

NOTICE INVITING TENDER FOR

(i) SECURITY SERVICES

AND

(ii) HOUSEKEEPING SERVICES

IN

**SUPREME TOWERS APARTMENT OWNERS ASSOCIATION
(STAOA)
GH 4 & 5, SECTOR 99, NOIDA, UP**

**SUPREME TOWERS APARTMENT OWNERS ASSOCIATION,
GH 4 & 5, SECTOR 99, NOIDA, GAUTAM BUDHA NAGAR, UP-201304**

NOTICE INVITING TENDER FOR PROVIDING

- (i) SECURITY SERVICES&**
- (ii) HOUSE KEEPING SERVICES**

Sealed tenders are invited under Two-Bid system from reputed agencies having capacity to provide the required number of uniformed trained manpower for the security services and House-keeping services at Supreme Towers Housing Complex GH 4 & 5, Sector 99, Noida, UP for a period of two years on contract basis/outsourcing basis.

Agency can bid for both i.e. For Security Services & Housekeeping or for individual Services, but If an agency is desirous of bidding for both it can be done separately.

Last date for submission/receipt of tender(s) is 15.03.2021 at 4 pm and will be opened by the Tender Committee in the presence of tenders or their authorized representatives who wish to be present on the same day by 4.30 PM Hrs. in the Office of **SUPREME TOWERS APARTMENT OWNERS ASSOCIATION(STAOA) GH 4 & 5, SECTOR 99, NOIDA, UP**. In case, any holiday on the day of opening, the tenders will be opened on the next working day at the same time but the tender box will be sealed on same day and time, as scheduled above. The tenders received after the above said scheduled date and time will not be considered. No tender by FAX or email will be entertained.

**SUPREME TOWERS
APARTMENT OWNERS ASSOCIATION
(STAOA)
GH 4 & 5, SECTOR 99, NOIDA, UP**

A. TENDER NOTICE:

- i Proposals are invited from registered/private security and housekeeping agencies/companies having experience of at least 3 years for providing watch and ward and housekeeping services in the STAOA complex for the period of 2 years. Completed proposal document should reach in the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION office latest by 4.00 P.M. on 15-03-2021.
- ii A tender document can be downloaded from the site of the Supreme Towers and a bank draft of Rs.5000/ be attached as a value of the tender document. This amount is non-refundable.
- iii A Completed Tender Document should be dropped in the tender box kept in the Office of SUPREME TOWERS APARTMENT OWNERS ASSOCIATION latest by 15.03.2021 from 11.00 a.m. to 4.00 p.m.
- iv Tender documents will be opened at 4.30 p.m. on 15.03.2021 at the office of the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION.

B. Estimated value of the Contract: The estimated annual contract value of security contract is Rs.60,00,000/-, and of the maintenance contract is Rs.70,00,000/-.

C. EARNEST MONEY AND PERFORMANCE GUARANTY:

Proposal will be submitted along with Earnest Money Deposit amounting to **2% (Two percent)** for security services and **2% (Two percent)** separately for housekeeping, to be paid in the form of Pay Order / Bank Draft in favor of "SUPREME TOWERS APARTMENT OWNERS ASSOCIATION" payable at Noida.

D. ELIGIBILITY CONDITIONS:

The bidder should be duly registered under "The Private Security

Agency Regulation Act, 2005 in Delhi/NCR/UP and should have the experience of completion of similar works in any of the Apartment Owners' Association s/Autonomous Institutions/Universities/Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government or Public or Private Sector Banks or Local Bodies/Municipalities / MNCs/ Gated Multistory Housing Apartments as follows: -

- i Three similar completed works costing not less than the amount equal to 40% of the estimated cost; or
- ii Two similar completed works costing not less than the amount equal to 50% of the estimated cost; or
- iii One similar completed work costing not less than the amount equal to 80% of the estimated cost.

E. GENERAL CONDITION:

The President of the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION may reject any or all tender(s) without assigning any reason and reserves the right to award the same as per the decision of the Board of management of the STAOA.

F. Terms and Conditions:

1. ELIGIBILITY CONDITIONS:

The bidder should be duly registered under "The Private Security Agency Regulation Act, 2005" in Delhi/NCR/UP and should have the experience of completion of similar works in any of the Apartment Owners' Association s/Autonomous Institutions/Universities/Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government or Public or Private Sector Banks or Local Bodies/Municipalities / MNCs/ Gated Multistory Housing Apartments as follows: -

Three similar completed works costing not less than the amount equal to 40% of the estimated cost; or

Two similar completed works costing not less than the amount equal to 50% of the estimated cost; or

One similar completed work costing not less than the amount equal to 80 % of the estimated cost.

2. WORK PROFILE FOR SECURITY SERVICES:

- i. All security guards should be deployed in uniform approved by the STAOA and deployed staff should possess good health and fitness to work as security guard.
- ii. Guards at gate and in towers should preferably be up to 50 years old and their supervisors / managers can be up to 60 years, provided he is in good health.

However, the STAOA reserves the right to ask for change of a person in case s/he is found lacking in work efficiency or found not having good health to discharge duties properly or disobeying the order of the President of the STAOA.

- iii. In and Out gate will have 4 guards each during day time and 3 guards each during night time. Guards at the IN gate will allow entry of visitors only.

When:

- a) Resident(s) have given prior information to IN gate of incoming guests.
- b) Resident(s) on calling by security give permission to let the visitor in.
- c) Visitors have come to repair / maintain any item in society and either have prior information from the STAOA or are given approval on arrival of the visitor.
- iv. One guard in each tower (total 12 towers) totaling 12 guards

should be deployed day and night.

- v. 2 guards are required to continuously patrol inside the society area for any unwarranted activity by residents / visitors / miscreants.
- vi. Agency should have sufficient back up manpower so that replacements for absenteeism are done immediately.
- vii. The Agency shall be fully responsible for the conduct of the watch and ward services and personal and/or housekeeping personals and the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION will not be responsible for them in any manner. The agency will fulfill all obligations regarding labor laws in regard to deployed security and/or maintenance staff.

3. SECURITY FUNCTIONS REQUIRED TO BE PERFORMED ARE: -

- (i) To man main Entry and Exit gates, entry gate of each towers (12 towers) and any other sensitive point specified by the President/SUPREME TOWERS APARTMENT OWNERS ASSOCIATION.
- (ii) Watch and Ward personnel deployed by the Agency shall check every person/material/property/public/casual workers entering and exiting the building through the procedure of entry pass/gate pass, or any electronic device/App as prescribed by the President SUPREME TOWERS APARTMENT OWNERS ASSOCIATION.
- (iii) To perform the watch and ward functions including night patrol at the various points of deployment.
- (iv) To prevent the entry of stray dogs, cattle, monkeys, anti-social elements, un-authorized persons and un-authorized vehicles into the Supreme TowersCompound.
- (v) No key-maker should be allowed to enter the society without prior

permission of the President and details of the key-maker and the flat number and person calling the key-makers be taken and submitted to the President or as directed by the President.

- (vi) It will be the duty of the guards and guards' supervisors to ensure that no notice/circular/letter/document/advertisement should be displayed on notice boards or otherwise on any wall without written permission of the President.
- (vii) Any other security/watch and ward related functions as may be assigned by the President/Supreme Towers Apartment Owners Association.
- (viii) To report any untoward incidence/happening to police/fire brigade/hospitals or any authority as directed by the STAOA.

4. SCOPE OF WORK FOR HOUSE KEEPING:

- i. Cleaning of Guest rooms, corridors, toilets, Common Halls, Office Building Shopping area, basement, stilt parking area and open space of entire housing complex etc. Collection of garbage from each flat and keeping the same in segregated form as per the requirement of the NOIDA authority.
- ii. There will be need for chemicals like floor cleaner, disinfectant for toilets, glass cleaner, air freshener and brasso. The consumable will include brushes, squeezes, brooms, mop, buckets, dusters and glass cleaning kits, wringer trolleys, toilet rolls and liquid hand soap. The machine will include at least wet and dry vacuum cleaner and scrubbing machine. All these items to be provided by the agency.
- iii. The work also includes dusting and cleaning of doors, cleaning of wash basin, cobwebs, glass panes, doors, windows, blinds and ventilators of room and water coolers and its space, removal of garbage, cleaning and inspection of

drainage/sewage system.

- iv. Cleaning glasses of doors, windows, ceiling & wall fans, blinds, carpets, pavement, stair cases, railings, roofs etc.
- v. The Contractor will carry out all the above works on all working seven days in a week (8 hours a duty) or as required by STAOA.
- vi. The cleaning material etc. would be used to the satisfaction of STAOA. Payment may be deducted if the quantity and quality of material is found unsatisfactory.
- vii. Cleaning of all the Drains available in the premises of STAOA.
- viii. Cleaning of dustbins and Removal/disposal of collected garbage/debris at the Noida Authority approved location.
- ix. Cleaning of lighting Fixtures & Accessories, Cleaning of Air conditioners, Cleaning of portable fire extinguishers / smoke detectors / fire detectors, Cleaning of Notice boards, Cleaning of furniture provided in STAOA office rooms/offices, Cleaning of Office equipment's, Cleaning of Fire Hydrants, Fire Panels, All types of pipes, valves etc.
- x. Cleaning of All Switch Boards, Panel Boards, Cleaning of Security equipment like Metal detectors etc., Cleaning of external lighting fixtures, Cleaning of R. O. Equipment etc., Cleaning of Automatic Hand Driers, Liquid Soap Dispensers etc., Cleaning of all miscellaneous equipment as available or being provided from time to time. All Toilets need to be kept clean in all respects by sweeping, washing and mopping of floors, washing of glazed tiles on walls, urinal pots W.C. pans, sinks, wash basins and all other fittings and fixtures using disinfecting material like phenyl, vim, detergent powder, acid liquid soap etc. on daily basis.
- xi. Soap containers need to be kept filled at all time and naphthalene balls in urinal pots and air fresheners/naphthalene ball/toilet paper etc. also needs to be

provided as per requirement.

Note: If any items like light bulb/switchboard/water tapes/hand shower etc. must be entered in the 'Repair Book' kept in the office of the STAOA.

- xii. The above works are to be done as per following schedule:-
- (a) Cleaning & mopping of all floors & staircases of 12 Towers daily including lifts & office complex/Guest rooms/Shopping area.
 - (b) Cleaning of all covered area (two times in a day)
 - (c) Cleaning of all open area including all gardens (two times in a day)
 - (d) Cleaning of toilets (one hour check list will be maintained daily)
 - (e) Cleaning of Club house/community center and swimming pool area (two times in a day during season and once a day when not in operation).
 - (f) Cleaning of basement (once a day)
 - (g) Cleaning of Gym (once a day)
 - (h) Electrician to take care 24x7x365.
 - (i) Plumber to attend complaint 24x7x365
 - (j) Generator operator 24x7x365
 - (k) Gardeners to attend maintenance of entire green area.

Note: The agency will provide extra manpower to ensure cleanliness as and when some social function is organized in the society.

5. LOCATION WISE DEPLOYMENT OF WATCH AND WARD PERSONNEL IN THE PREMISES IS AS FOLLOWS:

NUMBER OF GUARDS/SUPERVISOR / GUNMAN

(to be assessed and proposed by the Bidder after inspection of the Supreme Towers)

Remarks

1.

2.

3.

4.

5.

TOTAL :

6. NUMBER OF HOUSEKEEPING STAFF/SUPERVISIOR:

(to be assessed and proposed by the Bidder after inspection of the Supreme Towers)

Remarks

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

TOTAL :

**7. MONTHLY MATERIAL COST FOR HOUSE KEEPING:
(shall be treated part of financial bid):**

List of material with quantity & make required per month (To be submitted along with financial bid)

S. No.	Item	Quantity (approx.)	Brand	Cost
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

Total cost

**8. MACHINERY/EQUIPMENTS/TOOLS TO BE PROVIDED AT SITE
BY HOUSE KEEPING AGENCY:**

PARTICULARS

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

9.

10.

THE ABOVE DEPLOYMENT MAY BE ALTERED IN ACCORDANCE WITH REQUIREMENTS AS ASSESSED BY THE SUPREME TOWERS APARTMENT OWNERS ASSOCIATION FROM TIME TO TIME.

9. LIABILITIES:

- i. The Agency shall compensate in full the loss sustained by the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION from time to time on account of any theft, burglary and tampering with the locks of the premises. The amount of loss to be compensated shall be determined by SUPREME TOWERS APARTMENT OWNERS ASSOCIATION and the same shall be binding on the Agency. In addition to this Agency shall also be liable to pay a penalty in each case for any theft in the Premises/Site.
- ii. The Agency shall also be fully responsible for any loss of office equipment's and articles installed on the Site, attributable to the negligence or failure of the Watch and Ward personnel in complying with the prescribed procedure. All losses suffered by SUPREME TOWERS APARTMENT OWNERS ASSOCIATION on this account shall be compensated in full by the Agency. The decision of Committee nominated by the President of the STAOA shall be binding on the Agency.
- iii. All the personnel deployed should be aged above 21 years and below 50 years. The Supervisors deployed should be at least 12th pass.
- iv. A complete list of the watch and ward and housekeeping personnel engaged by the Agency for deployment at the Site shall be furnished by the Agency along- with complete address and other antecedents. The Agency shall deploy only those whose antecedents have been verified by the NOIDA Police. No Wages shall

be payable in respect of such personnel in whose cases documentary evidences is not submitted by the Agency to the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION.

- v. The Agency shall have to submit the weekly duty chart prior to the commencement of the week and the daily attendance sheet of all the Watch and Ward personnel deployed to the Authorized Officer of SUPREME TOWERS APARTMENT OWNERS ASSOCIATION and failure to do so will result in non-payment for the day/days for which the duty chart/attendance sheet is not furnished.
- vi. The Agency shall not replace the Watch and Ward/ housekeeping personnel at random. This shall be done with the prior written approval of the President or person authorized by the President and full particulars of the personnel so deployed shall be given to office immediately. In case any of the personnel is found to be posted without the previous knowledge of the office, then the office shall not be liable to pay for such personnel deployed.
- vii. The Agency shall be liable to make substitute arrangements in case of the absence of the personnel. Similarly, the Agency shall have to make substitute arrangements in case of the weekly offs/holidays. The Agency shall man all the Personnel check posts and other locations as specified by SUPREME TOWERS APARTMENT OWNERS ASSOCIATION on all the weekdays. No short leave or meal relief shall be permitted to the personnel unless the Agency provides suitable substitute without any extra payment. The Agency has to keep sufficient number of leave reserves.
- viii. The Agency shall ensure that at any point of time no watch and ward point is left unmanned. A register shall be maintained by the Agency at every gate where round the clock duty is performed.
- ix. The SUPREME TOWERS APARTMENT OWNERS ASSOCIATION shall arrange to provide lock/seal for stores, go downs and offices etc.

to the satisfaction of the Agency, wherever possible.

- x. The SUPREME TOWERS APARTMENT OWNERS ASSOCIATION shall be authorized to fix timings of the various duty shifts. In case of any compelling reasons, if the duty shift is to be extended, the same shall not be resorted to by the Agency without the prior consent of the office.
- xi. The Agency shall arrange to dress all the on-duty personnel smartly and neatly according to season i.e. summer uniform during summer and winter uniform during winter and a badge bearing his name and designation. The dress shall be of uniform color and design and approved by the President of the STAOA. The agency has to also ensure good behavior of personnel with officials of office and visitors to the STAOA housing complex. They shall abstain from taking part in any staff union and associations activities.
- xii. The Agency will ensure that no unauthorized entry is permitted and the personnel at the entry points will be able to categorize the legitimate visitors without causing any embarrassment to the visitors.
- xiii. The watch & ward personnel should ensure that the entry of visitors be allowed only after recording entry in the register at the entrance. Entry of cycles and vehicles such as scooters, Motor Cycle, cars and Motor-vehicles of strangers/visitors shall not be allowed.
- xiv. The quality and discipline of the Watch and Ward personnel should be ensured regularly (daily, weekly, fortnightly or monthly), daily reports to be prepared by the Agency and the same should be submitted to the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION . Appropriate records in reference to above shall be

maintained by the Agency at its own cost.

- xv. That the Agency shall be obliged to provide any additional personnel for allocating any additional duty arising out, as per the circumstances, as directed by the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION in addition to those normal duties/personnel covered in this tender within the same amount of the tendered amount.
- xvi. The Security Agency shall also provide following items/articles at its own cost: -
 - a. Torches and cells to the Watch and Ward personnel on night duty.
 - b. Duty charts at specified locations for inspection.
 - c. Raincoats to their watch and ward personnel for rainy season.

(Duty hours can be determined by the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION as per requirement and necessity).

10. DUTIES AND RESPONSIBILITIES OF WATCH AND WARD PERSONNEL:

- a) The respective Watch and Ward Supervisor will be responsible for overall Watch and Ward arrangements of the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION.
- b) The supervisor will ensure that all the instructions are strictly followed and there is no lapse of any kind.
- c) Requirement of posting of watch and ward Supervisors/guards will be reviewed and monitored by SUPREME TOWERS APARTMENT OWNERS ASSOCIATION from time to time and number of persons can be increased or decreased as per the requirement.
- d) Watch and ward personnel deployed in the premises on holiday

and Sunday will be assessed as per actual requirement and the number of personnel will be suitably reduced/ increased (if required).

- e) The watch and ward personnel will also take round of the all the important sensitive points regularly at the interval of one hour and the duty report will be prepared at the interval of every shift.
- f) The watch and ward personnel will be on duty for twenty four hours (round the clock in three shifts of eight hours each) and will also take care of the all store(s) mentioned/lying within the complex and also the cycle stand, vehicle/car parking both open and underground etc.in the housing complex.
- g) The Watch and Ward personnel are also required to perform door-keeping duties and are required to keep the keys of all the rooms of the respective wing, where they are deployed and open and close the same as & when required by the authorized officials.
- h) It will be the duty of the Watch and Ward guards to open the locks to enable cleaning operations in the offices/ building. They are also required to be present and vigilant at the site during the entire work of the cleaning operations. Moreover, they will also open the premises as and when required for Civil & Electrical maintenance works by authorized officials on holidays.
- i) The watch & ward personnel shall carry out such other duties as are entrusted to them from time to time by the president of the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION.
- j) Entry of Street Dogs, Cattle's& monkeys etc. into the premises is to be prevented by the watch ward personnel.
- k) The watch and ward personnel on patrol duty should take care of all the water taps, valves and water hydrants installed in the open

area and other part of premises and report the defective one to the office and enter the same in the 'Repair Book'.

- l) Watch and ward personnel should ensure that flowers, plants, trees, and grassy lawns are not damaged either by the resident members/staff or by the outsiders.
- m) The watch and ward personnel will also help the fire-fighting staff in extinguishing the fire, if there is a fire or any other natural calamities at the STAOA Site. The watch and ward personnel deployed should be conversant with the fire- fighting procedure and apparatus available at the STAOA housing complex.
- n) The Agency will ensure the presence of its entire personnel in their full strength on all working days, and reduce numbers on such other days as may be required and notified from time to time. If personnel of the Agency are on leave/absent, the Agency would be duty bound to provide alternate arrangements with equally trained and qualified personnel without failure. No person shall proceed to make himself unavailable without alternative arrangements having been made and due notice given to the office of the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION.
- o) That the watch and ward personnel shall be available all the time as per their duty roster and they shall not leave their place of duty without the prior permission of the office of the STAOA.

11. EARNEST MONEY AND PERFORMANCE GUARANTY:

- i. Proposal will be submitted along with Earnest Money Deposit amounting to **2% (Two percent)** for security services and **2% (Two percent)** separately for housekeeping, to be paid in the form of Pay Order / Bank Draft in favor of SUPREME TOWERS APARTMENT OWNERS ASSOCIATION. In no case, the cheque and/or cash will be accepted. No proposal shall be accepted if

Earnest Money Deposit does not accompany the tender document and such tender if send by the post or dropped in the Tender Box will be deemed invalid.

- ii. The Earnest Money Deposit shall be refunded to all unsuccessful bidder after 30 days and to successful bidder after submission of Performance Guaranty equivalent to 5% (Five percent) of the tender amount of the bidder. No interest shall be paid by SUPREME TOWERS APARTMENT OWNERS ASSOCIATION on earnest money or Performance Guaranty deposit. Performance Guaranty deposit shall be refunded after 30 days of the completion of works subject of any lawful deduction if any.

12. REQUIRED DOCUMENTS: The proposer should submit the proposal along with the following documents:

- i. Earnest money deposit equivalent to 2% of estimated cost by the bidder collectively for both works or separately for the one quote.
- ii. Valid Registration No. of the Firm/company (attach attested copy of the Certificate) along with PSARA license issued under Private Security Regulation Act, 2005.
- iii. Valid PAN No. of the Company/Firm (attach attested copy of the PAN card) and Adhar card of the managing Director.
- iv. Valid Provident Fund Account No. of the Firm (attach attested copy of the Certificate).
- v. Valid ESI No. of the Company/firm (attach attested copy of the Certificate).
- vi. Valid Service Tax registration No. (attach attested copy of the Certificate).
- vii. Valid GST number of the Company/firm(attach attested copy of the Certificate).

13. FINANCIAL BID:

- i. The tenderer should quote the rate in Rupees in figures and as well as in words. The rate and amount of the proposal should be inclusive of and in accordance with the provisions of The Minimum Wages Act and other Statutory provisions like Employee Provident Funds & Misc. Provisions Act, The Employees State Insurance Act, Payment of Bonus Act, The Payment of Gratuity Act, Leave, Reliever charges, Service charge, and administrative charge and applicable service tax etc. and/or any other statutory provisions as applicable in Noida, UP. If base rates of the manpower wages are not quoted as per latest notification issued under The Minimum Wages Act, 1948 in UP, the tender will not be considered and will be treated as invalid.
- ii. The tenderer should take care that the details, rate and amount should be written in such a way that interpolation is possible. No overwriting in the Financial Bid will be allowed and such type of tenderer is liable for rejection. No blanks should be left which would otherwise make the tender liable for rejection.
- iii. The rates quoted should be in per calendar month and shall be valid for the period of tender/contract/agreement including the extended period (if any). The **ANNEXURE B** provided should be the criteria of submitting the Financial Bid for Security Services & **ANNEXURE C** should be the criteria for providing House-keeping Services (material cost shall be added in financial bid as quoted in the tender document for house-keeping). This sheet will be used as reference to confirm whether the tenderer has taken into account the applicable latest minimum wages rate notified by the Labor Department of the Government of UP. In case any violation is found, in this regard, the tender is liable to be rejected.
- iv. The Tenderer should quote the amount tendered in financial bid in the **ANNEXURE B** as per the work he is bidding for and it should be given in the letterhead of the company/Firm/Tenderer along

with the undertaking in **ANNEXURE A.**

However, it should be noted that any statutory increase in the Minimum Wages by UP Government during the currency of the awarded work and proportionate increase owing to the same shall be payable by the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION.

14. PERIOD OF TENDERED WORK:

The tender will be awarded for a period of two years from the date of award and after the expiry of the said period, the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION shall also have the right to extend the tender/agreement/contract at the same terms and conditions on half yearly basis up to a maximum period of twelve months or until the new Security/housekeeping Agency takes over (in case fresh tender is required to be resorted to), whichever is earlier.

15. PAYMENT OF BILLS:

- i. Monthly payment to agency will be made within two weeks from the receipt of bill and after verification of all the record and receiving proof of payment of all the statutory dues by the Agency in regard to this contract. If monthly payment get delayed for any reasons, the agency will pay monthly salary to its employees in time.
- ii. Wherever any over-payment comes to the notice of SUPREME TOWERS APARTMENT OWNERS ASSOCIATION the same shall be deducted by SUPREME TOWERS APARTMENT OWNERS ASSOCIATION from any sum due or which at any time thereafter may become due to the Agency under this tender/agreement/contract and failing that under any other tender/contract/agreement with SUPREME TOWERS APARTMENT OWNERS ASSOCIATION or from the security deposit of the

tenderer.

- iii. SUPREME TOWERS APARTMENT OWNERS ASSOCIATION reserves the right to carry out post payment audit and/or technical examination of the final bill including all supporting vouchers, abstract etc. SUPREME TOWERS APARTMENT OWNERS ASSOCIATION further reserves the right to enforce recovery of any overpayment whenever detected.
- iv. If as a result of such audit and technical examination, any overpayment is discovered in respect of any work done by the Agency or alleged to have been done by the Agency under the tender/agreement/contract, it shall be recovered by SUPREME TOWERS APARTMENT OWNERS ASSOCIATION from the Agency by any or all the methods prescribed above.
- v. If any underpayment is discovered, the amount shall be duly paid to the Agency by the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION.

16. NOTICE:

Subject to as otherwise provided in this Tender, all notices to be given on behalf of SUPREME TOWERS APARTMENT OWNERS ASSOCIATION and all other actions to be taken on its behalf may be given or taken by the President or any other official authorized by the President of the STAOA. Notices given/sent/emailed to the managing Director/Partner of the Company or Firm will be considered as service to the Agency.

17. LEGAL LIABILITY AND RESPONSIBILITY OF AGENCY:

- i. It will be the responsibility of the Agency to get all the related clearances as applicable under the Indian Laws and complete the necessary formalities as required under relevant statutes, rules and regulations.

- ii. The Agency shall comply with all the statutory provisions as laid down under various Labour Laws/Act/Rules like Minimum Wages, Provident Funds, ESI, Bonus, Gratuity and other Labour Laws/Acts /Rules in force from time to time in Noida , UP at its own cost. In case of violation of such statutory provisions under Labour Laws and/or any other law applicable, by the Agency, there will not be any liability on part of SUPREME TOWERS APARTMENT OWNERS ASSOCIATION and the Agency will be solely responsible for any violation done by it.
- iii. The Agency has to maintain all the relevant records, registers and documents as required by the Labour Department, Regional Provident Fund Commission and Employees State Insurance Corporation or other local bodies as per the existing rules and/or regulations as amended from time to time as per given in but not limited to **Annexure A** and shall be deposited in the office of SUPREME TOWERS APARTMENT OWNERS ASSOCIATION.
- iv. The Agency shall indemnify to the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION against any payments to be made under and for the observance of the above-mentioned various laws and rules.

18. LIABILITY OF THE SUPREME TOWERS APARTMENT OWNERS ASSOCIATION:

- i. The SUPREME TOWERS APARTMENT OWNERS ASSOCIATION shall not provide any residential accommodation to the Watch and ward personnel employed by the Agency. No cooking or lodging shall be allowed in the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION Building for the personnel engaged by the Agency. Agency shall arrange at its own drinking water for its personnel & staff.

- ii. The SUPREME TOWERS APARTMENT OWNERS ASSOCIATION will be under no legal obligation to provide employment to any of the personnel of the Agency after expiry of tender/agreement/contract period and it recognizes no Employer-employee relationship between SUPREME TOWERS APARTMENT OWNERS ASSOCIATION and the personnel deployed by the Agency.
- iii. The SUPREME TOWERS APARTMENT OWNERS ASSOCIATION shall not be responsible financially or otherwise for any injury to the Watch & Ward / House Keeping personnel in the course of performing the Watch & Ward / House Keeping functions as per this tender and the tenderer shall be solely responsible for the same.

19. TERMINATION OF TENDER:

- i. If the Agency at any time makes default in executing Watch & Ward / House Keeping job with due diligence and continues to do so, and / or the Agency commits default in complying with any of the terms and conditions of tender and does not rectify it or take effective steps to rectify it, or fails to complete the work as per terms and conditions of the tender and does not complete them within the period specified in the notice given to it in writing, SUPREME TOWERS APARTMENT OWNERS ASSOCIATION may without prejudice to any other right or remedy, which shall have accrued or shall accrue thereafter to the Agency, cancel the tender/contract/agreement, after one calendar month notice and performance guaranty deposit shall also be liable to be forfeited. SUPREME TOWERS APARTMENT OWNERS ASSOCIATION shall on such cancellation, have powers to carry out/execute the work through other agencies by any means at the risk and cost of the Agency.
- ii. The SUPREME TOWERS APARTMENT OWNERS ASSOCIATION

reserves the right to terminate the contract without assigning any reason by giving the tenderer one calendar month notice of its intention to do so and on the expiry of the said period of notice, the tender/contract/agreement shall come to an end without prejudice to any right of remedy that may be accrued to the Agency.

- iii. If any information furnished by the tenderer is found to be incorrect at any time, the tender/contract/agreement will be liable to be terminated, after one calendar month notice and the performance guaranty deposit shall also be liable to be forfeited by the Agency.
- iv. In case the Agency wants to terminate the tender /contract/agreement, it shall have to give three calendar months' notice in advance to this effect to the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION.

20. OTHER GENERAL CONDITIONS OF THE TENDER:

- i. The Tender form should be legibly filled in ink or typed.
- ii. Change in the name of the tenderer shall not be allowed under any circumstances.
- iii. Every paper of the tender should be signed by the authorized signatory of Tenderer with seal of Agency/Firm/Company.
- iv. No change in constitution / shareholding of the successful tenderer will be done under any circumstances without the prior approval of the President of the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION in writing.
- v. The SUPREME TOWERS APARTMENT OWNERS ASSOCIATION will deduct Income Tax at Source as applicable from time to time.
- vi. The Agency submitting the tender would be presumed to have considered and accepted all the terms and conditions of this tender. No enquiry, verbal or written, shall be entertained in respect of acceptance / rejection of the tender.

- vii. The Agency shall indemnify the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION against all other damages/changes and expenses for which the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION is held liable or pays on account of the negligence of the Agency or its employees or any person under its control, whether in respect of accident, injury to the person or damages to the property of any member of the public or any person or in executing the work or otherwise and against all claims and demands thereof.
- viii. In case any person signing the tender/contract/agreement on behalf of Limited Company/Pvt. Ltd. Co. or Firm, he will produce letter of authority of the firm/ Board resolution passed by the company empowering him to sign the tender/agreement/contract on behalf of the company or firm.
- ix. The SUPREME TOWERS APARTMENT OWNERS ASSOCIATION shall not be responsible financially or otherwise for any injury to the Watch & Ward/House Keeping personnel in the course of performing the Watch & Ward/House Keeping functions, in the premises of SUPREME TOWERS APARTMENT OWNERS ASSOCIATION.
- x. Any person who is in service or an employee of the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION should not be made a partner/director by the Agency directly or indirectly in any manner whatsoever.
- xi. The Agency shall not transfer the tender to any other person in any manner. The Agency shall not be permitted to sub-contract the work to any other person/firm/Agency.
- xii. Any other provisions as advised by the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION shall be incorporated in the agreement to be executed by the Agency and the same shall be binding on the tenderer after award of the tender.

- xiv. The Agency shall provide a non-judicial stamp paper of Rs.100/- for preparing a contract/agreement. The successful tenderer shall enter into a contract/agreement with the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION as per the terms and conditions of the tender within 7 days form the issue of letter of acceptance or whenever called upon to do so by the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION, whichever is earlier.
- xv. That the Agency shall have to provide any additional personnel for allocating any additional Watch & Ward/House Keeping duty as directed by the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION or any authorized officer of the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION in addition to those duties/personnel covered in this tender and the Agency shall be paid extra payment on this account as per the quoted rates only. Similarly, the agency has to reduce the manpower as per the decision of the STAOA consequent to the electronic safety devices.
- xvi. The SUPREME TOWERS APARTMENT OWNERS ASSOCIATION reserves the right to cancel the tender/contract/agreement or to withhold the payment in the event of non-commencement or unsatisfactory performance of the work. In such eventuality SUPREME TOWERS APARTMENT OWNERS ASSOCIATION further reserves the right to get the work done from some other agencies and also shall cancel the tender/agreement/contract at one calendar month notice. Agency will be black listed by the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION for a period of four years from participating in such type of tender of the SUPREME TOWERS APARTMENT ASSOCIATION and its earnest money/performance guaranty deposit shall also be forfeited.
- xvii. The tenderer shall not employ any person who has not completed

21 years of age or is above 60 years of age.

- xviii. A complete list of the personnel, engaged by the Agency for deployment at the STAOA complex, shall be furnished by the Agency to the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION along-with the complete address, police verification and other antecedents of the personnel. The Agency shall deploy only those personnel whose antecedents have been verified by the Police Authority and the Agency should give a certificate to that effect to the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION.
- xix. Every personnel engaged by the Agency shall wear the prescribed uniform meant for Watch & Ward/House Keeping personal according to season (i.e. summer uniform in summer and winter uniform in winter season) and a badge bearing his name and designation, while on duty. The said uniform and badge shall be provided and maintained by the Agency at its own cost.
- xx. SUPREME TOWERS APARTMENT OWNERS ASSOCIATION shall be at liberty to direct and to require the Agency to remove from the works, any person employed by the Agency, who in the opinion of SUPREME TOWERS APARTMENT OWNERS ASSOCIATION misconducts himself or is incompetent or negligent in the proper performance of his/her duties or infirm and invalid/or indulge in unlawful activity or the like and such person shall not be again employed on the work without written permission of the President of the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION .
- xxi. All the Terms and Conditions contained in this tender document will be a part and parcel of the agreement/contract to be executed by the Agency with the Corporation.
- xxii. Once the competent authority accepts the tender, the Agency will be liable to provide the Watch & Ward/House Keeping services within one week from the date of issue of letter of acceptance

letter.

- xxiii. Canvassing in connection with the tender is strictly prohibited. Tender must be unconditional and a conditional tender will be liable for the rejection as invalid tender.
- xxiv. Tender not conforming to the requirements as per the terms and conditions is liable to be rejected and no correspondence shall be entertained in whatsoever nature.
- xxv. All the intending tenderers are advised to keep a photocopy of the Tender documents with them for their future reference. All the intending tenderers are further advised to visit the Office of SUPREME TOWERS APARTMENT OWNERS ASSOCIATION (to see and to satisfy and understand the scope of work to be executed as per this tender), before participating in the Tender and then quote the rate/amount per month for the work, because no subsequent request of the tenderer for additional payment/claim on any account will be entertained by the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION under any circumstances.
- xxvi. For any clarification regarding the scope of work and /or any terms and conditions of tender, the intending tenderer in person can seek clarification from Manager, SUPREME TOWERS APARTMENT OWNERS ASSOCIATION on any working day, with prior appointment, before last date of submission of tender.
- xxvii. The Watch and Ward personnel deployed by the Agency shall not consume liquor or any other intoxicant while on duty.
- xxviii. The SUPREME TOWERS APARTMENT OWNERS ASSOCIATION shall have the right to ask for the removal of any person of the Agency, who is not found to be competent and orderly in the discharge of his duty. The SUPREME TOWERS APARTMENT OWNERS ASSOCIATION reserves the right to cancel the tender/contract/ agreement or to withhold the payment in the event of non-

commencement or unsatisfactory performance of the work. In such eventuality SUPREME TOWERS APARTMENT OWNERS ASSOCIATION further reserves the right to get the work done through other agencies at the risk and cost of the Agency. Watch and ward personnel shall be bound to observe all the instructions issued by the president of the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION concerning general discipline and behavior. In case any person employed by the Agency is inefficient, quarrelsome, infirm, and invalid or indulges in unlawful activity or the like, the Agency shall replace such person with a suitable substitute at the advice of the president of the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION.

- xxix. The President of the SUPREME TOWERS APARTMENT OWNERS ASSOCIATION may reject any or all tender(s) without assigning any reason and reserves the right to award the same as per the decision of the Board of management of the STAOA.

21. PENALTIES:

- i. For misbehavior on part of the security staff/House Keeping Rs.1000/- per default.
- ii. For non-wearing of prescribed uniform including identity card & name plate by Security Staff /House Keeping and/or identity card Rs.1000/- per default.
- iii. For causing nuisance/damage to property in Supreme Towers- 3 times of the market value of such property or Rs.5,000/-, whichever is higher, per default.
- iv.. For removal of any item(s) for which the agency is not authorized – 3 times of the market value of such property or Rs.5,000/-, whichever is higher, per default.
- v. For violation of any of the condition of the contract, Rs.5000/- per default.

22. DISPUTE SETTLEMENT: It is agreed to settle all disputes amicably and unsettled disputes may be referred to an Arbitrator appointed by the President of the STAOA and court of the NOIDA will have jurisdiction about the unsettled issues through arbitration.

**STAOA OFFICE
GH 4 & 5, SECTOR 99, NOIDA, UP**

ANNEXURE-A

UNDERTAKING ON NON JUDICIAL STAFF OF RS. 100

To

THE MANAGER
SUPREME TOWERS APARTMENT OWNERS
ASSOCIATION GH 4 & 5, SECTOR 99,
NOIDA, UP

NAME OF THE TENDER: - TENDER FOR PROVIDING SECURITY SERVICES AT SUPREME TOWERS APARTMENT OWNERS ASSOCIATION HOUSING COMPLEX GH 4 & 5, SECTOR 99, NOIDA, UP.

Sir,

I Proprietor/Partner/Director of the firm/agency/company namely byregistered office... do hereby solemnly affirm and declare as under.

1. That I am competent to file this undertaking and also understand that I /We execute the work on behalf of the principle employer & they are liable to obtain /call all the information /documents pertaining to the work /company /agency firms also.
2. If the works is awarded to me /our agency I/We shall make the payment to the security guard /employee as per the minimum wages act and rules enacted from time to time by the competent authority.
3. I/We further undertake that the firm /company /agency will abide by the minimum wages as notified by Government from time to time and all labor laws and if our tender, after submitting, is rejected or cancelled at any stage on whatever ground, I/WE shall not claim /complaint to any authority, whatsoever at any stage or to any court of law.
4. I undertake that I will prepare the registers/sheets as per (i) Form-XII (see Rule-74) (ii) Form-XIII (see Rule-75) (iii) Form-XVI (see Rule-78 (2) (a)) (iv) Form-XVII (see Rule-72 (2) (a)) showing

thereby combined /consolidated strength depicting all the employees of the Co./firm/agency as a whole covering in our contract as well as all other contracts. I also undertake that above said registers /sheet will be shown / presented in writing before start of work and salary sheet will also be shown every month for claiming the monthly payment.

5. I also further undertake that I will prepare salary sheet as per above all three registers /sheets and accordingly deposit the ESI and EPF contributions as per applicable and deposit the same to the concerned department and will show to the STAOA officers /competent authorities as a whole/consolidated record. If I/WE fail to submit the requisite information of workers proposed to be deployed in this work before the stipulated date of commencement of work, the STAOA will have authority to reject the tender and forfeit my /our EMD and PG out rightly without any notice and get the work done at our risk and cost.

(Signature of the Bidder)

Name and Address of the Bidder, with stamp

Telephone No.

ANNEXURE-B

SUPREME TOWERS APARTMENT OWNERS ASSOCIATION

QUOTATION

PROFORMA

**TO BE FILLED BY THE TENDERER WITH REFERENCE TO
TENDER FOR PROVIDING SECURITY SERVICES AT SUPREME
TOWERS APARTMENT OWNERS ASSOCIATION HOUSING
COMPLEX GH 4 & 5, SECTOR 99, NOIDA, UP**

1. Name of the tenderer with address:
2. Name of the contact person with Mobile / Fax / Telephone No. (s):
3. E-mail id:
4. Pan Card No. (attach proof):
5. Rates:

A	B	C	D	E	F
Sl. No.	Description	Security Guards (Civilian)	Security Guards (Ex-Serviceman)	Supervisors (Civilian)	Supervisors (Ex-Serviceman)
1	Basic Salary / Wages	Rs.	Rs.	Rs.	Rs.
2	ESI @ 4.75%	Rs.	Rs.	Rs.	Rs.
3	EPF @ 12%	Rs.	Rs.	Rs.	Rs.
4	Bonus @ 8.33%	Rs.	Rs.	Rs.	Rs.
5	Administrative Charges (1.1%) EDLI (.5%) etc @ Totally 1.61%	Rs.	Rs.	Rs.	Rs.

6	Weekly Off Replacement etc.	Rs.	Rs.	Rs.	Rs.
7	Cost Per Head	Rs. (Sum of column 1 to 6)	Rs. (Sum of column 1 to 6)	Rs. (Sum of column 1 to 6)	Rs. (Sum of column 1 to 6)
8	Service Charges @	Rs.	Rs.	Rs.	Rs.
9	Total Amount for Guards and Supervisors	Rs. (Column [7+8] x)	Rs. (Column [7+8] x)	Rs. (Column [7+8] x)	Rs. (Column [7+8] x)
10	Grand total (per month)	Rs..... Rupees (Column 9C+9D)			
11	Service Tax @ 15% of grand total at Column 10	Rs.			
12	Annual Financial Component	Rs... /- per annum Rupees (Column {10+11} x 12)			

(Signature of the tenderer with name of the firm with date & stamp / seal)

ANNEXURE-C

SUPREME TOWERS APARTMENT OWNERS ASSOCIATION

QUOTATION

PROFORMA

**TO BE FILLED BY THE TENDERER WITH REFERENCE TO TENDER
FOR PROVIDING HOUSE KEEPING SERVICES AT SUPREME
TOWERS APARTMENT OWNERS ASSOCIATION HOUSING
COMPLEX GH 4 & 5, SECTOR 99, NOIDA, UP**

1. Name of the tenderer with address:
2. Name of the contact person with Mobile / Fax / Telephone No. (s):
3. E-mail id:
4. Pan Card No. (attach proof):
5. Rates:

A	B	C	D	E	F	G	H
Sl. No.	Description	Sweeper	Plumber	Electrician	Garden r	DG Set Operator	Supervisors
1	Basic Salary / Wages	Rs.	Rs.	Rs.	Rs.		
2	ESI @ 4.75%	Rs.	Rs.	Rs.	Rs.		
3	EPF @ 12%	Rs.	Rs.	Rs.	Rs.		
4	Bonus @ 8.33%	Rs.	Rs.	Rs.	Rs.		
5	Administrative Charges (1.1%) EDLI (.5%) etc @ Totally 1.61%	Rs.	Rs.	Rs.	Rs.		
6	Weekly Off Replacement etc.	Rs.	Rs.	Rs.	Rs.		
7	Cost Per Head	Rs. (Sum	Rs. (Sum	Rs. (Sum of	Rs. (Sum		

		of column 1 to 6)	of column 1 to 6)	column 1 to 6)	of column 1 to 6)		
8	Service Charges @	Rs.	Rs.	Rs.	Rs.		
9	Total Amount	Rs. (Column [7+8] x)	Rs. (Column [7+8] x)	Rs. (Column [7+8] x)	Rs. (Column [7+8] x)		
10	Grand total (per month)	Rs..... Rupees (Column 9C+9D)					
11	Service Tax @ 15% of grand total at Column 10	Rs.					
12	Annual Financial Component	Rs /- per annum Rupees (Column {10+11} x 12)					

(Signature of the
tenderer with name of the
firm with date & stamp /
seal)