



UNIWORLD CITY

REQUEST FOR PROPOSAL

FACILITY MANAGEMENT SERVICES

Table of Contents

1. NOTICE INVITING PROPOSAL
2. TERMS OF REFERENCE (TOR)
2.1 ELIGIBILITY CRITERIA
2.2 SCOPE OF WORK
2.3 RESPONSIBILITIES OF THE SERVICE PROVIDER
2.4 RESPONSIBILITIES OF THE CORPORATION
2.5 COST OF RFP DOCUMENT, EMD AND PERFORMANCE SECURITY
2.6 PAYMENT & PRICE VALIDITY
2.7 PERIOD OF ENGAGEMENT
2.8 TERMINATION /SUSPENSION OF AGREEMENT
2.9 DETAIL OF OFFICE PREMISES
3. INSTRUCTIONS TO BIDDERS
3.1 SUBMISSION OF THE PROPOSAL
3.2 CONTENTS OF THE PROPOSAL
4. SPECIAL CONDITIONS OF CONTRACT
5. PENALTY CLAUSES
ANNEXURE 1: SCOPE OF SERVICES
ANNEXURE 2: PROFILE OF THE BIDDER
ANNEXURE 3: FINANCIAL PROPOSAL
ANNEXURE 4: AVERAGE ANNUAL TURN OVER IN LAST THREE FINANCIAL YEARS FROM FACILITY MANAGEMENT SERVICES
ANNEXURE 5: UNDERTAKINGS
ANNEXURE 6: General approach & Methodology
ANNEXURE 7: Format of Bank Guarantee for Earnest Money Deposit
ANNEXURE 8: TENTATIVE LIST OF REQUIRED MANPOWER
ANNEXURE 9: Tentative list of Housekeeping Machineries to be deployed by the service provider
ANNEXURE 10: Financial Proposal

Special Conditions of Contract
Penalty Clauses

1. Notice inviting Proposal

1.1 Proposals are invited from eligible Bidders (Firms/ Agencies) interested to provide “Facility Management Services” to Uniworld City, Action Area III, New Town, Kolkata - 700160 on outsourcing basis as per a service contract with specific terms and conditions.

1.2 The contract shall be initially for a period of one year, which may be renewed thereafter subject to satisfactory performance of the Agency and with the mutual consent of both the parties.

1.3 The proposals (both technical and financial) in the prescribed formats and manner must reach the Facility Office of the Uniworld City AOA within due date and time (11.03. 2023 by 6 P.M.) Proposals received after due date and time shall be rejected. The proposals should be submitted only through Drop Box at Uniworld City Facility Office.

1.4 Key Information:

Sl. No.	Particulars	Information
1.	Start Date for availability of RFP document in the official website	22.02.2023
2.	Date & Time for Pre-Bid Meeting	Latest by 04.03.2023
3.	Venue of Pre-Bid Meeting	Meeting Room, UniClub 1, Uniworld City, Action Area III, New Town, Kolkata – 700160
4.	Closing Date for availability of RFP document in the official website	28.02.2023
5.	Last date and time for receipt of RFP Response	11.03. 2023 by 6 P.M.
6.	Date and time for opening of Technical Proposal 11.00 AM	12.03.2023
7.	Date and time for opening of Commercial Proposal	16.03.2023

2. Terms of Reference(TOR)

2.1 Eligibility Criteria

The interested Bidders/service provider shall have to comply with the following criteria to participate in the tendering process -

a) Must have either its registered office or full-fledged branch office in Kolkata. **(Self- attested copy of documentary evidence like Certificate of Incorporation, GST Registration Certificate, etc. to be furnished along with the technical proposal)**

b) Must have minimum Five years of experience (as on 31stMarch 2022) in providing Facility Management Services on outsourcing basis either to a single organization or multiple organizations/ Large Residential Complex in India and also they should have experience in managing end to end facility management services in various residential and commercial complex. In each of these Five years, the Agency should have provided at least four categories of services out of the eight categories of services i.e. (1) Security Service, (2) Housekeeping Service, (3) Providing Office Attendants, (4) Electrical Maintenance Service, (5) PH Maintenance Service, (6) Providing Office Assistants (7) Providing Accounts Assistants and (8) Gardening Service. **(Self-attested copies of the Service Contracts/ Agreements/ Work Orders/ Completion Certificates/ Performance Certificates from the Employers to be furnished along with the technical proposal)**

Must have provided similar Facility Management Services to at least two premium Residential Complex successfully (uninterrupted/ continuous) for a period of minimum 24 months during the last 3 financial years i.e. 2019-20 to 2021-22. **(Self attested copies of the Service Contracts/Agreements/Work Orders/Completion Certificates/ Performance Certificates from the Employers to be furnished along with the technical proposal)**

c) Must have executed similar Facility Management Work for at least Rs.5 Crores during each of the last 3 financial years i.e., 2019-20 to 2021-22. (Self-attested copies of the Service Contracts/Agreements/Work Orders/Completion Certificates/Performance Certificates from the Employers to be furnished

along with the technical proposal).

- d) Must have valid registration under Shops & Establishment Act or other relevant Act/ Rules, Labour Law, Income Tax, ESI, EPF, GST, etc. **(Self- attested copies of such Registration Certificates to be furnished along with the technical proposal)**
- e) Must have license to engage in the business of Private Security Agency from Competent Authority. However, the service provider can also provide security service by way of outsourcing the same from another agency having required license from Competent Authority to engage in the business of Private Security Agency. In such case, the service provider has to mention the name of such agency and attach a copy of the license issued to such agency along with a copy of the agreement/ understanding of the bidder with the agency for such outsourcing along with the RFP. **(Self-attested copy of PASARA (Private Security Agency Regulation Act) Certificate of the bidder or of the Agency from whom the service is to be outsourced by the bidder along with a copy of the agreement/ understanding of the bidder with the agency for such outsourcing to be furnished along with the technical proposal)**
- f) Must have employed not less than 100 (one hundred) field level staff²(non-administrative) to render similar services at client'(AOA) locations (either single location or multiple locations). **(Self-attested copies of EPF and ESI returns for any one of the three months preceding the month of submission of this proposal to be furnished along with the technical proposal)**
- g) Must have a minimum Annual Turnover of Rs.25 Crores during each of the last 3 Financial Years i.e. 2019-20, 2020-21 & 2021-22 **(Self-attested copies of Audited Profit & Loss Accounts and Balance Sheets to be furnished along with the technical proposal. Provisional Profit & Loss Accounts and Balance Sheets shall not be considered.)**
- h) Must have ISO 9001 certification. **(Self-attested copy of ISO 9001Certificate to be furnished along with the technical proposal)** and regular Audit reports thereof.
- i) Must have handled contracts of Residential Complex having minimum of 35 acres / 1000 flats / 20 lac sq. ft. of buildup area under Facility Management

Services in India in any one of the last 3 financial years i.e., 2019-20, 2020-21 & 2021-22 (**Self-attested copies of Service Contracts/Completion Certificate/ Work Orders**) Performance Certificates from the Employers to be furnished along with the technical proposal)

- j) The bidder can also submit Details any of the firm's special or unique capabilities, technology or operating procedures that would be of direct benefit to AOA.

The offer should be submitted in 2 part – **Technical Bid & Commercial Bid**

- ✓ Technical bid – documents necessary to be defined
- ✓ EMD / PBG needs to be considered and included
- ✓ Price Bid : Format to be incorporated for quoting price (the excel format can be considered)
- ✓ Payment terms : Should be modified as “ Within 60 days of submission of Invoice along with Work completion Certificate & other documents as per checklist”

We need to define an SLA & KPI sheet for the SP to fill in on monthly basis and submit along with Invoice. This should provide penalty & reward indicator

2.2 Payment & Price Validity

- a) The Service Provider shall be paid on monthly basis as per the contracted rate & terms. The price shall be all-inclusive including the cost of manpower, consumables, equipment , AMC charges and management fees or Only Management fees under direct payments to all Service Providers by AOA (The price quote for all services need to be furnished as per Commercial RFP).
- b) While the bill for 1st month shall be paid after submission of bill for the month within 45 days of bill submission, payment from the 2nd month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as EPF, ESI, etc. for the previous month on same terms & conditions.
- c) The price as quoted by the Service Provider (as per Annexure 4) shall remain unchanged in the first year of operation. There shall be a price escalation on increase in minimum wages of state Govt. for the manpower contract coming under Minimum Wages Act but not applicable for SLA based contract.
- d) GST, if any, shall be paid at the applicable rate.

2.3 Period of Engagement

2.3.1 The engagement shall be for a period of One year from the date of actual operation (beginning of service) or signing of contract whichever is later.

2.3.2 The contract may be renewed for another year subject to satisfactory performance of the Agency and with the mutual consent of both the parties.

2.4 Termination /Suspension of Agreement

2.4.1 Should be in favor of AOA (30 days from AOA but minimum of 90 days from Service provider).

2.4.2 The Uniworld City AOA may, by a notice in writing suspend the agreement if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension:

2.4.3 Shall specify the nature of failure and shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

2.4.4 The Uniworld City AOA after giving 30 days clear notice in writing expressing the intention of termination by stating the ground/grounds on the happening of any of the events (i) to (iv) below, may terminate the agreement after giving the service provider reasonable opportunity of being heard.

2.4.5 If the service provider does not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Management have subsequently approved in writing.

2.4.5.1 If the service provider becomes insolvent or bankrupt.

2.4.5.2 If, as a result of force majeure, the service provider is unable to perform material portion of the services in a period of not less than 60 days.

2.4.5.3 If, in the judgment of the Management of AOA, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

2.4.5.4 if the Service Providers submit to AOA a statement which has a material effect on the rights, obligations or interests of the Client and which the Service Providers know to be false.

2.4.5.5 if, as a result of Force Majeure, the Service Providers are unable to perform a material portion of the Services for a period of not less than Forty-Five (45) days

- 2.4.5.6 If the Service Providers fail to comply with any final decision reached as a result of arbitration proceedings.
- 2.4.5.7 In case the contract is terminated, the balance amount of advance fee if any, paid earlier shall be paid back by the Service Provider to AOA within thirty days of the termination letter, failing which the same shall be recovered by encashing the performance security submitted by Service Provider.
- 2.4.5.8 Upon termination of this Contract by notice of either Party to the other pursuant , the Service Providers shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum.
- 2.4.5.9 Upon termination of this Contract , AOA shall make the payments for Services satisfactorily performed prior to the effective date of termination; to the Service Providers after offsetting against these payments any amount that may be due from the Service Provider.

2.5 Detail of Office Premises

- 2.5.1 Total area including under construction area (Not under FM contract), common area, Roads, Gardens/ Grounds/ Landscaping area, restroom, security room etc. is 100 Acres. (Approximately).
- 2.5.2 Service Providers are requested to visit the office premises of Uniworld City to assess the actual area, outdoor workload including internal road, lawn, parking area, rest shed, etc., to assess the actual area to be covered and the quantum of work preferably on the day of the pre-bid meeting.

3. Instructions to Bidders

3.1 Submission of the Proposal

- a) The proposal shall be submitted in a sealed envelope with clear inscription as **“PROPOSAL FOR FACILITY MANAGEMENT SERVICES, RFP REFERENCE NO. UNIZEN/23-24/FACILITY/01”** on top of it before due date and time.
- b) The Proposal shall be in two parts i.e., Cover-A and Cover-B. “Cover-A” shall contain the Technical Proposal and “Cover-B” shall contain the Financial Proposal.
- c) Technical and Financial Proposal shall be submitted separately in sealed covers with clear inscription as “TECHNICAL/ FINANCIAL PROPOSAL on top of respective covers and both the sealed envelopes shall be sealed in a third envelop with required inscription on it as mentioned in Clause (a) above.
- d) The Proposal shall remain valid for a period not less than 90 days after the last date of submission of RFP.

3.2 Contents of the Proposal

- a) The technical proposal in addition to proof of eligibility shall contain:
 1. All the information, documents and clarifications as required under Annexure 2-6& TOR.
 2. Copy of the RFP Document signed on every page by the duly authorized Signatory.
 3. Authorization Certificate issued by the Agency for the Signatory signing the Documents submitted to AOA for this Tender.
 4. The Financial Proposal shall be submitted in the format given in **Annexure 7.**

ANNEXURE 1: SCOPE OF WORK

As professional service provider, the service provider will endeavor towards the following:

- To bring in best practices of the industry as applicable to the site.
- Implement standard Systems and Processes for task execution.
- Rolling out of technology enabled services (subject to all stake holders’ support and cooperation).

- Focus on Fire Safety and training
- Effort towards cost control and optimization
- Regular methodical reporting to the BOM
- Periodic reviews of utilities, amenities, and processes by system experts of VENDOR and feedback to BOM
- The service provider will carry out work, supervision, coordination, monitoring activities as listed, but not limited to, below in CLIENT site
- Engineering and preventive Maintenance
- The following services would broadly be covered under the scope of services of the service provider. The cost of all consumables & spares for Operation & Maintenance of various utilities & services within the said Property will be borne by Service providers. Further they shall keep record of all logbooks as specified by the supplier/manufacturer and shall maintain cleanliness in all plant rooms.
- Make a library for maintenance of all manuals, drawings etc. at centralized location at the site.
- Submission of status reports to AOA as per agreed frequency. A key benefit AOA sees from engaging a Facility Management vendor is to improve the quality of reporting and decision support. The bidders are required to provide samples of such reports with clarity of frequency. Any technology used in delivery of services should be highlighted and costs clearly stated.
- Maintain & Upkeep AOA facilities to ensure that it is clean and properly managed at all times. Ensure hygiene and safety aspect of the facility & Equipment's and carry out periodic audit of the premises and equipment. Further also conduct training for all the deputed staff of the service provider considering technological changes.
- One of the critical success factors for this service is a fulltime, dedicated, single point of contact assigned by the service provider. He / She will have authority over all staff and resources that are involved in service delivery.
- The service provider will be measured qualitatively and quantitatively through the usage of Service Level Agreements (SLAs), Key Performance Indicators (KPIs). These SLAs and KPIs will be agreed during the contract negotiation process. Bidders should propose specimen SLAs and KPIs to cater to the stated scope of services.

ELECTRICAL & MECHANICAL WORKS

- Operate and maintain the entire Electrical System equipment and installations as per the operation and maintenance manuals and specifications of the manufacturers and/or the original installation contractors.
 - Ensure that all electrical and lift rooms, electrical equipment in public areas, electrical shaft doors, meter boxes in units/flats etc. are locked at all times and access is limited to authorized personnel only.
 - Ensure all cable and wire connections are clean and firm.
 - Ensure contacts in all breakers are clean and mechanical operation is smooth and firm.
 - Check all meters periodically to ensure they are functioning and show correct readings.
 - Ensure all light fittings inclusive of luminaries, lamps, ballasts, starters, transformers, connections etc. are always in proper working condition and replacements are carried out promptly.

- Maintain the earthing system to ensure earth continuity at all points in the electrical system up to the main distribution board in each apartment and maintain all earthing pits with necessary watering etc.
- Take necessary steps to have inspections by statutory inspectors carried out at all specified intervals and ensure all licenses/permits are valid at all times. Liaison with Electricity Department for all general electrical works and in various aspects of the new work/ annual inspection, etc.
- The service provider will attend the critical equipment such as air circuit breakers, oil circuit breakers, transformer etc. In case of major breakdowns & overhauls specialized agencies may be employed and required charges will be paid by client on as and when required basis. The service provider will coordinate all activities.
- Periodic testing for Oil and Dehumidification / Oil filtration charges will be in the account of Client. (If Applicable)
- Rewinding of motor for pumps, exhaust fan, ACB's and alternators of DG etc. are to be borne by Client/AOA
- To record the readings of Electrical meter installed in electrical room for electrical consumption of various shops.
- Stock levels to be maintained for different kinds of spares/inventory, etc. Ensure at all point of time adequacy of stock/spares for all equipment installed at the site. Information to stores to be given for replenishment of stocks
- Cost of calibration and relay testing or any other testing for equipment to be borne by Client/AOA.
- Repair of Pump set and associated pipeline's damages or changing due to aging or due to any other cause will be in account of Client.
- During breakdowns, the electrical staff should immediately rectify the problem or contact the respective equipment maintenance Contractors, if any, for attending the breakdown.
- To procure diesel, etc. for functioning of DG Set in emergency and to maintain the logbook. However, the same would be reimbursed to the Firm.
- Periodical servicing of pump sets and electrical motors installed in pump rooms once in 6 Months.
- Any other item not included above but required for ensuring uninterrupted and smooth electrical management & maintenance services for the client .

The following Personnel shall be provided by the Agency –

Sl. No.	Category	No.	Qualification & Experience
1.	Skilled Electrician	To be agreed	Age Limit: Minimum 30 years & Maximum 50 years as on 31.12.2022 Educational Qualification: ITI/ Diploma in Electrical Engineering Experience: Minimum 5 years in Electrical Maintenance & Management. Must be having knowledge on Air-Conditioning System, DG Set and electrical installations.

			Working Hours: 8 hours
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LIFT

Operate and maintain the entire Lift system as per the operation and maintenance manuals and specifications of the manufacturers and/or the original installation contractors. Below enclosed are the various checklist which the service provider need to monitor for the smooth operation of the lift in various phases:

Fortnight Service

- To check all bearing oils, oil rings, oil chains, etc. All machines should be carefully
 - checked and repaired for abnormal temperature rise.
- To check and repair all relays and contacts as wells as their movements and repair
 - as necessary .
- To clean traction machines, relays panels, control panel, starter panels, selectors,
 - governors, sills and pits.
- To check brake action and adjust if necessary.
- To check and repair movement of door switches, gate switches and emergency stop
 - Switches.
- To check and repair indicator lamps and indicator.
- To check and adjust leveling differences, brake slippage, acceleration, deceleration
 - and riding comfort.
- To check and repair operation of weighting devices.

MONTHLY (IN ADDITIONAL TO ALL FORTNIGHTLY CHECKS)

This shall include the following but not limited to:

- To turn grease cups for speed governors and compensating pulleys
- To check and oil selectors
- To top up rail lubricators
- To clean ropes oil if necessary
- To clean traction motor brushes, brush holders and internal frame. Adjust slip rings if necessary. Check commutators.
- To oil electric brake pins
- To oil all pins of door operation and door opening mechanisms
- To clean hoist way, beams slow down cams, outside cages, rails and counterweight rails.
- To clean, oil and adjust door closer and levers
- To clean main sheave, secondary sheaves and rope sheaves on car top and counterweigh top .
- To clean and repair brake wheels and shoes
- To oil compensating rope tensioning pulleys.

EVERY TWO MONTHS (IN ADDITIONAL TO ALL MONTHLY CHECKS) :

- This shall include the following but not limited to:
- To clean and oil door hangers, door rails, interior of hanger case. If necessary adjust acentric rollers, car door hangers, door connecting ropes and chains.
- To check and repair door shoe
- To clean and oil safety fears

- To clean and oil interior of terminal limit switches and position switches. Check rubber rollers of terminal limit switches.
- To check oil clean and repair interior of door switches, gate switches. Replace worn parts if necessary
- To check and repair flexible cable
- To clean and check push buttons of care control panels
- To check, clean and repair the sleeve and plungers of the electromagnetic brakes.

QUARTERLY (IN ADDITIONAL TO ALL TWO MONTHLY CHECKS):

This shall include the following but not limited to:

- To check and repair the operation of terminal limit switches and final limit switches.
- To check and repair the governor switches.
- To clean the brush holders and commutators of the door motors.
- To check and repair the traction ropes for broken wire, wear elongation and even tension. Adjust if necessary.
- To remove the dust inside the traction machines and controls panels using electric blower
- To clean and repair the indicator lamps
- To check the voltage of rectifiers and thyristors.

HALF YEARLY (IN ADDITIONAL TO ALL QUARTERLY CHECKS):

This shall include the following but not limited to:

- To check and repair the operation of safety gears
- To check oil for oil buffers
- To check and clean the hall buttons and contacts
- To check and repair the compensating chains or ropes
- To check and oil the bearing of door motors
- To check the wear of guide shoes of cars and counterweights.

ANNUAL (IN ADDITIONAL TO ALL HALF YEARLY CHECKS) :

This shall include the following but not limited to: -

- To clean the wire connection box of every landing and car cages. Tighten all screws and check the conditions of cables at conduit inlets and outlets
- To check and repair the conditions of worm gear and thrust bearing of the gearboxes
- To check and tighten screws of control panels, starters panels and relay panels .
- To remove the dust inside the landing indicator switches by electric blower.
- To test all safety devices
- To dismantle, clean and adjust the electromagnetic brake of gearless machines
- To change gear oil and motor oil
- To check and tighten screws and foundation bolts of traction machine, secondary sheaves, exterior of lift frame, guide rail, guide rail clamps and bracket etc.
- To test the over current relays

FIRE DETECTION & ALARM SYSTEM

To operate and maintain the entire Fire Detection and Alarm, Fire Fighting and Suppression system:

- Ensure that fire reserve tanks (underground/overhead) are always full and no misuse for other purposes is made.
- To ensure all smoke & heat detectors and sprinklers i.e. all detectors/sensors and the system as a whole are in perfect working condition at all times and to carry out periodic checks to ensure the appropriate alarm is raised as designed and handed over. A log of all such tests shall be maintained.
- To periodically operate the Ventilation and Smoke Exhaust System through the Fire Detection Panel to always ensure their proper functioning.
- To ensure proper maintenance of all indicators, panels and alarms.
- To ensure proper maintenance of panic exit devices.
- To ensure deluge system is always maintained.
- To test operate all types of fire extinguishers periodically and to maintain a log of expiry dates and replacements.
- To maintain properly and always keep ready for use all fire pumps, jockey pumps standby diesel pumps and their controls and panels and ensure all fire lines can withstand the specified water pressure.
- Ensure no obstruction is created (by means of parking or otherwise) in front of fire hydrants and fire hose reel cabinets.
- Ensure all access roads for fire tender movement, as designated, are always kept free.
- To carry out periodic fire drills & keeps record of same
- To have inspection carried out by the Fire Department and always keep all clearances valid.
- Clean the exterior of the extinguisher. Brass parts with metal polish, and chromium plated parts with silver polish.
- Check the nozzle outlet and vent holes and the threaded portion of the cap for clogging and check the plunger is in working position and is clean.
- Check the cap washer, grease the threads of cap plunger
- Check pressure of all fire extinguishers.
- Check for validity of Fire extinguisher as mentioned by OEM and should take necessary steps to intimate Company Admin for their timely refilling.

WATERSUPPLY

- To ensure operation of all pumps according to planned schedule for 24-hour water supply. All tube well water meters to be logged regularly.
- To ensure all water supply pumps, pressure vessels, hydro pneumatic systems and control panels are maintained as specified in manuals furnished by manufacturers/original installation contractors as advised by Client.
- To ensure all water valves operate smoothly and there are no leaks anywhere in the system.
- To clean, on a regular basis, all underground and overhead tanks and to ensure there are no deposits/sediments or algae growth.
- To ensure proper maintenance of Water Treatment Plant and correct chlorine dosage.
- To ensure filtration equipment is always maintained in a proper fashion and to

carry out backwashing as specified.

- To ensure all level indicators and level controllers' function as always required.

DRAINAGE & SEWAGE DISPOSAL

- All chambers, manholes, catch basins etc. and lines should be clear at all times through regular cleaning and de-silting and choking, if any, shall be attended to promptly.
- All gratings and covers should be always in place and losses, if any shall be replaced promptly at the cost of Client
- All pumps, panels and controls for evacuation of storm water and sewage shall be maintained in proper working order at all times.
- Effluent Treatment Plant is to be always maintained in proper fashion and regular checking of water is to be carried out and recorded.

MAINTENANCE OF EQUIPMENT

- **Preventive maintenance**-The service provider shall carry out the planned preventive maintenance of the plants and equipment's for which we have taken skilled technical manpower that will be responsible for PM activities on site along with requisite tools & tackles, spares & Consumables, etc. A PM schedule would be prepared during the transition period.
- **Periodic Maintenance**-The service provider recommends the OEM of the major equipment's e.g., DG, transformer, etc. to visit the site periodically, understand the requirement and perform the maintenance activities accordingly.
- Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable non- abrasive cleaners and disinfectants.
- All surfaces shall be free of grime, soap mud and smudges. Cleaning of mirrors, glass doors, glass windows, etc.
- Trash Cleaning.
- All waste from waste baskets (common area of floors & other strategic locations) will be collected and deposited in the building's waste containers.
- Cleaning of light fixtures
- Removal of cobwebs
- Polishing of brass / copper fixtures
- Washroom

Cleaning

HOUSEKEEPING SERVICE

- Cleaning of floor areas which includes dry dusting
- Wet cleaning by abiding with proper solvent specification
- Dry and wet mopping of granite/marble floor
- Scrubbing of granite/marble finish area
- Regular dust control
- Dry and wet moping of the approach areas of the facility.
- Cleaning of office equipment(s) in the offices in the common area

Safety Guidelines

- The Service Provider must know and follow their duties related to safety for all personnel. These guidelines are applicable to FM Service Providers as well as sub-contractors deployed by them at the site
- All Service Provider workmen should be provided with a uniform by the FM Service Provider and shall work within the Company premises in their prescribed uniform
- The Service Provider shall ensure that no access (passages / access to emergency apparatus / exits) is blocked, unless so authorized by Company personnel beforehand
- The Service Provider shall provide prior information to the AOA representative about any hazardous material being brought on the site and shall ensure security storage of such material
- The Service Provider must leave work areas in a clean, tidy and safe condition at the end of each working period
- The Service Provider should ensure that their personnel do not consume alcohol / do not smoke / do not take drugs on site
- All workmen of the Service Provider or their sub-contractors must have valid identifications cards verified by the Company Security Department & shall display at all times during duty hours

GARBAGE DISPOSAL

- To co-ordinate with authorized garbage lifting authorities and supervise that wet, disposable and non-disposable garbage are segregated and disposed of accordingly.

CCTV & ACCESS CONTROL

- To operate and maintain the entire and complete CCTV and Access Control system as installed.
- To ensure all card readers, barriers, door control units are in perfect working condition and carry out periodic checks to ensure signals are received at the central monitor as designed and handed over.

BUILDING EXTERIORS

- Exteriors of all buildings shall be inspected on a regular basis and cleaned when required.
- External surface of glazing of all buildings using the existing installed mechanized cleaning system shall be cleaned wherever it is practically possible, on a regular basis and a log of this shall be maintained.
- AOA requires the provision of a professionally managed cleaning service to the external areas of the buildings.
- The required service standard is to be evident before the start of business activity and, in addition, should be brought up to this standard during the business day.
- Entrances, service areas, car parks, paving, paths, grounds and the outside premises must be maintained so that no dust, debris, litter cigarette ends, dirt or spillages are apparent after cleaning. Empty all waste bins and replace in their original locations.
- All areas protected by security, screening, netting, protective cages etc. shall have the protection removed temporarily to remove dust, debris, dirt, weeds and litter. The protection must be replaced to the original standard prior to invasion.
- The Service Provider shall report any defects encountered during carrying out external

area's maintenance tasks to Company.

Periodic Cleaning

- In addition to the above, the Service Provider is required to carry out any periodic or deep clean activities not included in the routine cleaning activities to achieve the service standards. This can include, but is not limited to, deep cleaning and periodic cleaning activities of the communal and public areas and deep cleaning activities that require more frequent cleaning than routine
- Special cleaning instructions need to be followed for below mentioned area:

Server Room, Communication Room and Hub Rooms

Cleaning will be scheduled by arrangement with the person responsible for giving access to that particular area.

- This specification relates to the special cleaning in the communications and equipment areas within the premises
- These areas must be free from dust, static electricity and be left clinically clean. There must be no evidence of dust, run marks, removable stains, finger marks or cobwebs on any surface
- Under no circumstances must any computer or computer related equipment be disturbed in any way other than the cleaning actions
- The Service Provider must ensure that only the appropriate cleaner's power sockets are used for cleaning equipment, not those specifically dedicated for computer use. If in doubt the cleaners should consult the Company.
- Mats and carpets must be free from dust, debris and stains. Their attendant mat wells must be free from grit, dust and debris and must be left clean and dry
- Hard floor areas must be entirely free from dust and left clean and dry
- Where possible items of furniture that are removable are not to be cleaned within the area. They are to be removed dirty, cleaned outside the area and returned in a clean anti-static state
- All non-computer equipment and furniture must be suction cleaned free from dust and left free from grease and smears. Switch areas at the front of tape units or disk drives must not be dusted
- The use of water for cleaning in these areas is forbidden

HORTICULTURE (HARDLANDSCAPE)

- All hard landscape features shall be cleaned regularly.
- Stone slabs, cobble stones etc. requiring replacement for any reason whatsoever shall be replaced promptly.
- External development shall, at all times, be maintained in a proper manner to give a neat, clean and orderly appearance.
- All fountain pumps, controls etc. and fountains shall be maintained in a proper and systematic manner.

HORTICULTURE (SOFTLANDSCAPE)

- All plants (grass, ground cover, bushes, and trees) shall be maintained in a proper fashion, which will include irrigating, fertilizing, pruning, trimming etc. as required.
- Any plant material, which dies, shall be replaced with the same species of the same maturity (similar height, girth, foliage-spread etc.) as that of other plants of the species in the vicinity.
- All planting works shall be undertaken in a manner so as to maintain a pleasing, tidy appearance.
- All plant specimens shall be maintained so that they are in healthy growth.
- All plant specimens shall be kept to an acceptable height and form and shall be pruned in accordance with good horticultural practice.
- A fully detailed asset register detailing all plant specimens shall be kept by the Service Provider detailing type, location, condition and frequency of visit for all plants on display at each location.
- All pots/ containers shall be cleaned and replaced where necessary
- All plant specimens, which have or appear to be dying shall be removed and replaced as soon as possible following removal of dead plant(s) by a suitable replacement.
- Day to day watering (two times: before 9 A.M. & between 4 P.M. to 5.30 P.M.), trimming, maintaining of shrubs, hedges, ground covers, trees, grass lines and lawn areas and removal of grass/ wild growth in the garden, paver blocks, pathways and open & undeveloped areas, etc. as per requirement at site.
- The plants and green area shall be treated with approved pesticides and filling with approved red garden soil mixed with Bio-Organic/ processed manure in standard proportion at least once in a quarter or as and when required so as to ascertain the satisfactory growth of entire plantation.
- Trimming of trees and eco-friendly termite treatment to the trees once in a year and/ or as directed by Client.
- Develop new areas by planting flower and other decorative/ useful plants in local environment.
- Day-to-day cutting of the lawns by machine and disposing the waste garbage in gunny bags out of the Client's premise.
- Change the position of pots at regular intervals

- Maintain and replace the potted plants kept inside the office premises.
- Replace / replenish the decayed or dead plants of the same variety.
- Carefully uprooting and weeding out wild grass and wild growth to get rid of the rootstock, as required at site by deploying required number of workmen as per quantum of work, stacking the same, clearing the entire area specifically around the existing trees and shrubs, etc. and disposing all the vegetation, removal of wild grass and unwanted materials, etc. from the Client's premises. The disposables are not to be burnt.
- Performing other related tasks as & when required.

Note: AOA reserves the right not to accept any category of person provided by the successful bidder and it may resort to testing of skills of the persons and accept the qualified persons as per its own requirement.

The following Personnel shall be provided by the Vendor –

Sl. No.	Category	No.	Qualification & Experience
1.	Gardening Staff	To be agreed	Age Limit: Minimum 25 years & Maximum 50 years as on 31.12.2022 Educational Qualification: Minimum 7th Standard (Pass) Experience: Minimum 5 years in similar work

PEST CONTROL

- Rodent control and general disinfestations of all common areas to be executed periodically at the Property by the service vendor. Aggressively control Reptile sightings in collaboration with Forest Dept as well as timely advisory to residents.
- The Service Provider is to provide a total pest control service for the Premises in order to keep AOA Premises free from rodents, birds, insects etc.
- The Service Provider shall provide a full action plan for dealing with the range of pests encountered within the Premises. The Service Provider is required to carry out a detailed survey of the site. The findings and results of the survey, together with other information, are then used in formulating the action plan, of which control is a major part.
- The Service Provider shall determine the site conditions and make a list of all the pests identified during the site visit. All Health & Safety issues must be addressed, regarding access, dangers regarding the type of pest and possible treatments, and therefore the relevant legislation that has to be adhered to.
- AOA requires a pest control service that would control, if not eradicate all pests from site, including the removal of dead creatures. AOA will look for the Service Provider to use the most effective and humane methods possible.
- Service Provider should possess Central Insecticide Board Certification and shall provide the same (CIBI Number) to Company.
- Inspection and service will take place during visits to the premises by the Service Provider. Visits will be of three types and conditions should be developed covering each.
- A pre-arranged number of regular inspections will be carried out by the FM Service Provider sufficient to meet all statutory and best practice requirements.
- Emergency call outs and follow up treatments should be regarded as additional to routine inspections.
- The FM Service Provider may include a routine inspection during an emergency call out or follow up only if:
 - All inspection points are covered in addition to emergency or follow up work.
 - Additional follow up visits may be required to reinforce control measures. These will often occur at the beginning of a contract to rid premises of existing infestations and following emergency call outs to ensure that actions taken prevent infestations from developing.
- Legislation restricts what pesticides can be used, where and how. Only adequately trained personnel may use pesticides or make decisions about how they are used. The

Service Provider is required to comply with all National, local or other statutory or governmental directives, orders, acts, laws, codes, regulations, or rules relating to Biological Agents. Selection of the appropriate pesticide is the Service Provider's responsibility. Methods are to be efficient but carried out in a humane way.

- Reports should be written at the survey stage and after each site visit. The reports should be clear, concise and complete. They should contain a summary of what was found, what action and what precautions should be taken in future.
- The Service Provider shall institute a system of written reports on all site visits. These should be dated and describe the extent of treatments undertaken. Only approved pesticides must be recommended and used in accordance with the label instructions and conditions and all National, local or other statutory or governmental directives, orders, acts, laws, codes, regulations, or rules. The identity of all pesticides applied should be recorded, together with any warnings/ precautions to be undertaken by AOA staff in relation to the pesticides applied/ work carried out.
- Service Provider shall provide material data sheets of the pesticides/chemical used in Company premises.
- Certificates must be provided showing each of the technician's qualifications and aptitudes in the Pest Control techniques and processes (where applicable).

Operating Schedule for Pest Control Services

Description	Parameters	Task	Freq	Remarks
Routine treatment	General pest control	Oper, Chk	Fort nightly	
	Rodent and pesticide control, Fumigation, fogging	Oper, Chk	Monthly	
	Cockroach Gel	Oper, Chk	Quarterly	
Special service	Treatment for specific seasonal pest problems before the start of season	Oper, Chk	Monthly	
	Special service for Birds, Honeybee, cats and snakes	Oper, Chk	Monthly	
	Termite treatment	Oper, Chk	Monthly	

In case there is non-compliance on the above operating schedule, penalty of 1% on the service cost will be levied from the monthly bill onwards.

PH Maintenance Service

The scope of work is as follows –

- Attending blockage of drainpipes, gully traps and manholes, water supply, Sanitary Storm Drainage & Sewage Disposal work.
- Plumbing related maintenance work of pump house.
- Attending the leakage from taps and valves, sanitary fixtures, fixtures for water supply, etc.
- Occasional replacement of water supply fittings/ sanitary fixtures.

- Periodical cleaning of overhead tanks, underground tanks, etc.
- The dates of cleaning are to be painted on the surface.
- Changing of oil in motor pumps, greasing of pumps/blowers, replacing of gland ropes to pumps, etc.
- Pumping of supply/ borewell water to the sump, pumping of water from sump to overhead storage tank. Maintaining of minimum water level in the sump and overhead storage tank. Uninterrupted supply of water from overhead storage tank to the kitchen, toilets, etc.
- Liaison with the concerned Authority in respect of issues related to water supply and ensure regular water supply.
- Liaison with the concerned Authority in respect of issues related to sewage.
- To attend all the complaints related to water supply, plumbing works, sanitary systems and allied works in the office premises.
- To attend to leakage of water from all the water sources plumbing lines, sanitary / plumbing fittings / fixtures, etc. and replacement/ rectification of all the plumbing and sanitary fittings/ fixtures, wherever necessary.
- Rectifying the defects and refitting/ replacing the existing bib cocks, stop cocks, sink cocks, pillar cocks, gate valves, flush valves, plungers, washers, water supply inlet and outlet connections, ball cocks, showers, geyser lines, water coolers/purifiers lines, wash basins, flush tank, urinal pots, commodes and any other works related to plumbing and sanitary works.
- Re-fixing of loose fixtures and fittings including supporting brackets such as wash basins, sinks, flushing cistern, drain boards and any other fixtures and fittings including removal of existing fittings/ fixtures without causing any damage.
- All water storage sumps and overhead tanks shall be cleaned at least once in a quarter or as may be instructed by AOA.
- Removing the chokes and cleaning of drinking water pipelines, bore well water lines, etc. for smooth functioning of water supply systems.
- Removing the chokes and cleaning of manholes, chambers, gully traps, bottle traps, kitchen sinks, wash basins, urinals, water closets, bidets, gutters, underground sewer lines, storm water drains, waste and soil water pipes, etc. of the entire campus for smooth functioning of sewerage system.
- To ensure removal/ cleaning periodically (at least once in a quarter) weeds, shrubs, etc. and removal of plant growth / roots in manholes, chambers, gully traps, gutters, sewer lines below and above ground level.

The following Personnel shall be provided by the Vendor –

Sl. No.	Category	No.	Qualification & Experience
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1.	Plumber (Full-time)	To be agreed	Age Limit: Minimum 30 years & Maximum 50 years as on 31.12.2022 Educational Qualification: I.T.I/ License Holder Experience: Minimum 3 years in similar work Working Hours: For any emergency call, The Plumber is required to attend operational calls and beyond the designated working hours and beyond designated days.
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Office Assistants:

The Office Assistants shall be responsible for the following tasks –

GENERAL ADMINISTRATION

To prepare situation reports and other necessary documents required on the ongoing management of the building and shall keep Client’s Management team informed of the operations as required. The service provider shall keep safe all relevant documents for the management of the building. Client Management team shall have the right to examine all the documents held by service provider in connection with building Management at any time.

CONCIERGE, CUSTOMER CARE/HELP DESK

- Receive & log calls/complaints/requests from Residents and Maintain complains into the Register serially
- Forwarding on reactive calls to concern departments
- Issue job cards
- Answering queries from the Residents and Visitors
- Generating Performance reports to present to Client on Monthly basis
- Maintaining the on-going works schedule
- Taking/Producing Minutes of Monthly Meetings
- Daily operations of the “Help Desk” function including delivery, problem escalation/resolution
- Notify the Property Manager/ Fire officer/Facility Engineer on site at the time of all Emergency Calls
- To enter day to day data to update records.
 - Typing official letters and other documents.
 - Handling existing data and editing current information.

- To keep Office Records up to date.
- Handling inward and outward dispatch of mails and courier.
- To take back up of Data at regular intervals and storage of Data.
- To take printouts as required.
- Movement and maintenance of files.
- Delivering and filing of papers.
- Operations of various office equipment's like photocopier, fax, telephone, printer, EPABX, etc and Inventory control of office stationeries.
- Keeping records of office assets, staff records, etc.
- To provide a variety of administrative support.
- Front office management.
- To perform special assignments as instructed from time to time

The following Personnel shall be provided by the Service Provider–

Sl. No.	Category	No.	Qualification & Experience
1.	Office Assistant	To be agreed	<p>Age Limit: Minimum 22 years & Maximum 50 years as on 31.12.2022</p> <p>Educational Qualification: Minimum Graduate</p> <p>Desirable: Diploma/ Certificate in Office Management/ Computer Applications</p> <p>Typing Speed: Minimum 40 w.p.m. in English</p> <p>Computer Knowledge: Proficiency in MS Office Applications such as Word, Excel & Power-Point and Internet browsing.</p> <p>The Office Assistant must be well conversant with the day to day functioning of an office and must be having capacity to analyze and make written Notes.</p> <p>Experience: Minimum 3 years in similar work, with at least 1 year in any Govt. / Semi-Govt. / Public Sector Undertaking/ Corporate Sector.</p> <p>Working Hours: 8 hours</p>

Sewer cleaning

- Service Provider shall carry out the Tank Cleaning on regular intervals depending upon the usage of the Tank/contamination
- Service Provider shall clean the tank on Half yearly basis for any
 - Deposits
 - Sediments
 - Algae Growth
- Service Provider shall carry out these activities as per standard operating procedures which shall include but not be limited to the following activities
 - Draining the contents
 - Ventilation of the Tank for any gases
 - Vacuumizing
 - Pressure Wash
 - Manual Scrubbing
- The Service Provider shall provide all equipment, supplies, and manpower for completing this activity
- Service Provider shall get the equipment approved from AOA for the load and other technical specifications.
- Caution signs needs to be set up before the commencement of work
- Service Provider shall follow the safety regulations of AOA.
- Service Provider shall follow the security regulations of AOA like usage of access cards, wearing and displaying ID cards etc.
- Service Provider shall get any specialized chemicals if required for cleaning depending upon the contamination. Approved by AOA before use.
- The Service Provider will ensure that all trash is properly disposed outside AOA site and the affected area cleared and cleaned at the end of the job

Operating Schedule for Sewer Cleaning

Description	Parameters	Task	Freq	Remarks
Sewer and tank cleaning	Cleaning of all rainwater drain line system.	Serv/CLN	Weekly	Register to be maintained for all cleaning activities and for any non-compliance, penalty of 1% on the service cost will be levied on the monthly bill.
	Cleaning of all rainwater main holes.	Serv/CLN	Weekly	
	Cleaning of all sewer water drain line system	Serv/CLN	Weekly	
	Cleaning of all sewer water manholes.	Serv/CLN	Weekly	
	Cleaning of all basement sumps	Serv/CLN	Weekly	
	Cleaning of all basements drain lines	Serv/CLN	Weekly	
	Cleaning of all overhead water tanks.	Serv/CLN	Half Yearly	
	Cleaning of all under-ground water tanks.	Serv/CLN	Half Yearly	
	Cleaning of all under-ground fire tanks	Serv/CLN	Half Yearly	

1. Reports

The following reports will be submitted to AOA

1. Facility Management Monthly Report containing the following

- Consumption of consumables
 - Soft Service
 - Miscellaneous
- Help Desk MIS
- Expense report – committed & Invoice amounts
- All deviations and exceptions

Facility Inspection

The service provider must conduct regular comprehensive facility inspection and perform any additional ones that will maintain / enhance the appearance, operation, and safety aspects of all the facility as approved by AOA. The

service provider shall indicate frequency of inspection covering all premises.

2. Monthly occupancy report (Deliverables)

- Facility Management Quarterly Report containing the following
 - Self-Analysis of performance
 - Suggestions, if any, for modifications, up gradation with supporting estimate
- Quarterly Self-Assessment Report in the prescribed format, with all necessary supporting documents
- Facility Management Bi-annual Report containing the following:
 - Comprehensive Analysis of each service
 - Highlight Critical Issues / Problems with recommended solutions which should contain the technical recommendations / alternatives, cost, time schedules, etc.
 - Customer Feedback Analysis
- Facility Management Annual Report containing the following:
 - Progress Report
- MIS on procurement, statutory payments & on any other invoices processed by AOA
- Any other reports as needed from time to time
- Performance improvement plan to be submitted every 6 months by the service provider based on the survey provided by the residents of UWC
- Escalation matrix and point of communication to be specified clearly for all verticals by the service provider.
- Analysis of SLA figure with AOA and identify the corrective action to be taken.

Below enclosed are the other reports to be submitted:

- Initial Review Report: Within 30 days after execution of the Agreement and frequency is one time
- Deployment Report: Before 10th day of the actual deployment of the human resources and equipment's, describing the actual numbers of deployment and frequency is one time
- Attendance Report: At 17:00 hours every day showing shift wise actual deployment of manpower during last 24 hours. The attendance report should include signature / thumb impression of individual human resources and should be certified by the Authorized Signatory of the Service Provider. Frequency is daily at end of the day.
- The Initial Review Report shall contain the details of all meetings held with the Client, other agency engaged by Client and the contractor and decisions taken therein, the handing over of entire charge from the various contractors, the resources to be mobilized by the Vendor and the Service Providers' perception in the management and supervision of the works. The Report shall also include the Work Program and Deployment Schedule of Staff.
- The monthly Progress Report shall contain details of all meetings, decisions taken therein, mobilization of resources (Service Provider), detailed compliance report of each activity, progress and the projected progress for the forthcoming periods. The Report shall clearly bring out the delays, if any reasons for such delay(s) and the recommendations for corrective measures. The report shall also include the photograph of the activities being done at the site. The report should also include safety audit and Environmental safeguard audit report on the Vendor's performance on these aspects. The report shall also contain any other aspect which Client may direct from time to time.
- The Vendor will prepare a comprehensive final handing over report after completion of the work. The report shall incorporate the detailed description of handing over of assets, summary of the method of supervision performed, problems encountered, and solutions undertaken thereon and recommendations for future projects of similar nature to be undertaken by the employer.

Civil Works Carpentry:

Under this vertical following are the checklist to be performed by the service provider:

- Door closers
- Floor springs
- Handles
- Hinges
- Locks
- Latches
- Shutters
- Doors

SLA based performance measurement for all services

Below enclosed are some of the SLA parameters/measurements which the service provider needs to adhere to :

Section 1: Pest control

Parameters to observe	Rating	Comments
Planned site assessments are undertaken at the frequency and time agreed with the AOA	SLA will be calculated based on Monthly visit	In case survey is not completed within a month, penalty of .5% of service cost will be imposed on the monthly bill.
Emergency requests are attended and rectified in a reasonable response time	SLA timeline is < 2hrs.	In case service not provided at all, penalty of 2% of service cost will be imposed on the monthly bill
Urgent requests are attended and rectified within a short period of time	SLA timeline is < 24 hrs.	In case service not provided at all, penalty of 2% of service cost will be imposed on the monthly bill
Routine requests are attended and rectified as per schedule	SLA timeline is once per week	In case routine requests are not attended raised through dockets or forceful closure of dockets with no action been taken, in that case based on the resident's survey report per month if the score is below 95%, there will be a deduction of 1% of the service cost from the monthly bill.
Food preparation and food storage areas are free from pest infestations	Frequency of inspection/action is once in every 14 days	In case inspection/action is not completed within a month, penalty of .5% of service cost will be imposed on the monthly bill.
Toilet areas / shafts are free from pest infestations	Frequency of inspection/action is once in every 14 days	In case inspection/action is not completed within a month, penalty of .5% of service cost will be imposed on the monthly bill.
Common areas are free from pest infestations	Daily	Daily logging of attendants (both in and out time) is mandatory to monitor this. Based on resident's

		survey report per month if the score is below 95%, there will be a deduction of .5% of the service cost from the monthly bill.
Pest deterrents and capture and disposal methods are efficient and humane	Daily	Daily logging of attendants (both in and out time) is mandatory to monitor this. Based on resident's survey report per month if the score is below 95%, there will be a deduction of .5% of the service cost from the monthly bill.
Safety requirements and procedures relating to the use of pest control chemicals are clearly complied.	Every recurring task and activity has to adhere to this.	
Service reports are delivered to the Client as per schedule	Every month	

Section 2: Helpdesk Management

Service Level description	Standards	Measurement
To provide a dedicated Hotline and customer service facility to receive, coordinate and monitor service delivery and customer requirements	Service hours will be 24 hrs.	All calls are responded to during service hours and proper update to every dockets is the prime responsibility here. Based on resident's survey report per month if the score is below 95%, there will be a deduction of .5% of the service cost from the monthly bill.
Maintain log of all requests	Manual and or electronic logging of all service requests to include user request, date, time.	All requests to be captured and reported in monthly report.
Prepare monthly report on service performance	All service statistics be issued to agreed timetable and to be 100% accurate	Quarterly audit of electronic or manual records by Management Team. In case monthly reports are not submitted for successive two months, there will be a deduction of 1% of the service cost from the

		monthly bill from 3 rd month onwards.
Prepare monthly report on service completion times	Priority 1-respond straight away Priority order -2. Business critical, respond within 30min Priority order 3- Normal request, can be responded within same day or by next day by 18:00 hrs.	In case monthly reports are not submitted for successive two months, there will be a deduction of 1% of the service cost from the monthly bill from 3 rd month onwards.

Section 3: Technical service

SERVICES	SERVICE LEVEL DESCRIPTION	Service level Benchmark
Diesel generators-if applicable	Routine Operation & maintenance, follow-up with OEM / third party Service Provider, maintain scheduled check lists, formats, routine site rounds, attend customers service requisition, handling and controlling of all contract workers, various periodic MIS	Instant power supply in case of mains failure, right voltage and frequency, noise level < 40 DB outside plant room, room temperature < 50 deg Centigrade while in operation, Immediate response and resolution time should be less than 24 hrs, Zero down time. Any delay in response and resolution shall attract penalty of Rs.500/- per day, per call (service) failure will be deducted from current/ running bill
Electrical system	Routine Operation & maintenance, follow-up with OEM / third party Service Provider, maintain scheduled check lists,	Zero down time, uninterrupted, distortion free, stabilized power supply round the clock. Any delay in response

	<p>formats, routine site rounds, attain customers service-requisition, handling and controlling of all contract workers, various periodic MIS</p>	<p>and resolution shall attract penalty of Rs.500/- per day, per call (service) failure will be deducted from current/ running bill</p>
<p>Civil repairs/Waterproofing</p>	<p>a) Priority 1 (P1) – A Priority 1 request involves work that must be addressed immediately Urgent work should be assigned within 1 hour and completed within 2 days. Work should continue without interruption until complete.</p> <p>b)Priority 2 (P2) - A Priority 2 request is one which indicates the promptness of work accomplishment is significantly greater than routine. A Priority 2 request should be completed within 72 hours.</p> <p>c)Priority 3 (P3) – A Priority 3 request is designated a normal degree of urgency for the requested work to be accomplished. Most work will necessarily fall into this category. Routine work should be completed within 7 days.</p> <p>d)Priority 4 (P4) - A Priority 4 is designated a normal degree of urgency for the requested work to be accomplished, but the outcome of which depends upon ongoing input from customer and AOA. This work shall proceed promptly but may have periods of inactivity while awaiting external input.</p>	<p>Based on resident's survey report per month if the score is below 95%, there will be a deduction of .5% of the service cost from the monthly bill.</p>

Carpentry	Ordering, payment to the vendor. Repairs, as and when required, contract management, coordination with AMCs	Based on resident's survey report per month if the score is below 95%, there will be a deduction of .5% of the service cost from the monthly bill.
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Section 4: - Health, Safety and Environment (Including Fire and Emergency)

SERVICES	SERVICE LEVEL DESCRIPTION	Service level Benchmark
Fire	a)Facilities to follow testing regimes at all times and maintenance programs to be reported b) Emergency lighting checks. Reports to be submitted on monthly basis.	No reports of non-compliance. Penalty of 1% on service cost to be levied for non-compliance
Fire	Firefighting equipment checked twice a month as appropriate by site and local working instructions. Reports to be submitted on monthly basis.	No reports of non-compliance. Penalty of 1% on service cost to be levied for non-compliance
Fire	Staff to be fully trained and aware of H&S procedure for use of equipment and evacuation	No reports of non-compliance. Penalty of 1% on service cost to be levied for non-compliance
Fire	Fire drills and bomb threat exercises to be conducted once in a month to be undertaken in Operation with site conformance by agreed audit arrangements	No reports of non-compliance. Penalty of 1% on service cost to be levied for non-compliance
Fire	H&S Management System review, Accident book to be kept and statistics reported monthly	No reports of non-compliance. Penalty of 1% on service cost to be levied for non-compliance

OVERALLMANAGEMENT

In connection with the performance of all its duties and obligations under the term of this Agreement, service provider shall act in the capacity as agents of Client. Service Provider takes on the responsibility of coordinating and meeting all other obligations including statutory, pertaining to the building, Estate and all the equipment installed within like the Lift Clearance, Fire Clearance, Electrical Installation, Pollution Clearance etc. in consultation with Client Management team. The

cost of the above will be borne by Client. Further service provider Resource at site would not handle cash apart from the approved petty cash

Transition Plan

The proposal shall include Service Provider's plan for the orderly assumption of responsibility for execution of the proposed facility services for the property. This plan should address:

- Transition tasks to be pre-formed.
- Transition responsibilities
- Timeline for all transition activities

In addition, the plan should respond to the following:

- Please describe how your firm intends to handle the transition, including details on timing, work steps, staffing issues, and critical path.
- Provide a detailed transition plan, approach, work steps, staffing, timing, inventory analysis, understanding of condition, and understanding of service requirements for the mechanical & electrical systems.

Execution Plan

The proposal must include a detailed description of Service Provider's plan to execute the services that are the subject of this RFP. This execution plan should explain how the service provider intends to execute the particular services. The plan should identify those services that will be performed by an on-site staff that the service provider would employ and those that would be performed by subcontractors to the service provider, if any. The Service Provider's intended on-site staff shall be fully detailed in a staffing plan or organization chart and supported with management resumes that follow the requirements listed in job descriptions.

The staffing plan shall identify all positions and number of personnel and shall include the following:

- Number of titles or functional descriptions of each position.
- An internal organization chart indicating the individuals and reporting structure your firm proposes to implement this assignment.
- Provide a complete description of the proposed organization that will be on-site and offsite in support of this service. Include all job titles, job descriptions and how they will interface with each other

Describe the quality assurance program that the vendor would utilize on this assignment. Include copies of any certifications associated with the Quality program. Please identify the administrator of the program and how long it has been in effect. Discuss your process for monitoring level of service, complaint resolution and customer (occupant) satisfaction.

Discuss your processes and policies regarding utilization of personnel on an overtime basis. Explain how your firm provides cover for personnel on vacation, leave of absence, or illness.

Training

- a. Maintaining a training schedule on routine basis for housekeeping & soft skills including but not limited to induction, grooming, behavior and all HK activities.
- b. All housekeeping staff well trained in respective areas & responsibilities.

- c. Logging & maintenance of training records & submission of the same on frequent basis e.g., monthly

Inspection (Supervision)

- a. Supervision & monitoring of activities of their staff to ensure that housekeeping is acceptable.
- b. Development of an inspection checklist that is tailored to the individual work area.
- c. Noting of all deficiencies during the inspection & documenting in sufficient detail to allow the use of the checklist as a cleanup guide.
- d. During inspections, any safety related deficiencies that constitute hazardous conditions must be given priority attention. Hazardous conditions that constitute imminent danger shall be immediately reported to the respective manager who in turn, will notify the management.

General Requirement

- a. Service Provider shall provide sufficient staffing coverage to provide services as documented in the base contract specs.
- b. Service Provider employees are expected to be uniformed and present a professional appearance at all times.
- c. Service Provider will provide labour, training and management of the staff at AOA locations. Service Provider will provide detailed job descriptions for all positions as well as proposed manpower broken out overall and per shift.
- d. Service Provider's employees must be able to understand and respond to emergency instructions from Emergency Response Team members and Public Address notifications.
- e. Individuals tasked with responding to Help Desk calls must be able to communicate well enough to take verbal directions from remote operator, interact with onsite customers when clarifications is needed and follow issues through to completion.
- f. Service Provider shall strive to meet requests within the parameters established by the Client. Service Provider to jointly develop and meet Client's expectations in the facilities appearance & cleanliness.
- g. Service Provider must be able to respond to short notice for special projects or requests, as needed, construction clean-ups, open houses or special events.
- h. May be asked to provide a proposal to the AOA , or his representative for any work outside the Scope of Work identified herein. Service Provider may receive approval to proceed with any additional work.
- i. Smoking is permitted only in designated smoking shelters. Decks and other outside areas are not to be used as smoking areas. This policy is in effect at all times.
- j. No radios, cameras, cassette/CD players, or any other electronic will be allowed while working outside.
- k. Staff / personnel of Service Provider should not bring any electronic device that is a threat to the overall security of the premises, this includes mobile phones with camera and / or Bluetooth, cameras, and pen drives, such devices if un-avoidable will be declared at the security post.
- l. Business telephone usage of employees will be limited. Exceptions will be made for emergencies.
- m. There shall be NO IMPACT to any AOA facility or system resulting from services rendered by Service Provider under this Scope of Work.
- n. Service Provider shall provide AOA with schedule and area maps depicting time & days of services to be performed. Service Provider shall adjust schedules as necessary to meet individual area security or access requirements.
- o. Service Provider will maintain a log and track completion. Service Provider must maintain greater than 95% completion to agree upon closure dates. Completion dates may or may not be negotiable

depending on circumstances.

p. Service Provider may be required to assist in areas outside scope of work as related to custodial support, but not to affect normal operations unless approved by AOA.

q. The Service Provider would need to ensure that the all the statutory requirements operating building are in force and adhered to. These may include (but not limited to)

- Contract labour
- Pollution control board
- Electrical Inspectorate
- Any other aspect of occupying buildings and managing outsourced/vendor employees.

Commissioning & Taking Over of Assets

Integrated Facility Management Services provider (hereinafter Service Provider) shall detail a dedicated team of experts who will associate with AOA to assist in taking over of completed project consisting of all services. Team so detailed shall be in attendance, to ensure that commissioning test of all completed services i.e., Electrical, DG sets, Water Supply, HVAC, Lifts, Sewage treatment, Substations, Civil Work, Landscaping and distribution network of various services is held in successful manner, so that these assets are taken for the safe and economical operation thereafter. All test sheets as per contract provision / relevant IS Code of practice / engineering practice shall be followed and signed by all representatives. The taking over of assets shall be based on repair / rectification / renewal noted for achieving designed conditions / efficiency and approval of commissioning reports by Competent Authority. The general check list in addition to commissioning test report required for various services to be attached with handing / taking over will be followed.

INDEMNITY AND INSURANCE

The Service Provider shall take out and maintain adequate indemnity insurance and insurance against claims by third parties resulting from acts performed in carrying out the Services.

AOA undertakes no responsibility in respect of life, health, accident, travel or any other insurance coverage for the personnel or for the dependents of any such personnel.

The service provider shall indemnify at all times, the Client from and against any and all claims, liabilities, obligations, losses, damages, penalties, actions, judgment, suits, proceedings, demands, costs, expenses and disbursements of whatsoever nature that may be imposed on, incurred by or asserted against the Client during or in connection in the services by reason of: (i) infringement or alleged infringement by the Service Provider of any patent or other protected right; or (ii) plagiarism or alleged plagiarism by the Service Provider.

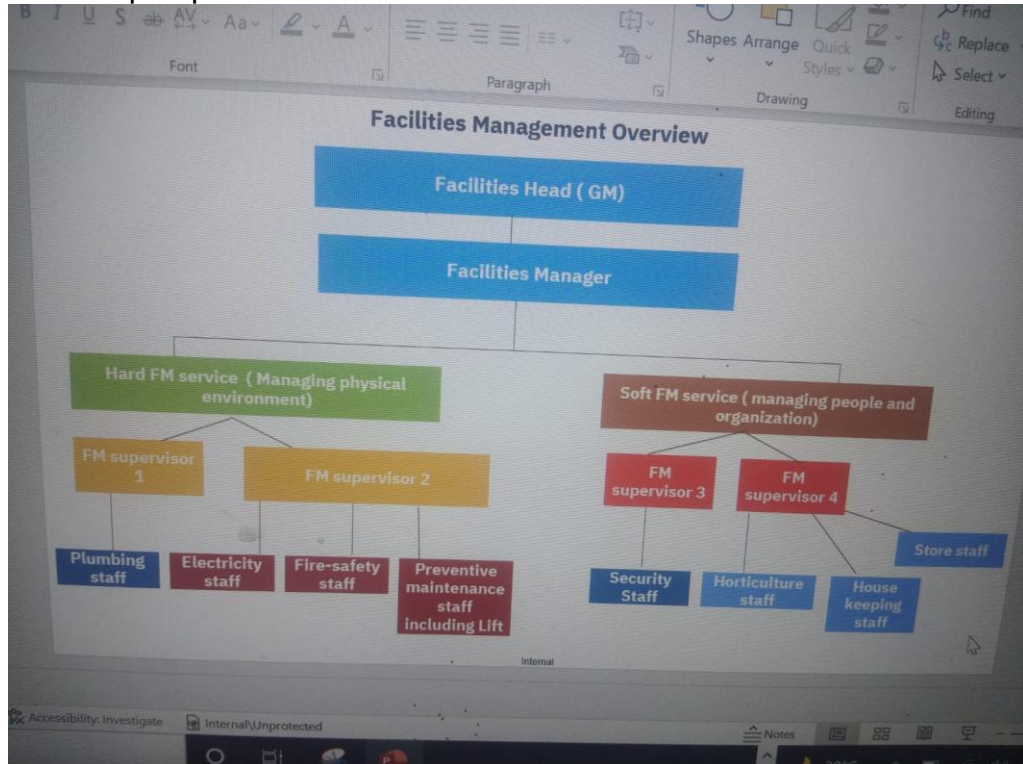
The service provider shall indemnify, protect and defend, at Service Provider's own expense, AOA, its agents and employees, from and against any and all actions, claims, losses or damages arising out of Service Provider's failure to exercise the skill and care required under this agreement , provided, however: that Service Provider is notified of such actions, claims, losses or damages not later than twelve months after conclusion of the Services; and provided further *that the ceiling on Service Provider's liability shall be limited to ETBA approved by AOA except that such ceiling shall not apply to actions, claims, losses or damages caused by Service Provider's gross negligence or reckless conduct; In addition to any liability service provider may have under this agreement service provider shall, at its own cost and expense, upon request of Client, re-perform the Services in the event of service provider's

failure to exercise the skill and care.

The service provider shall have no liability whatsoever for actions, claims, losses or damages occasioned by (i) AOA's overriding a decision or recommendation of Service Provider or requiring Service Provider to implement a decision or recommendation with which Service Provider does not agree; or (ii) the improper execution of Service Provider's instructions by agents, employees or independent contractors of Client.

Organization Structure of the Facilities Management

Below enclosed is the organization structure proposed by the AOA but would need the confirmation of the service provider. AOA is expecting the service provider to make a detailed presentation on the future TO-BE org structure from FM perspective.



SOPs for operation

- Preventive Maintenance checklists, time schedule basis (i.e. monthly, quarterly, annually), hours run based and seasonal action plans (pre monsoon, pre summer and pre winter) as applicable.
- 52 weeks Action Plan for PPM schedule.
- Assets list
- MIS reporting Template (DMR, WMR, MMR, AMC, compliances Tracker and Complaints tracker).
- Evacuation Plan
- Fire Orders
- Incident reporting system with escalation and remedial
- Health and Safety Orders
- Risk Management and Escalation Matrix
- Help Desk and Control Room Manuals
- Energy Consumption Record

- Log Sheets, Logbooks for various maintenance record
- Inventory Management in stores
- Garbage disposal plan
- Emergency contact plans
- Job descriptions and job cards
- Training Program

Optimization and Performance Expected

The process that AOA and service provider shall adopt for deriving SLAs will follow the following points:

- AOA and service provider shall work together to prepare a services objectives and policy document ("SOPD") in relation to providing the services to the designated apartments. The objectives shall emphasize the aims and expectations of AOA. The policies shall record issues regarding the manner of delivery from which service provider can subsequently develop internal, high-level operational directives.
- The service provider shall prepare a services code of practice document ("SCPD") that has regard to the SOPD, and which identifies and clearly specifies the different service functions and develops key operational directives for those functions.
- The service provider will develop and subsequently agree with AOA a hierarchy of key performance indicators (KPIs). KPIs will be quantitative and not qualitative and will be capable of audit from data that service provider will collate during the normal course of its service delivery operations and will provide a basis to calculate an overall service performance score.
- AOA expects the service provider to set up the facilities management structure in such a way that there is a cost optimization achieved by reducing the CAM charges. In such a huge complex residential apartment like UWC, AOA will look towards the service providers to set up the various services in such a way that the residence payment of the maintenance charges gets reduced. Some of the areas which the service providers can work to achieve such optimization are as follows:
 - Digitalize and Automate Maintenance Operations
 - Modernized docket management system
 - Comprehensive Data and Analytics.
 - Manage Risks and Returns and setting up an extensive database for vendor management system
 - Simple and Digitized Inventory/stock Management

ANNEXURE 2: Profile of the Bidder/Service Provider

(To be furnished along with the Technical Proposal: Cover "A")

Sl. No.	Particulars	Details
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1.	Name and Address of the Bidder	
2.	Constitution and Date of Incorporation/ Registration(Self-attested copy of Certificate of Incorporation/ Registration to be furnished)	(NGO/ Partnership Firm/ Company/ Others) Date of Incorporation/ Registration
3.	Name, designation, contact no. and address of the contact person/ local representative	
4.	Registration/ empanelment details with different authorities(Self-attestedcopiesofsuchRegistration Certificates to be furnished)	(i) Authority (s): (ii) Date of Registration
5.	ISO 9001 Certification (Self-attested copy of ISO 9001 Certificate to be furnished)	Date of Certification Valid up to
6.	Years of experience in similar line of activity along with the list of clients to whom similar service has been provided in last three years i.e. 2019 to 2022 (Self-attested copies of the Service Contracts/ Agreements/ Work Orders/Completion Certificates/ Performance Certificates from the Employers to be furnished)	1. Name of Client 2. Date of Contract 3. Duration of Engagement 4. Contract Value 5. Contact Status (Completed/ Ongoing)

Sl. No.	Particulars	Details
	(Separate list for Govt. / Public sector and private sector clients to be furnished. Private sector clients of more than Rs. 3 CR of annual contract value to be included.)	
7.	License to engage in the business of Private Security Agency issued by Competent Authority	Self-attested photocopy of License issued by Competent Authority to be furnished.
8.	Number of field level staff engaged at the client locations to render facility management service (Refer Eligibility Clause 2.1 g)	<ol style="list-style-type: none"> 1. Supervisory Staff (Field) 2. Service & Support Staff Self-attested copies of EPF and ES returns for any one of the three months preceding the month of submission of this proposal to be furnished.
9.	Financial position and operational results for last three financial years	Self-Attested copies of Audited Profit & Loss Accounts and Balance Sheets to be furnished. Provisional Profit & Loss Accounts and Balance Sheets shall not be considered.
10.	Plan for execution	<ol style="list-style-type: none"> (i) Manpower Planning (ii) Monitoring (iii) Quality Assurance
11.	Details of make model, brand and quality of tool, equipment and consumables to be used	Item wise details to be furnished for the items in Annexure 2
12.	Any other details the applicant would like to furnish (Example: Awards & Accreditations)	

Note:

- (i) Information to be furnished in separate sheet wherever necessary.
- In case of documents, they shall be self-attested photocopies.

ANNEXURE 3: DESCRIPTION OF EXPERIENCE
OF BIDDER/SERVICE PROVIDER TO
ILLUSTRATE QUALIFICATIONS

(Please provide information only for a project for which your firm was legally contracted by the client as a corporate entity)

1)	Project Name:	
2)	Project Location:	
3)	Carpet Area under the scope of services for the Project (Sq.M):	
4)	Name of Client:	
5)	Start Date (Month/Year):	
6)	Whether ongoing (Yes / No):	
7)	If completed, date of completion: (DD/MM/YYYY)	
8)	Detailed Narrative Description of Project Building:	
9)	Detailed Description of Actual Services Provided by the firm:	
10)	Professional Staff Provided by the Firm: Number of and categories of Staff:	
11)	Value of Services (INR) per year:	
12)	Clearance certificate from concerning ESI & PF department.	

Note: The following supporting documents should necessarily be submitted by the bidders/service provider without which the submission shall not be considered for evaluation -

- a. Above Experience should be supported by a certificate from the by the authorized signatory of the client. The certificate from the client should clearly set out the name of the project, activities undertaken and the carpet area in SqM. under the scope of services.

- b. In case the Fee per year / value of services per year from assignment is not set out in the certificate from the client, the bidders/service provider can submit a certificate from Statutory Auditor indicating the same.

Authorized Signatory

Place:

Date/Time:

ANNEXURE 4: AVERAGE ANNUAL TURN OVER
IN LAST THREE FINANCIAL YEARS FROM FACILITY
MANAGEMENT SERVICES

Financial Year	Turn Over from Facility Management Services (Rs. in Lacs)
2018-2019	
2019-2020	
2020-21	
Total	
Average Annual Turn Over	

Note:

1. The Audited Financial Statement of FY 2018-19,2019-20 & 2020-21 should be submitted by the bidder/service provider
2. The Turnover should be certified by the Statutory Auditor/Chartered Accountant. Turn Over not certified by Statutory Auditor/Chartered Accountant shall not be considered for evaluation

Authorized Signatory

Place:

Date/Time:

ANNEXURE 5: UNDERTAKINGS

Submission of Undertaking by the Bidder/service provider on the following:

- a) No existing litigation
- b) Never blacklisted, terminated by any client in India
- c) The bidder/service provider never filed any lawsuits or requested arbitration with regard to any contract within the last five years

- d) No judgment, claim, arbitration proceeding or suit pending or outstanding against the bidder/service provider or its officers
- e) Bankruptcy was never filed by the bidder, its subsidiaries or its parent companies
- f) The bidder was never cited by any regulatory agency for a safety violation in the last five years

Undertakings shall be prepared by the bidder in its letter head and shall be notarized Submission of above undertakings is mandatory.

Authorized Signatory

Place:

Date/Time:

ANNEXURE 6: General approach & Methodology

PLEASE NOTE THAT IT WILL BE PART OF THE AGREEMENT AND DIRECTLY RELATED WITH THE SLA & EACH PAYMENTS.

- a) Brief outline of implementing Property Management services at site. Do you have a special start up team for transition? Describe its role and composition.
- b) Management structure and delivery mechanism you will put in place to deliver the required services to Client.

- c) How you will implement this contract.
- d) Implementation team and what functions each team will be responsible for.
- e) Detailed implementation program and what functions and interfaces you will require with Client.
- f) Submission time period for Labour license, PF, ESIC specifically to this agreement.
- g) Any services that would not be available on the start date, stating the reasons why.
- h) Timeline for recruitment and providing training to the human resources their entry permissions & police verifications if reqd. Provide copy of selection procedure of the personnel for all designation.
- i) Methodology for maintaining hygiene in the service area and among the manpower deployed.
- j) Methodology for maintaining the Environment, Energy management, Implementing safe working procedure and Training of deployed manpower on safe working practices.
- k) Model Salary slip of the personnel appointed for this contract showing all details of minimum wages & necessary deductions for each designation.

Authorized Signatory

Place:

Date/Time:

ANNEXURE 7: Format of Bank Guarantee for Earnest Money Deposit

To
KUCUOA
Uniworld City, Action Area III,
Kolkata-700156

WHEREAS _____ [Name and address of the Facility Management Service Provider] (hereinafter called “the Service Providers”) has undertaken, in pursuance of Request for Proposal No. _____ dated _____ to provide the Contract services for _____ [Name of contract and brief description of works] (hereinafter called the “the Contract”) and other related documents (hereinafter collectively referred to as “Bidding Documents”),

AND WHEREAS it has been stipulated by you in the said Contract that the Service Providers shall furnish you with a Bank Guarantee by a Scheduled Bank for the sum specified therein as security for compliance with his obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Service Providers such a Bank Guarantee.

NOW THEREOF we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Service Providers up to a total of _____ [amount of Guarantee]1 _____ [in words _____], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you such amount in favour of Client through our branch operable at xxx at _____ (provide the address and branch code no. of the branch at Raipur) and if invoked, be cashable at _____, branch of _____ bank in xxx, upon your first written demand and without cavil or argument, any sum or sums within the limits of _____ [amount of Guarantee] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Providers before presenting us with the demand.

1 Shall be equal to the amount stipulated in the Request for Proposal

We further agree that no change or addition to or other modification of the terms of the Contract or of the services to be performed there under or of any of the Contract documents which may be made between you and the Service Providers shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

The liability of the Bank under this Guarantee shall not be affected by any change in the constitution of the Service Providers or of the Bank.

Notwithstanding anything contained herein before, our liability under this guarantee is restricted to Rs. _____ (Rs. _____) and the guarantee shall remain valid till _____. Unless a claim or a demand or a request for extension in writing is made upon us on or before _____ all our liability under this guarantee shall cease.

Signature and Seal of the Guarantor _____

Name and Designation _____

Name of the Bank _____

Address _____

Date _____

In presence of

1. _____ (Name, Signature & Occupation)

2. _____ (Name, Signature & Occupation)

ANNEXURE 8: TENTATIVE LIST OF REQUIRED MANPOWER

Sl. No.	Positions	No. of person	Unit
A	Management Services		
	Facilities Manager		Person
	Shift Supervisor		Person
	Other Executive Helpdesk/Customer care		Person
	Sub-total [A]		Person
B	Technical Services		Person
	Fire Officer		Person
	Electrician Head		Person
	Electrical supervisor		Person
	DG Operation Supervisor		Person
	Technical helper		Person
	Plumbing Head		Person
	Plumbing Supervisor		Person
	Carpenter		Person
	Horticulture Supervisor		Person
	Sub-total [B]		Person
C	Soft service		
	Housekeeping Head		Person
	Housekeeping Supervisor		Person
	Store Supervisor		Person
	Sub-total [B]		Person
	TOTAL (A TO C)		Person

ANNEXURE 10: Financial Proposal



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- The Service Provider covenants to undertake the Assignment as set forth in the Terms of Reference (hereinafter referred to as “the Services”) and to perform, fulfil, comply with and observe all and singular provisions, conditions and requirements of this Agreement.
- In consideration thereof, Client will pay to the Service Provider Charges (hereinafter referred to as “the Service Charge”) and will perform, fulfil, comply with and observe all singular provisions, conditions and requirements to the Agreement. The contract period shall be initially for two years which may be extended by another two terms of one year each, at the discretion of the Client. The contract period may further be extended by mutual consent on negotiated terms. However, the Vendor , under this Agreement, shall continue to work till the handing over of charges to the other appointed agency by Client.
- Service Provider payments shall be made monthly for the services rendered in the preceding month. Billing cycle will be 1st of the month to the last day of the month. The Service Provider shall submit correct invoices in terms of quantity and commercial aspects within 10 days of the succeeding month and payments shall be released within 30 days of submission of commercially acceptable invoices. The Service Provider shall also ensure that payments to vendors working under their contract are made within reasonable time. The delay in submitting the invoices shall not affect the payments to vendors and all payments to vendors shall be released not later than 45 days of the completion of service by them

Special Conditions of Contract

- a) The deployed Staff must be skilled and competent with requisite physical fitness.
- b) The deployed Staff should carry out the works assigned to them with due sincerity, diligence, efficiency & punctuality.
- c) The personnel deployed by the Agency should not have any Police records/ criminal cases against them.
- d) AOA may advise the service provider to disengage any of its staff from service, with 24 hours of prior intimation in case the management of AOA found any negligence on the part of that particular staff.
- e) The Agency shall be totally responsible for the conduct of the personnel engaged for the service and the management shall not be responsible for their conduct at any point of time.
- f) In case of any damage/ pilferage caused to the property of Uniworld City due to mishandling, carelessness of the service provider or its personnel then the same shall be recovered from the Agency adjusting the amount against their monthly bill.
- g) The persons deployed shall, during the course of their work, may have access to classified documents, which they are not supposed to divulge to third parties. Any breach of this condition shall make the Agency as well as the person deployed shall be liable for penal action under the applicable laws besides, action for breach of contract.
- h) Uniworld City AOA shall provide suitable space to the Agency for storage of tools, equipment, chemicals and consumables required for the services and safe custody of all such materials will be Agency's sole responsibility.
- i) All the personnel engaged for the service shall be covered under insurance against any personal accident by the Agency and the AOA shall not be liable for any payment on account of compensation.
- j) The Agency shall maintain all statutory registers under the law and shall produce the same, on demand, to AOA or any other statutory authority.
- k) The Agency shall also be liable for depositing all taxes, levies, cess, etc. on account of service rendered to AOA with the concerned tax collection authorities, from time to time, as per the applicable rules and regulations. The Agency shall have the responsibility to furnish documentary evidence in support of the statutory compliance to OSMCL, as
and when sought for.
- l) The Tax Deducted at Source (TDS) shall be done as per the provisions under Income Tax

Act and AOA shall provide TDS certificate to the Agency.

- m) The service provider shall be solely responsible for compliance of all statutory provisions like payment of minimum wages to the personnel deployed, ESI, Insurance, EPF etc. AOA shall have no liability in this regard.
- n) The AOA shall not be held responsible for any statutory non-compliance on the part of the Agency with respect to the Labour Laws including EPF, ESI, Workman Compensation, Insurance, Minimum Wages Act, Labour Safety, etc. or otherwise. And in no circumstances, the AOA shall be made a party to it in case of any dispute arising out of such non-compliance.
- o) In case of non-performance, part performance or non-adherence of the statutory obligations due to negligence on part of the Agency, penalty would be imposed by the AOA proportionate to the extent of default/ non-compliance.
- p) AOA shall not be responsible for any financial loss or any injury to any person deployed by the service provider in the course of their performing the functions/duties, or for payment towards any compensation.
- q) The persons deployed by the Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees of AOA during the currency or after expiry of the Contract.
- r) In case of termination of this Contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any absorption in the regular/ otherwise capacity in AOA.
- s) The persons deployed by the service provider shall not claim any benefit/ compensation/ absorption/ regularization of services with Office under the provision of Industrial Disputes Act., 1947 Or Contract Labour (Regulation & Abolition) Act, 1970 or any other Act/ Rules.
- t) The transportation, food, medical and other statutory requirements in respect of each personnel deployed shall be the responsibility of the Agency, not of AOA.
- u) The service provider shall provide a suitable substitute well in advance if there is any probability of the person leaving the job due to his/ her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.

Penalty Clauses

1. In case the contractor fails to commence/ execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract, AOA reserves the right to impose the penalty as detailed below:

- a. 10% of Management Fees of order/ agreement per week, up to 2 weeks delay of any service agreement.
- b. After 2 weeks delay, AOA reserves the right to cancel the contract and withhold the agreement and get this job be carried out from other contractor (s) from open market at the competitive rates. The defaulting contractor will be blacklisted for a period of 2 years and the differential amount, if any, will be recovered from the contractor by forfeiting the Performance Security deposited by the contractor.

2) For any breach of contract, AOA shall impose a penalty to the extent of Rs. 25,000/- only on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of AOA.

3) If the lapse is repeated, the extent of penalty will be doubled on each such occasion. 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 -

- a) If the personnel working is not found in proper uniform and not carrying their photo identity cards.
- b) If the personnel working is found indulging in smoking/ drinking/ sleeping during duty hours.
- c) If the behavior of the deployed personnel (s) are found to be discourteous to any Residents of Uniworld City.
- d) If any person is found performing duty by submitting a fake name and address.
- e) If any person is found on duty other than that mentioned in the approved list provided by the Agency to AOA.

4) In case of any loss/ theft Uniworld City's property or stains on the floor/ wall, the committee will consider the circumstances and if the responsibility is fixed on the Agency, AOA will make good the losses by deducting the cost of loss from the outstanding Monthly Bills of the Agency or next month's bill of the Agency in one or more installments.

- a) If required number of manpower is not deployed by the Agency, then proportionate amount will be deducted during payment.
- b) If there is any delay in report submission, Client may impose a penalty by deducting up to 1% of Monthly Service Charge for the Service Charge unit per

day of delay.

- c) For any reason whatsoever, if any position remains absent from duty for a cumulative period of more than 15 working days in a years or more than 5 working days at one time, the service provider shall deploy a personnel in that position under the intimation to the Client. In the event of the failure of the Service Provider to do so, a prorated deduction in the fees per working day for the member remaining absent and a penalty of 1% (one percent) of monthly service charge, shall be made from the payment due.
- d) If there is any delay in Bill submission, Client will impose a penalty by deducting up to 0.5% of the monthly bill for the Service Charge unit per day of delay
- e) If there is any major mistakes found in taking stock of the material which is +/- 10%, Client will impose a penalty by deducting up to Rs5,000/-(Rupees Five Thousand Only) per mistake.
- f) The Client may conduct independent quality monitoring and checking of works carried out by the Service Provider. If such checks disclose that works carried out by the Service Provider do not meet the specified requirement, the employers will not pay the Service Provider fees for the affected portion. In addition, the Service Provider will be imposed a penalty up to 10% of such fee and without entitlement to payment of further fees in this respect.
- g) If the service of a manpower provided by the Service Provider is not acceptable to AOA, the Service Provider shall immediately replace the team member. If the Service Provider fails to quickly deploy/replace a manpower as instructed by AOA, they may make temporary arrangement. The temporary deployment/replacement shall be paid by AOA with commensurate reduction in the person month scope of the Service Provider Contract. The Service Provider shall be imposed a penalty up to 10% of the cost to AOA of the temporary deployment/ replacement until such time that the Service Provider provides an acceptable replacement/ team member.
- h) The operator engaged for operating of a particular machine shall not leave the installation under any circumstances. In case the installation found locked / without the operator for shifts specified here in this document The Service Provider shall be penalized with the amount of Rs.500/- for each such occurrence.
- i) The Service Provider / operator will be responsible to always keep the complete installation including the surroundings very neat, clean, free from grass and plants and dust etc. In case it is found that any installation is not clean, tidy, penalty of Rs.500/- per installation per day shall be charged. In case of any dispute, the decision of Client shall be final and binding.

- j) If the services pertaining to HVAC work found defective / not properly functioning a penalty of Rs. 10000.00 shall be levied per instance. In case of any dispute, the decision of AOA shall be final and binding.
- k) If the services pertaining to MEP/Carpentry / other works found defective / not properly functioning a penalty of Rs. 500.00 shall be levied per instance. In case of any dispute, the decision of Client shall be final and binding.

Authorized Signatory

Place:

Date/Time:

**END OF
DOCUMENT**