulting from Agency negligence or breach in execution/operation of this Works and any activity incidental thereto

11. 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.
12. Agency to provide supervision and coordination, if required for the works awarded by CGEWHO outside the scope of work defined in this contract.
13. CGEWHO reserves the right to amend the scope and value under this contract agreement.
14. There would be no employer-employee relationship between the staff of agency 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 agency.

15. Right of Entry and Inspection

CGEWHO on behalf of flat/shop users agree that the Maintenance agency and / or its representatives shall be entitle 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 agency 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 Agency 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 Agency and its representatives, employees etc. is fair and reasonable.

16. 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 the CGEWHO wherever necessary. To carry out any other work allotted to the agency with regard to facility management by CGEWHO. To streamline work in accordance with the instructions given to the agency by the CGEWHO from time to time.
- To maintain regular contact with CGEWHO with regard to maintenance and improvement.
- The agency 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 the 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 agency 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 agency. The agency shall also submit the details of wages paid duly acknowledged by each deputed staff every month with the invoice

17. 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.
- Fixing of turnaround time for Essential items in dwelling unit like water,

electricity & plumbing to be attended / within 3 hours. Rest of the services to be solved within 24-hours. In the case of default, penalty of 0.25% of management fees would be imposed for every default.

- For the works cover under AMC, The firm shall rectify any breakdown/default within 24 hours failing which penalty for non-performance @ 2 % per week of quoted rates under different works in section-VI for respective default will be imposed.
- 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 agency 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 agency, CGEWHO will make good the losses by deducting the cost of loss from the next month's bill.
- The agency will ensure timely cleaning of cleaning of storm and sewer lines. In case of overflow or water logging, penalty @ 1000/- per location per day.

For and On Behalf of 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 agency. 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. Maintenance of Horticulture
- 1.15. Operation & Maintenance of STP,s
- 1.16. General & Miscellaneous

2. Detail 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 agency. Replacement all the defective spares with original spares as and when required. (As per Actual) by CGEWHO /KVGNAOA (ADHOC).**
- From start of contract agency 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 agency. The agency should also ensure that the diesel is purchased at discounted/bulk purchase price and should be of good quality.**
- DG deduction charges. It should done on monthly basis. Agency should submit DG reconciliation unit charges to CGEWHO /KVGNAOA (ADHOC) not later than 5th of next month for record.
- LOG books for maintaining the DG Sets Data shall be provided by the agency to CGEWHO /KVGNAOA (ADHOC).

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 LOGBooks.
- All the LOG Books and stationary required for maintaining the operation DATA shall be provided by the agency.

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 minor service of pumps like greasing,

checking alignment, tightening & replacement of gland packing, cleaning strainers

- Complete cleaning of all overhead and underground tanks once in 6 months 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 /KVGNAOA (ADHOC) 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 agency.

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 including GYM instructors for both Male and Female GYM following should be ensured by the agency:

- Comprehensive AMC of water filtration and circulation system installed at swimming pool should be carried out.
- All the spares/consumables required for maintenance of swimming pool should be replaced with original spares.
- 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 agency.
- 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, roadlights, boundary fencing etc.
- The agency will rectify all the defects identified in the preventive maintenance schedule.
- Agency 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 agency 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 agency.
- Agency 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 agency. For cleaning chemicals/material, agency has to use standard and widely used brands.
- The agency 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.
- Agency 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 agency shall provide all necessary equipment for above activities
- Ensuring that Fire exit routes are clear without stacking of any material
- The agency 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 agency 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 Agency to deploy trained, skilled smart and well-mannered, disciplined and physically fit security personnel at Kendriya Vihar Greater Noida.
- The Agency to strictly adhere to guidelines prescribed in Uttar Pradesh PSARA Act.
- The agency 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 agency) for ease of tracking. Visitors includes the regular suppliers / vendors / people visiting to commercial area
- The agency 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 agency 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 agency 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 agency 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. Agency 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 agency will be responsible for maintaining the records of fire equipment. The agency 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 Agency 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 agency 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 agency 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 agency deployed at site.
- Boom barrier installed at entry and exit gate will be operated by security agency 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 up drains to avoid overflow of sewerage on regular basis.

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

- The agency 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 agency 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.
- Agency 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 /KVGNAOA (ADHOC).
- 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 agency 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 agency will manage the residents complaint through application base

- The agency shall provide helpdesk 24X7 for registering the complaints from the residents and staff with Estate manager.
- The agency 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 agency 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 agency 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 /KVGNAOA (ADHOC) on daily basis for compliance of internal electrical and plumbing complaints and to maintain its record.
- The agency shall provide Electrician, Fireman, Plumber & Lift attendant as mentioned in section V.

2.14. Maintenance of Horticulture

Maintenance of Horticulture, attending on daily basis maintenance of lawns, Green covers, Trees, Creepers, Flower beds, Shrubs, Hedges, Grass pavers, around Gazebos, in and around the lawn area, & road pathways, potted plants in building indoor and nursery and maintenance of Playground.

- Watering the whole area of lawns/gardens, flower beds, trees, etc. Water will be made available by CGEWHO /KVGNAOA (ADHOC) at water points.
- Providing and spreading of manure and earth mixture once in a year in lawns and twice in a year in flower beds and plants.
- Applying fertilizer as the case may be to Flower beds, Hedges, plant pits once in a month all as per directions of Engineer-in-charge.
- Applying pesticides as the case may be to the Flower plants, Hedges, Trees once in 3 months or earlier as per directions of Engineer-in-Charge.
- Removal of undesirable weeds and the like from lawns, flower beds, pits and hedges, etc.
- Maintenance of potted plants both indoors and outdoors all including watering daily, changing the location of indoor pots as required, maintaining pots at nursery.
- Mowing of lawns by lawn mowers and trimming of hedge plants once in a month or as per the directions of Engineer-in-charge.
- Preparation of New flower beds, lawns, plantation of trees and hedges.
- Clearing jungle including uprooting rank vegetation, grass, brush wood, removal of weeds and other unwanted plants, tall weeds, removal of vegetation in rain water drains of roads and disposal inside campus at designated place.
- Operation of Open well / Submersible pumps of water bodies/fountains.
- Periodic Checks to be carried out for pests and diseases. In the event of infestation prompt spraying of appropriate pesticides, fungicides will be required for eradication of the same.
- Cleaning daily the entire area earmarked for maintenance by removing fallen dry leaves and all types of waste materials lying in the garden area, conveying and disposing collected wastes in a designated place with all necessary tools and plants.
- Pruning the trees branches whenever required as per the directions of Engineer-in-charge

2.15. NON Comprehensive maintenance of the Sewage Treatment Plant (STP) & Water Treatment Plant (WTP)

General Terms & conditions and Scope of work for the NON Comprehensive maintenance of the Sewage Treatment Plant (STP) & Water Treatment Plant (WTP) at Kendriya Vihar, Sector P-4, Greater Noida.

1. NON Comprehensive Annual Maintenance of STP at Kendriya Vihar, Sector P-4, Greater Noida. The Agency shall maintain the entire STP & WTP for a period of 1 (one) years after which the AMC may be extended depending on the performance of the contractor or till finalization of the next tender. The firms / agencies/ contractors who wishes to quote are required to visit and examine the whole systems and satisfy themselves before submitting their offer and to apprise themselves about the plant and equipment's, accessories and parts of the complete systems.
2. LOG-BOOK for recording of parameters related to Sewage Treatment Plant shall be maintained by the firm/ agency /contractor showing the complete maintenance done on the Plant and it should be made available to the authorities of CGEWHO /KVGNAOA (ADHOC) on a monthly basis.
3. Agency shall provide all necessary consumables, chemicals etc. as required for the complete maintenance as per requirements during the AMC period. The firm / agency / contractor has to keep all equipments well maintained for the Plant so as to give proper output at all times. All the expenses on spare parts and consumable will be reimbursed by CGEWHO /KVGNAOA (ADHOC) on actual basis.
4. Tools and equipment required for comprehensive maintenance for the STP and WTP accessories etc. shall be provided by the CGEWHO /KVGNAOA (ADHOC).
5. Proper care shall be taken to avoid major breakdown at the plant. In the event of any breakdown, the same will be rectified immediately within 24 hours from the date of reporting of the fault.
6. The rates shall be quoted on yearly basis. The rates shall be all inclusive excluding taxes and duties etc.
7. The rates at any stage once quoted shall not be withdrawn.
8. In case of any problem with the equipment, the firm/agency/contractor shall inform CGEWHO /KVGNAOA (ADHOC) /KVGNAOA (Adhoc) immediately.
9. The firm/ agency/ contractor shall keep the equipment well maintained, neat and clean and adhere to the maintenance schedule of various equipments.
10. The firm/agency shall maintain data log including running of all mechanical items and chemical dosing schedule.
11. The firm/agency shall operate the filter press as and when required.
12. The firm/Agency shall provide and maintain bacteria culture as and when required.
13. The firm/Agency shall get the treated water tested once in a three months from approved Laboratory. The firm /Agency shall send a trained mechanical supervisor to check the Plant once a month.

For and On Behalf of

SECTION V: MAN POWER

Manpower Deployment against Maintenance and Engineering services

KENDRIYA VIHAR SEC P4 GREATER NOIDA

Particulars for 2.2	Shifts			Total Strength
	G	I	II	
DG cum Panel room operator		4	4	8
Relievers		1		1
Total for scope of work 2.2				9

Particulars for 2.4	Shifts			Total Strength
	G	I	II	
Executive Club	1			1
Shift In charge		1	1	2
Life Guard for Swimming Pool	1			1
Gym Trainer (Male & Female)		2		2
Relievers	1			1
Total for scope of work 2.4				7

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	Shifts			Total Strength
	G	I	II	
<u>House keeping Team</u>				
Each Tower on daily basis in the first half and move to Park and Podium	28			28
External Waste Management beyond towers (Operator & Segregators)	3	1 (OP)	1 (OP)	5
Basement and Playing Courts	10			10
Club	2			2
Sweeper for road, Park and Visitors parking area	6			6
Shopping complex and Basement of Ancillary Area	3			3
Meditation Centre/Guard Room	2			2
Supervisor	3			3
Relievers	8			8
Line Cleaner	2			2
Total For scope of work 2.6				69

General Shifts 8 am to 6pm

Ist Shifts 7am to 7:30pm

IIInd Shifts 7pm to 7:30am

**Manpower Deployment Against Security Services KENDRIYA VIHAR SEC P4
GREATER NOIDA**

Particulars For security Services 2.7	SHIFTS			Total Strength
	G	I	II	
Security Officer		1	1	2
Security Supervisor		2	2	4
Security Guard		46	51	97
Lady Guard	5			5
Relievers		10		10
Total For scope of work 2.7				118

Particulars 2.13	SHIFTS			Total Strength
	G	I	II	
Property/ Estate Manager	1			1
Helpdesk Executive		1	1	2
Lift attendant		4	4	8
Electrician		6	6	12
Plumber		6	6	12
Fireman		2	2	4
Relievers		2		2
STP Operator		2	2	4
Pump Room Operator		2	2	4
Total for Scope of work 2.13				49

General Shift 8am to 6pm

Ist Shifts 7am to 7:30pm

IInd Shifts 7pm to 7:30am

Section VI: SCHEDULE OF QUANTITIES

S.NO	DISCRIPTION OF ITEMS	SOW Reference	UNIT	QTY	RATE PER MONTH	AMOUNT	REMARKS
	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	MONTH	1			
2	Round the clock operation of substations and DG Sets at all Electrical Sub Stations (ESS) at Kendriya Vihar at Sec P4 Greater Noida.	2.2	MONTH	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.	2.3	MONTH	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. Operation of all sports and gym equipment's installed/ provided at Club.	2.4	MONTH	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	MONT H	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	MONT H	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 /KVGNAOA (ADHOC) whenever required.	2.7	MONT H	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	MONT H	1			
9	Providing waste disposal services including collection of garbage from dust bins placed on each floors in towers, common area as required.	2.9	MONTH	1			

10	Providing pest controlservices including consumables and equipment's required for pest control in common area, Club, Maintenance stores/offices, sub stations etc as required.	2.10	MONT H	1			
11	Operation and maintenance of Boom Barriers installed at entry and exit gates including disbursal of RFID tags for vehicles of flat owners as required and Operation of CCTV surveillance system installed in common area, club, entry and exit gates.	2.11	MONT H	1			
12	Providing monkeys and dogs deterrentservices as required	2.12	MONT H	1			
13	Providing 24/7 Operations & Technical customerSupport	2.13	MONT H	1			
14	Maintenance of Horticulture Area	2.14	MONTH	1			
15	NON Comprehensive maintenance of the Sewage Treatment Plant (STP) & Water Treatment Plant (WTP)	2.15	MONTH	1			
Total							
	Management Fee		MONT H	1			
Total Fee Per Month (Excluding GST)							
Total for first year (Excluding GST)							
Quote for Second year (Excluding GST) with increase in Percentage @ in reference to 1st year quoted price							
Quote for Third year (Excluding GST) with increase in Percentage @ in reference to 1st year quoted price							

SECTION VII : NO DEVIATION CERTIFICATE

FORM OF DECLARATION

M/S _____ (name of Tenderer) having its registered office at _____ (hereinafter referred to as the Tenderer) 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 the employer
- 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 the employer
- iv. We are experienced and Competent Bidder to perform the contact to the satisfaction of Employer 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 Employer 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 employer

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

For and on behalf of the Tenderer

Date: