



Request for Proposal
Integrated Facility Management Services of Residential
Society ACE Divino

RFP: AOA/25-26/FMS/001
Dated 04th November 2025

Issued By:

ACE Divino Apartment Owners Association
Basement 1, Maintenance Office
ACE Divino, Plot No. GH-14A,
Sector 1, Greater Noida West,
Uttar Pradesh 201306

**RFP Document Fee: ₹ 10,000/- + GST [IF APPLICABLE]
(In the form of Demand Draft)
In the name of “ACE Divino Apartment Owners Association”
(TO BE SUBMITTED WITH BID)**

Contact:

Goutam Prasad: 9810753838
Siddharth Shukla: 8010820509
Email: tender.AOA@gmail.com

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Disclaimer and Confidentiality

This Request for Proposal Document (hereinafter referred to as RFP) has been prepared by ACE DIVINO APARTMENT OWNERS ASSOCIATION (hereinafter referred to as AOA) solely for the purpose of providing information to potential bidders. It is provided on a confidential basis and is not to be distributed or reproduced in whole or in part without the prior written consent.

The information contained in this RFP or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of AOA or any of their employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by AOA to the prospective Bidder(s). The purpose of this RFP is to provide interested bidder(s) with information that may be useful to them in preparing their proposal i.e. Eligibility/Technical Proposal, Documents and Financial Proposal (the "Bid") pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by "AOA" or their advisors in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. It is intended to be used as a guide only and does not constitute advice, including without limitation, investment or any other type of advice. This RFP may not be appropriate for all persons, and it is not possible for "AOA", its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP including annexures/ attachments/ amendments and obtain independent advice from appropriate sources. "AOA" and its advisors assume that any person who reads or uses this document can evaluate the merits and risks of any investment or other decision with respect to a financial/property transaction, operation, its suitability and its financial, taxation, accounting and legal implications without any reliance on this document.

Information provided in this RFP to the Bidder/s is on a wide range of matters, some of which depend upon interpretation. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.

This document may contain few information prepared by any third party. Figures, calculations and other information contained in this document that has been provided to "AOA" by such third parties have not been independently verified by "AOA". Any projections or analyses represent best estimates only and may be based on assumptions, which, while reasonable, may not be correct. Past performance of any property or market information, if any, described in this document is not a reliable indication of future performance of such property.

Bidders should not rely on any information contained in this document as a statement or representation of fact and must make their own enquiries to verify and satisfy themselves of all aspects of such information, including without limitation, any income, fee/rentals, dimensions, areas, zoning and permits. While the information in this document has been prepared in good faith and with due care, no representations or warranties are made (express or implied) as to the accuracy, currency, completeness, suitability or otherwise of such information. "AOA", its advisors, officers, employees, subcontractors and agents shall not be liable (except to the extent that liability under statute or by operation of law cannot be excluded) to any person for any loss, liability, damage or expense arising directly or indirectly from or connected in any way with any use of or reliance on such information.

"AOA" accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. "AOA", its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way during the Bidding Process.

"AOA" also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

"AOA" may in its absolute discretion at any time, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP. "AOA" may also withdraw or cancel the RFP at any time without assigning any reasons thereof.

"AOA" reserves the right, without any obligation or liability, to accept or reject any or all applications, at any stage of the selection process, to cancel or modify the process or any part thereof, or to vary any or all the terms and conditions at any time, without assigning any reason whatsoever.

The issue of this RFP does not imply that "AOA" is bound to select service provider or to appoint the successful service provider. "AOA" reserves the right to reject all or any of the Bidder/s or Bids without assigning any reason whatsoever. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by "AOA" or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will be sole responsibility of the Bidder and "AOA" shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the Bidding Process

INVITATION FOR BIDS

1. Introduction

ACE Divino Apartment Owners Association (AOA) invites interested organisations to submit proposals for **Facility Management Services** for the **ACE Divino Society**, located in the Greater Noida (West) region. AOA aims to select a reliable and experienced Facility Management Agency to ensure the smooth operation of the society's common facilities and maintenance of society premises other than security services.

Overview of the **ACE Divino** Society to be maintained:

- The ACE Divino is a luxury residential society spread across 11 acres of land in Greater Noida (West).
- The society includes residential area consists of 11 towers with 1572 apartments and a commercial area contains 26 commercial shops.
- Common area includes but not limited to park, green areas, 13th floor garden, internal roads, waterbodies, guest rooms, club, indoor & outdoor sports facilities, tower lobbies, basements, other amenities and any area that is not internal area of any flat/ shop.
- The Commercial Area is an integral part of the society complex.

2. Indicative Scope

The Broad Scope of services required through this RFP, shall be inter alia as briefed below:

- Housekeeping and Sanitation services in entire society including commercial area.
- Operation & Maintenance of all Mechanical, Electrical & Electronics Items/ Installations /Water & Sewage Treatment Plants/ Appliances' Services including all Lifts/ Elevators, AC, Screen of Commercial Area and DG sets, Fire-Fighting Systems, etc.
- Maintenance of Lawns & Gardens.
- Maintenance of all tower lobbies and other common areas like park, cabana, 13th floor garden, water bodies, etc.
- Maintenance of internal roads, Pedestrian Path and driveways, etc.
- Maintenance of entire Club Spade.
- Maintenance of Basements.
- Maintenance of Society Temple
- Pest Control in entire society
- Upkeep and Cleanliness of the area immediately in front of the Society
- Keeping the entire society liveable and free from any defects/ problems
- Taking care of all legal compliances related to society

3. Bid Schedule/ Significant Information

The Bidding Process in question will be responded to or entertained as per following schedule:

Sl. No.	Particulars	Value
1	Mode of Submission	Hard Copy only
2	Contract Period	03 (Three) Years
3	Tender Document Cost (non-refundable)	<p>₹10,000 (Rupees Ten Thousand Only) + GST (if applicable) as the cost of the RFP document.</p> <p>The payment shall be made in the form of a Demand Draft/ NEFT in favour of “ACE Divino Apartment Owners Association”, payable at Noida/Greater Noida”</p> <p>AOA Bank Account Details Beneficiary Name: ACE Divino Apartment Owners Association Account Number: 60551990977 Account Type: Saving Bank: Bank of Maharashtra Branch: Greater Noida West, Sector 1 Primary IFSC: MAHB0002733 Alternate IFSC (if any issue occurs): MAHB0001294</p> <p>(Cash will not be accepted)</p>
4	Interest Free EMD	<p>₹5,00,000 (Rupees Five Lacs Only) payable to AOA Bank account (as mentioned above) before the bid submission.</p> <p>(Cash will not be accepted)</p>
5	Performance Security	Selected bidder may have to submit Performance Security of the amount equal to EMD as per mutual agreement between AOA and chosen bidder.
6	Date of issuance of Tender	04th November 2025 through newspaper publication in Times of India (Delhi/ NCR) and Nav Bharat Times (Delhi/ NCR)
7	Inspection of Ace Divino Society by bidders	From 4th November 2025 to 18th November 2025 between 11.00 am to 5.00 pm

8	Pre-bid Meeting	08th November 2025 at 12:00 pm
9	Last date of submission of queries, if any	18th November 2025 up to 17:00 pm
10	Last date and time for submission of bid (Bid Due Date)	21st November 2025 up to 17:00 pm or extended date and/or time, if circulated in due course in case of any unforeseen circumstances. In such an event decision of AOA will be final.
11	Price Escalation	<p>The Facility Management Agency (the bidder) shall not make any request for price escalation for this assignment for first two years from date of award of assignment except that is related to increase in basic wages as per Minimum Wages Act as applicable in state of Uttar Pradesh and quantified thereunder.</p> <p>Note: Except as otherwise provided above, for first two years AOA will not accept any such request forthwith, whatsoever be the circumstances.</p> <p>The FMS Agency may request for price escalation for third year at least 60 days prior to the end said period of two years. However, Approval of such request will be sole discretion of AOA and it will not approve any such request beyond average CPI for 12 month's period immediately preceding to the date of such request.</p>
12	Annual Comprehensive Facility Management Service Cost.	<p>Lowest financial bid quoted by the bidder.</p> <p>Payments for the Annual Comprehensive Facility Management Cost shall be made by the AOA on equal-monthly instalments basis during contract period.</p> <p>Note: AOA will make payment of monthly service costs to FMS Agency within 30 days of receipt of such invoices along with valid proof of payments made to the employees/ staff hired by the bidder, which can be raised only after end of the month for which the same is raised.</p>
13	Mode of Submission	Sealed Envelope-1 Technical Bid (Including EMD, Technical Documents, Authorisation Letter, Mandatory Information, Terms & Conditions or any other technical document related to Bid.

		<p>Sealed Envelope-2 Financial Bid (Only price bid)</p> <p>Note: DD for Tender Fee has to be submitted separately while submission of the documents.</p> <p>Note: Bids in sealed envelopes can only be submitted physically. Digital copies will not be accepted.</p>
14	Date and time of opening of Technical Bid	<p>22nd November 2025 at 11:00 am at Second Floor of Club Spade, Ace Divino.</p> <p>In case of extension of last date and time for submission of bid, 11:00 AM of the day following Saturday of the revised last bid submission date.</p>
15	Date and time of opening of Financial Bids	<p>23rd November 2025 at 11:00 am at Second Floor of Club Spade, Ace Divino.</p> <p>In case of extension of last date and time for submission of bid, 11:00 AM of the day following Sunday of the revised last bid submission date.</p>
16	Validity of Financial Bid	180 days of Bid Opening Date
17	Signing of Service Contract	Within one week from the date of issuance of Letter of Award at the sole discretion of AOA
18	Mobilization Period and Commencement of Service:	Within 15 days of signing of Service Contract, the FMS Agency will prepare snag list for entire Ace Divino and thereafter mobilize all resources to onboard their services within 30 days thereafter.

4. Brief Description of the Bidding Process

- A. AOA has adopted a two Stage bidding process (collectively referred to as the "**Bidding Process**") for selection of the Bidder for award of the Services. The selection process involves technical qualification of interested Bidders in accordance with the provisions of the RFP document. The AOA shall open the financial bids of only 3 technically qualified Bidders who score maximum based on Clause 8 of this RFP which determines Bid Evaluation Mechanism.
- B. The Bidder shall pay to the AOA a non-refundable sum of Rs.10,000/- (Rupees Ten Thousand Only) + GST (if applicable), as the cost of the RFP document. The payment

- shall be made in the form of a Demand Draft in favour of “ACE Divino Apartment Owners Association” payable at Greater Noida or by NEFT to AOA Bank Account as stated above.
- C. Data/ Quotation/Rate provided in the Bids shall be valid for a period of not less than 180 (One Hundred and Eighty) days from the Financial Bid Opening Date.
- D. Bidding Documents include the Request for Proposal (RFP) and any Corrigendum or Addendum issued after this RFP Document before the last date of bid submission, as extended, if any.
- E. The EMD will not carry any interest.
- F. EMD submitted along with the Proposal will remain valid for a period of 45 days beyond validity period of the Bid, including any extensions thereof.
- G. EMD of the unsuccessful Bidders will be returned within 30 days (thirty days) from the Financial Bid Opening Date.
- H. EMD of the successful bidder will be adjusted in Performance Security Deposit to be given by them.
- I. **Forfeiture of EMD:** Amount of EMD can be forfeited if the successful bidder –
- i. Fails to accept the letter of award within 5 days of date of Award for any reason whatsoever.
 - ii. Fails to furnish the Performance Security in accordance with the RFP.
 - iii. Fails to sign, fulfil or execute any other condition precedent to the execution of the Service Contract within one week from the date of issuance of Letter of Award.
 - iv. If the Information/ documents submitted by the bidder in the bid is found to be false/ forged
- J. Bids are invited for the project based on BOQ attached to this document of AOA. The qualification assessment of the Bidder (the “**Successful Bidder**”) shall be through a Quality and Cost Based Selection (QCBS) process as mentioned in the RFP (refer Bid Evaluation Process).
- K. Notwithstanding any other condition/ provision in the tender documents, bidders are required to submit **complete documents pertaining to the techno commercial qualification criteria (QC)** along with their offer. Failure to meet the QC may render the bid to be rejected. AOA reserves the right to complete the evaluation based on the details and documents furnished by the bidder, with or without seeking any additional supporting documents /clarifications.
- L. **Signatory of the Facility Management Service Agencies:**
- i. It is clarified that the individual signing the documents connected with proposal must certify whether he/she is signing as authorized signatory or proprietor or duly authorized partner in case of partnership firm or a director in case of company or such other authorised person.
 - ii. The authorization shall be provided through a Power of Attorney, which must accompany the Proposal. This may be executed either on a non-judicial stamp paper of value ₹100/- or on the official letterhead of such Agency.
Note: In case of company, a copy of appropriate board resolution authorising one director to sign on documents and otherwise deal with AOA along with the above requisite documents would be a must.
- M. **Costs. If any, in the Bid Submission** - The Facility Management Agency shall bear all costs associated with the preparation and submission of their bids on their own and the AOA accepts no liability to reimburse such cost regardless of any circumstances.
- N. **Work Site Visit by Bidders** – The Facility Management Agencies are advised to visit/ survey the Ace Divino Society and acquaint themselves with the operational system and environment along with infrastructure/ plant & machinery at their own cost and expenses. Once the bid is submitted, it shall be presumed that the Agency has undertaken a physical visit of the Ace Divino society and is aware of the operational conditions prior to the submission of their proposal. After submission bids, none of the claim by such agency

related to non-awareness of operational system and environment of society will be entertained by AOA.

O. **Abnormal Rates:** The bidder is expected to quote rate after careful analysis of cost involved considering all specifications and conditions of contract. In case it is noticed that the rates quoted by the bidder are unusually high or unusually low, it will be a sufficient ground for rejection of the tender unless the reasonableness of the rates is convincing. For scrutiny, the analysis for such rates is to be furnished by the bidder on demand.

P. **Clarifications on RFP Document –**

- i. The Facility Management Agency can ask clarifications in writing to the authorised representatives of the AOA, on the RFP document before submission of their bids.
- ii. Except for any such written clarification by the AOA which is expressly stated to be an addendum to the present RFP, no other written or oral communication, presentation or explanation shall be taken to bind AOA under any condition.

A. **Only one Proposal –**

Each bidder will submit only one proposal. Any form of Alternative bid is not allowed. Consortium / Joint venture of any form is not allowed under this bidding process

B. **Taxes -**

The financial proposal /bid shall be exclusive of applicable Goods & Services Tax (GST).

As a condition, precedent for reimbursement of the GST, the AGENCY shall provide a valid GSTIN and raise **GST compliant Tax Invoice** to the AOA.

The financial liability on account of any other applicable taxes, as may be applicable on the amounts received by the Facility Management Agency from AOA shall be solely borne by the Agency. The Facility Management Agency alone shall be responsible in all respects for the payment to all taxes including Income Tax, etc. in a timely manner and filing the returns in respect thereof as per the applicable laws. AOA shall not bear any responsibility in this regard.

However, towards compliance with the applicable Tax laws, AOA shall deduct TDS as applicable from the payments to be made by Client to Facility Management Agency, and a certificate shall be made available to the Agency in support of the evidence.

5. Bid Evaluation Process

5.1 Short-listing of Bidders: The Bidders who will score minimum 70 marks out of 100 marks, as per the Point 8 Technical Qualification, will be considered technically qualified and will be eligible to be shortlisted for opening and evaluation for financial bid. The weightage given to the technical proposal is 70% for the selection of Bidder under Quality and Cost Based Selection (QCBS) method.

5.2 Evaluation of Financial Proposal: For financial evaluation, the financial quote indicated in the Financial Proposal of the technically qualified bidder shall be considered. The Financial Proposal with the lowest Evaluated Total Price (ETP) will receive the maximum score of 100 marks. The score for each other Financial Proposal will be inversely proportional to its ETP and will be computed as follows:

$$SF = 100 \times FM / F$$

where:

SF is the financial score of the Financial Proposal being evaluated

FM is the ETP of the lowest priced Financial Proposal
F is the ETP of the Financial Proposal under consideration

The weightage given to the financial proposal is 30% under Quality and Cost Based Selection (QCBS) method.

The AOA shall determine whether the Financial Proposals are complete, unqualified and unconditional. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services (excluding taxes). The Bidder should give clear breakup of taxes as applicable on services offered. Omissions, if any, in costing any item shall not entitle the Bidder to be compensated and the liability to fulfil its obligations as per the BOQ within the total quoted price shall be that of the Bidder.

The AOA will correct arithmetical errors during evaluation of Financial Proposals on the following basis:

- a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
- b) if there is any discrepancy between words and figures, the amount whichever is less, that shall be prevail.

If the Bidder does not accept the correction of errors, its proposal shall be disqualified

5.3 Combined and final evaluation:

After determining the financial score, the shortlisted Bidders will be given total score which will be determined as under:

$$\text{Total Score (TS)} = \text{Technical Score (ST)} \times 0.7 + \text{Financial Score (SF)} \times 0.3$$

Proposals of the post qualified Bidders during the process of evaluation of the technical bid will finally be ranked according to the total score.

The selected Bidder shall be the first ranked (whose total score as calculated above is the highest). The second ranked Bidder shall be kept in reserve and may be invited for negotiations in case the first ranked Bidder withdraws or fails to comply with the requirements specified in the RFP document.

6. Eligibility Criteria

	Criteria for the Facility Management Agency	To be verified from
1.	The bidder should be registered under appropriate provisions of law. Any one of the following - <ul style="list-style-type: none"> • Indian Companies Act 2013 • Indian Partnership Act 1932 • The Societies Registration Act 1860. • Limited Liability Partnership Act 2008. 	Copy of Certificates of Incorporation/ Registration issued by the competent Authority
2.	The Facility Management Agency should have an average annual turnover of not less than ₹1,00,00,000,00/ (Rupees One Hundred Crore only) over last three financial years.	Audited Financial Statements

3.	The Facility Management Agency should have completed any of following in last three financial years as on 31/03/2025, with profit after tax.	Order Copies and Satisfactory performance certificates
	a) Two similar assignments for Multi-Storey Residential Complexes in Delhi/ NCR each costing not less than Rs. 30,00,000/- (Rupees Thirty Lakh only) per month	
	Or	
	b) One similar assignment for Multi-storey Residential Complex in Delhi/ NCR costing not less than Rs.40,00,000/ (Rupees Forty Lakh only) per month.	
4.	The Services of Facility Management Agency has not been terminated by any Multi-Storey Residential Complexes costing not less than Rs. 30,00,000/- (Rupees Thirty Lakh only) per month in less than two years of consecutive service to such complex from date of inception of the service. Note: For this clause non-renewal of FMS contract after expiry of tenure mentioned in the executed contract and termination due to will of FMS Agency will not be considered as termination.	Declaration to said effect on non-judicial stamp paper of Rs,100/- duly notarised with register entry
5.	It must have a corporate office located in Delhi/ NCR and a registered office anywhere in India.	Address proof
6.	Valid registration under the PF Act, 1952 shall be part of the technical bid.	Copy of Certificate
7.	Valid registration under the ESI Act, 1948 shall be part of the technical bid.	Copy of Certificate
8.	Valid registration for GST shall be part of the technical bid.	Copy of Certificate
9.	Valid PAN number shall be part of the technical bid.	PAN Copy
10.	IT returns of last three financial years shall be part of the technical bid.	ITR Copies
11.	Labor license of running works issued under Contract Labour (Regulation & Abolition) Act, 1970 shall be part of the technical bid.	License copy
12.	Agency should have submitted the invoice through E-invoicing.	Any Proof thereof
13.	Agency should not have any labour union.	An affidavit duly notarised with register entry
14.	Overall manpower on company pay roll more than 500.	An affidavit duly notarised with register entry
15.	Agency should have experience certificate of Mechanized cleaning.	Copy of Certificate
16.	Agency should have valid ISO 9001-2015 & / or OHSAS 18001 certificate or above for at least from two years before.	Copy of Certificate
17.	Agency shall not engage any other agency or transfer the complete or partial contract/work to any other	Undertaking in the form of an affidavit duly notarised with register entry

	person or entity in any manner without prior permission from AOA before sub-contracting.	
18.	The Facility Management Agency intending to bid have not been blacklisted by any society in India for whatsoever be the reason	Undertaking in the form of Affidavit duly notarised duly notarised with register entry
19.	Must not have any pending judicial proceedings for any criminal offence against the Partner/ Director/ Persons to be deployed by the Service Provider	Undertaking in the form of Affidavit duly notarised duly notarised with register entry

7. Mandatory Information Table: (To be submitted along with technical bid)

The bidder shall submit Mandatory Information regarding themselves as per FORM-T2 prescribed at Annexure C to this RFP.

8. Bid Evaluation Mechanism

S.No.	Eligibility Requirement	Marks	Supporting Documents/ Action Required
1	Annual Turnover (TO) in each year during the last 3 financial Years a) 100 Crore to < 200 Crore = 10 marks b) 200 Crore to < 500 Crore = 15 marks c) ≥ 500 core = 20 marks	20	Audited Financial Statements
2	Similar work Experience and currently running in Residential Societies each costing not less than Rs. 20,00,000/- (Rupees Twenty Lakhs only) per month in India for more than 2 years a) ≥ 15 societies = 5 marks b) ≥ 25 societies = 10 marks c) ≥ 35 societies = 15 marks	15	Copies of order and Satisfactory performance certificates
3	Continuity of service in any Residential Society in India having number of flats equal to or more than 1000 for a continuous period of more than 7 years without any interruption a) ≥ 3 societies = 5 marks b) ≥ 5 societies = 10 marks	10	Copies of order and Satisfactory performance certificates
4	Experience of combined work which include comprehensive FMS including spares/ consumables in 25 residential societies having number of flats equal to or	5	Copies of order and Satisfactory performance certificates

S.No.	Eligibility Requirement	Marks	Supporting Documents/ Action Required
	more than 600 flats in India in last 3 financial years		
5	National / International Certifications or Awards for providing outstanding services to clients	5	Copies of Certification/ Awards
6	Understanding of Project to be covered under scope document	5	Brief facts of understanding by the Facility Management Agency regarding needs of AOA
7	Facility Management Approach and Methodology to be covered under implementation Plan.	5	Brief facts of Approach and Methodology by the Facility Management Agency
8	Identification of major risk and their mitigation plan to be covered under implementation plan.	5	Brief facts of Major Risk and Mitigation Plan by the Facility Management Agency
9	In house Technical Team/Experts for resolution of issues: a. Experienced in-house team for Electrical related issued i.e. LT Panel, Transformer maintenance, load distribution, etc. b. Experienced in-house team for Fire Safety. c. Experienced in-house team for maintaining water distribution network within society. d. Experienced in-house team for Rainwater Harvesting/ Garbage Management	5	Copy of Certificate / Declaration in Affidavit duly notarised with register entry.
10	Net addition of number of the residential societies in Delhi/ NCR having flats not less than 500 in the business of FMS Agency in the financial year 2024-25 over the immediate previous year i.e. 2023-24 ≥ 2 societies = 5 marks ≥ 5 societies = 10 marks	10	Copies of new orders/ contract along with declaration of fact of losing business/ termination, if any
11	Net Profit after Tax of the FMS Agency pertaining to their FMS business in India not less than Rs.25 Crore	5	Copy of Audited Account Statements
12	Innovations/Steps taken by the agency which leads to betterment of services and ultimately results in cost optimisation.	10	Declaration in Affidavit duly notarised duly notarised with register entry.
	TOTAL	100	

9. Detailed Scope of Work

9.1 Objective

The bidder shall provide Integrated Asset and Facility Management services for the entire premises of Ace Divino including Commercial Area in an effective, compliant, sustainable and environment friendly manner to ensure functionality of the built-in facilities in compliance with operation and maintenance manuals, standard operating procedure (“SOP”), guidelines, policies and checklists all in accordance with the scope of Services as mentioned below.

9.2 Scope of Services

9.2.1 The scope of Services in essence covers the followings:

- a) Identification, health assessment and life expectancy of all assets and facilities including permanent, temporary, movable, tools, furniture, fixture, plants, equipment, waterbody machineries and other assets
- b) General upkeep, operation, maintenance, repair, periodic review, tracking and up gradation of assets and facilities.
- c) Project management and implementation of new ideas for value addition and continuous improvements in performance of Services.
- d) Repairs to the buildings/ common areas/ open areas/ park/ club/ tower lobbies/ commercial area/ 13th floor garden/ water bodies/ internal roads/ pedestrian path/ driveways/ basements and all amenities/ fixtures therein in the entire Ace Divino in the areas of civil, electrical, plumbing, carpentry, welding etc. as and when required. Note: However, any new civil or other required work is out of the purview.
- e) Compliance to local, state and national laws, regulatory guidelines laid down by the authorities, standard practices, ethics applicable to occupation, operation and maintenance of the society.
- f) General watch and surveillance within the society and its periphery.
- g) Maintain the highest level of health, hygiene, and environmental guidelines in the society.
- h) Self-verification, performance measurement and audit of all Services.
- i) Advisory, administration and enforcement of all in house policies, SOP’s and plans prepared by AOA.
- j) Develop Key Performance Indicators (“KPIs”) for all Services and their measurement, payment and penalty in accordance with AOA.
- k) Assist and coordinate accounting, cost capturing, disbursement and fund management.
- l) Analysis for cost cutting and optimisation of expenses with bi-monthly review and reporting.
- m) Procurement of materials, sub-letting or sub-contracting of services and vendors management subjected to required approvals from AOA.
- n) Fulltime, dedicated, single point of contact for coordination with multiple implementation partners, AMC contractors, suppliers and/ or third parties and Government authorities.

9.2.2 The details of scope of services as described in the RFP is not exhaustive and are subject to modifications as may be required by AOA. The scope of services includes any work required for smooth operations of facility management services in the society.

9.3 General Guidelines

- a) Bidder shall coordinate and meet all obligations, technically, financially or otherwise, including statutory, pertaining to the Society and all equipment installed therein including but not limited to the elevator clearance, fire clearance, electrical installation, pollution clearance and all other permissions, statutory approvals, licenses, NOCs etc.
- b) Bidder shall provide periodic reports on performance of Services for information to AOA at such intervals as may be prescribed by AOA.
- c) Bidder shall ensure preventive and reactive maintenance of all equipment either through in-house team or through external vendors.
- d) Bidder shall provide trained manpower and upgrade their knowledge with training initiatives to ensure that the Services are performed as per best practices prevailing in the industry.
- e) Accumulate or develop operation and maintenance manual and implement the same for Services.
- f) Bidder shall keep track of specific energy consumptions of all major utilities and operate the facility in line with occupancy so that energy efficiency is achieved.
- g) Bidder shall always maintain agreed number of staff on-site so as not to compromise on Service delivery.
- h) Bidder shall have adequate backup support from its corporate office to ensure that the Services are performed in efficient and expeditious manner. The Monthly review meetings shall be attended by the Senior Head Office personnel.
- i) Bidder shall liaise with Government bodies including payment of bills, dues, fine, penalty etc.
- j) Bidder shall carry out police & address verification of all manpower deployed in the Society.
- k) Bidder shall maintain updated statutory records regarding duty schedules, attendance and leave, salary disbursement etc. pertaining to the personnel deployed in the Society.
- l) Bidder shall provide all safety equipment and be responsible for the safety of the staff/personnel deputed at the Society.
- m) Bidder shall ensure that all statutory compliances under Labour Laws, PF, ESIC, Minimum Wages Law, and such other Union or State law as may be applicable prevailing anytime during entire period of contract on persons employed by them directly or indirectly for the Services. **Bidder shall take workmen compensation and employers liability coverage or such other insurance protection at least equivalent to the minimum amount required by law.**
- n) Sourcing of vendors/ Original Equipment Manufacturer for all technical Services as required from time to time.
Note: For maintenance and repairs of Lifts and ACs wheresoever is situated in Ace Divino, services of OEM only will be taken by the Bidder.
- o) Supervise any repair work being undertaken at the Society by any outside vendor.
- p) Assist in forming BOQs etc., vendor selection and closing of work order(s) for sourcing of raw material for regular maintenance requirements.
- q) All maintenances shall be provided as per the recommendations of the original equipment manufacturers.
- r) Ensure that all equipment is handled by the trained staff only.
- s) Maintain contacts with important emergency action agencies like fire departments, police and hospitals etc.

- t) Bidder shall design and implement (i) record keeping. (ii) reporting (daily, weekly, fortnightly, monthly, quarterly, yearly as required. (iii) maintenance, repair orders and log system. (iv) residents feedback, analysis and improvement system. (v) web-based MIS system. and (vi) mapping of Society & database management related to all assets, facilities, Services of individual apartments and AOA.
- u) Bidder shall arrange and provide all machinery tools and tackles required for the Services at its cost. In addition, bidder shall be required to perform Services for procurement of all consumables (other than those in the scope of supply of the bidder), spares & other materials and execution of repair jobs and/or services from third-party services required for the Society. Payments to third parties for such consumables, spares & other materials and execution of repair jobs and/or services shall, however, be made by AOA.
- v) The bidder shall follow Environmental (Protection) Act 1986, Environment (Protection) Rules, 1986. Further, Hazardous and Other waste (Management and Trans-Boundary Movement) Rules 2016, Solid Waste Management Rules 2016 and any other law related to environment protection while providing FMS service to Ace Divino and the same will solely be responsible for consequences of any non-compliances thereunder.
- w) The bidder shall further obtain no objection certificate from the Central or State Pollution Control Board, wherever required, and submit statutory compliance/ annual returns/ other obligations on behalf of itself/AOA.
- x) The bidder shall pay all taxes, fees, license charges, deposits, tolls, royalties, commission or other charges which may be payable on account of their operations in executing the service contract.

9.4 Quality of Services

- a) Bidder shall maintain high standards of quality in the performance of Services and the vendors supervised by bidder shall always be subject to quality control by AOA. Bidder shall ensure that all quality control methods, procedures, testing, commissioning and approval related parameters are being followed to the satisfaction of AOA.
- b) Bidder shall warrant that parts, materials and components purchased and supplied for Services under the contract, shall be ideal and suitable for the purpose used. All parts used during course of the Services shall be brand new and from the original manufacturer only. Where these parts are not available, bidder may supply brand new parts from another manufacturer subject to prior approval in writing by AOA.
- c) Bidder shall not do or omit to do any act which may directly or indirectly affect the reputation and goodwill of AOA.

9.5 Safety Guidelines

- a) Bidder shall follow all practices related to safety of its personnel working in the Society and ensure that all sub-contractors deployed by the bidder adhere to this practice.
- b) Bidder shall provide uniform to all workforce and ensure that they work within Society in their prescribed uniform
- c) Bidder shall provide prior information to AOA about any hazardous material being brought in the Society and shall ensure security storage of such material.
- d) Bidder must leave work areas in a clean, tidy and safe condition at the end of each working period.

- e) Bidder shall ensure that their personnel do not consume or bring alcohol/do not smoke/do not take drugs/Gutka/Masala etc while in Society.
- f) Bidder shall ensure that all workmen of the bidder and of contractors working in the Society have valid identifications cards issued by security team post police verification and shall always display these during duty hours.

9.6 Accounting

- a) Create, maintain, review, self-audit of all accounting data and records, etc.
- b) Invoice generation, distribution, collection of CAM / Electricity Charges, if applicable / Rent / Utilities / other services.
- c) Installation of accounting software and hardware.
- d) Full Support in third party audits by auditors appointed by AOA.
- e) Maintain and review accounts and records in proper manner and ensure data privacy.

9.7 Compliance

- a) Keep record, update and comply with building drawings, statutory approvals, certificates, receipts and alike.
- b) Conform to insurances, taxes and alike obligations, payment of dues to authorities.
- c) Manage guarantee, warrantee, third party certification of all equipment and check, third party inspections, audits, licensing from authorities as applicable and ensure all licenses/permits are valid.
- d) Comply with local, state or national byelaws/ codes, laws, statutes, guidelines, tracking, incident reporting and notifications applicable to the Society including but not limited to the labour laws, health, safety and environment requirements, environment protection, hazardous waste generation storage, disposal, prohibition of drug, alcohol, smoking, no-obstruction to Government officials, no encroachment, municipal guidelines, taxes, charges, intellectual property copyright or trademark etc..
- e) Keep watch and surveillance within the Society for any changes from approved building plans (as-built drawings), facades, encroachment on common areas or changes to façade and alike.
- f) Take necessary steps for statutory inspections at specified intervals.
- g) Current compliances which are subject to renewal will be taken care of by the successful bidder.

9.8 Health, Safety and Environment Protection

- a) Design and implement emergency handling plans (Disaster Management Plan), training, general awareness, crisis management, emergency communication, evacuation plans and fire drills, education and assessments.
- b) Maintain housekeeping, coordinate and upkeep of all common areas, plant/pump rooms, facilities, way finding and signages etc.
- c) Monitor and control all sub-let/sub-contracted works and vendors (cable TV, telephone, newspaper, milk vendors, maids, car washers, pet care, home delivery and other such services etc.
- d) Upkeep certifications and conduct hygiene tests (water, soil, air) and pest controls.
- e) Maintain non-polluting environment.
- f) Maintain applicable plans for fire and flood safe society.

- g) Handle explosives, hazardous material (diesel) carefully.
- h) Improve residents' awareness on dos and don'ts.
- i) Manage working hours for all agencies/contractors/vendors in the society,

9.9 Customer Relations, Welfare and Facilitation

- a) Interact with residents and keep log of all suggestions, issues or complaints and their closure or rejection.
- b) Establish and operate front office, helpdesk, mailroom operation.
- c) Facilitate events within the Society, community functions, get-together, event management and explore revenue generation and forecasts.
- d) Coordinate and facilitate tenant move-in and/or move-out.
- e) Manage material handling, ingress, storage, deliveries, egress. etc.
- f) Prepare and implement appropriate complaint redressal mechanism for various complaints by the residents.
- g) Collect feedback from Residents on complaint redressal mechanism and improve the same.

9.10 Electrical and Mechanical Maintenance

Following electrical and mechanical Services would broadly be covered under the scope of Services of the bidder. The cost of all consumables and spares for operation and maintenance of various utilities and Services within the Society shall be borne by AOA.

- a) Operate and maintain the entire and complete electrical and mechanical utilities system (generation to distribution) from the diesel generators including all equipment and installations as per operation and maintenance manuals and specifications of the manufacturers and/or the original installation contractors including diesel tanks and pumps and ensure that all the elevators, water pumps, solar lights, solar water heating systems etc. as per standards/ recommendations prescribed by BIS and/ or OEM and ensure they are operational round the clock.
- b) Ensure that (i) all electric and elevator rooms, electrical equipment in public areas, electrical shaft doors, meter boxes in units/society etc. are locked and access is limited to authorized personnel only. and (ii) statutory and safety regulations in this regard are strictly adhered to.
- c) Maintain the earthing systems 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. Conduct periodic maintenance as per IE standards.
- d) Keep record of all logbooks/registers for minimum period of two years or as specified by the supplier/manufacturer.
- e) Ensure (i) cleanliness in all plant rooms. (ii) all cable and wire connections are clean and firm. (iii) contacts in all breakers are clean, and mechanical operation is smooth and firm. (iv) periodic inspection/testing as per specification laid under operation and maintenance manual or OEM.
- f) Check all measuring instruments/meters periodically to ensure they are functioning and show correct readings/measurements.
- g) Ensure all light fittings in common areas inclusive of street and park lights, luminaries, lamps, ballasts, starters, transformers, connections etc., are in proper working condition and replacements are carried out promptly.
- h) Prepare and maintain detailed plans for annual maintenance Services.
- i) Take necessary steps to have inspections by statutory inspectors carried out at all specified intervals and ensure all licenses/permits are valid.

- j) Carry out Planned Preventive Maintenance (“PPM”) as per the PPM schedule made as per manufacturer/ OEM guidelines.
- k) Attend to the critical equipment such as air circuit breakers, VCB, transformer etc.
- l) In case of major breakdowns (emergency) and overhauls specialized agencies may be employed in consultation with AOA and required charges shall be paid by AOA. Bidder shall coordinate with the agency so employed for the Job to be done within minimum TAT.
- m) Co-ordination with the concerned Electricity Authority (NPCL/Electrical Inspectorate) for any fault/ support.
- n) Record the readings of electrical meter installed in electrical room or utility areas for electrical consumption of all residents and common areas.
- o) Frequent check all (i) MCBs, MCCBs etc. and replace faulty ones. and (ii) cables, bus bars, nut-bolts, insulation etc. for the panels and replace of faulty lights and fixtures.
- p) Maintain adequate inventory of different kinds of spares & other items for all machines installed at the Society with minimum/maximum stock requirement along with re-order levels.
- q) Arrange and provide all required tool and fixtures for all machines installed at the Society.
- r) Make available proper PPE equipment at Society all the time and provide specific training to staff for its use while executing the jobs.
- s) Maintain GO and DO switches and HT line from powerhouse. Patrol HT lines in case of power failure with locating and repairing the faults. and
- t) Maintain liaison with state electricity department for rectifying the electrical faults and restoring the power in case of failure.
- u) Periodic testing for oil and dehydration/oil filtration.
- v) Rewinding of motor for pumps, cooling tower fans (except Air Conditioning), exhaust fan, ACB’s and alternators of DG.
- w) Calibration and relay testing or any other testing for equipment whenever required.
- x) Repair of pump set and associated pipeline’s damages or changing due to aging or any other cause.
- y) Periodic maintenance activities of major equipment e.g. chillers, DG, transformer through inspection by OEM at the Society.
- z) Maintain entire Society in satisfactory and acceptable condition in totally compliant manner.
- aa) Upkeep and cleaning of all transformers.
- bb) Maintain earthing System to ensure earth continuity at all points in the Electrical System.
- cc) Trouble shoot any problem happening on LT and undertake preventive maintenance of panel and motor.
- dd) Check all safety controls and electrical switch gears.
- ee) Maintain transformers and switchovers placed in different locations of the Society.
- ff) Inspect electrical equipment on daily, weekly and monthly basis regularly.
- gg) Keep track of all maintenance schedules and repair work.
- hh) Always keep the transformer rodent free.

9.11 Diesel Generators

- a. Coordinate for statutory permissions required for power generation.
- b. Check engine oil level with dipstick oil gauge, belts for looseness (belt slippage), engine coolant level (check only when system is cool), leakages, operation of coolant heater, lubricating system for leaks, operation of lubricating oil heater,

fuel for leaks, battery charging system, whether start switch is in automatic, for abnormal vibration and noise, for abnormal smell, battery electrolyte level, status of condenser water temperature in & out, system leaks in piping & flange connections, air filters, radiator water leaks, exhaust smoke colour, gauge indication (Pressure gauge, oil temperature gauge, tachometer readings etc.), V-belt and adjust, fuel filter, unit injectors, hydraulic and electronic governor rack movements, for loose bolts & nuts, vibration damper, couplings, foundation bolts, fuel feed pump and its drive, starter and alternator, LLC concentration in coolant etc.

- c. Change the air, fuel, and oil filters as recommended by the manufacturer.
- d. Check all wiring and control panel connections for damage or looseness.
- e. Perform a full oil change as per the manufacturer's schedule.
- f. Check the turbocharger for any issues.
- g. Clean or calibrate fuel injectors if necessary.
- h. Maintain records of the power cut, fuel consumption and total DG running hours.
- i. Removal Drain sediments from fuel tanks, fuel filter and water separator.
- j. Perform operational load test and routine daily checks.
- k. Change water pump unit seals and oil seals.
- l. Operate and maintain DG sets as per standards prescribed by OEM and BIS at regular interval to ensure proper working of DG.
- m. Account and track diesel received and consumed including procurement in line with policy laid by AOA and after seeking due approval.
- n. Thermography of Diesel Generators to detect and measure the infrared radiation (heat) emitted from the generator's components, identifying temperature anomalies that indicate developing faults or potential failures etc. at least once a year.
- o. Record diesel received in presence of security team as per SOP approved by AOA.
- p. Keep track of servicing of DG sets, elevators and other assets making sure that all DG checks and other assets checks are done on regular basis and properly recorded and reported to AOA.
- q. In case, diesel genset to be converted into gas based genset in future, agency to take up the maintenance related activities accordingly.

9.12 Transformers

- a. Maintain the transformers in the society as per standards prescribed by BIS in IS 18284-2023 or later.
- b. In case of major fault in transformer or planned shutdown requiring maintenance, wherein restoration requires more than 06 (six) hours, arrange for mobile transformers of requisite specifications.
- c. Check for rated current, rated voltage, rated temperature, optimum oil level. leaks around joints, diaphragm cracking and the like (A cracked, or leaking diaphragm should be replaced at once), dielectric strength and water content in oil, sudden pressure relays (under voltage and overvoltage relays), alarm and auxiliary relays and wiring and instrument transformers associated with the protective relays, rated resistance, rated power factor.
- d. Check air passages and colour of active agent (Silica Gel), alarm contacts and associated wiring, tank, radiators, tap changers and all gasketed or other openings for leaks, deposits of dirt or corrosion, louvers in enclosures of ventilated dry-type transformers for clogging by dirt or any other obstruction, fans, oil pumps, control devices and wiring, acidity and sludge in oil, gasket joints and earth resistance.

- e. Replace or recondition dehydrating agent if it is found to restrict breathing or are wet.
- f. Examine for cracks and cleaning dirt deposits in bushings.
- g. Inspect for surge arresters' looseness, broken parts, dirt and other deposits. Clean, tighten and replace parts.
- h. Conduct tests like grounding, insulation resistance, and power factor checks.
- i. Regularly test the transformer and on-load tap changer (OLTC) oil for dielectric strength and water content. Replace or filter the oil if the results are below the specified values.
- j. Perform Dissolved Gas Analysis (DGA) to detect issues like arcing (indicated by high levels of acetylene).
- k. Check the cooler fan bearings for proper operation and lubrication.
- l. Inspect the cooling system's automatic and manual functions, including oil pumps and air fans.
- m. Inspect connections for signs of over-heating and corrosion, bushings insulating surfaces for tracking, cracks or chipped skirts, gasket bases for leaks.
- n. Check insulating oil based on the number of operations, condition of oil and condition of contacts. Maintenance of the mechanism shall vary with the type and manufacturer.
- o. Check oil in oil filled bushings.
- p. Address issues like winding failures or exposed wires if they arise, but focus on preventive and predictive maintenance to avoid them.

9.13 HT Panels

- a. Operation and maintenance of HT panel should be as per BIS prescribed standard IS 10118-4: 1982 or later.
- b. Check all low voltage meters like voltmeter, ammeter, power factor meter, frequency meter and others, if any, selector switches, indicator lamps and relays, shunt trip coil, fuses, MCBs and current transformers, any signs of overheating of cables and wires and inspect any insulation damages, circuit breaker compartment i.e. heater operation, shutter operation, bushings and fixed contacts, lubricate circuit breaker racks in and out free operation and interlock mechanism, breaker operation functional releases, auxiliary switches, controls, interlocking arrangements and its terminal connections, insulation of bus bars for effectiveness and overheating if any, sign of burn marks, pitting, overheating, corrosion and mechanical damages, all mechanical parts including racks and do proper greasing of the switchgears, isolating/tulip contacts (VCB), shunt release off and on, blocking magnet and under voltage release, charging motor, carbon brushes and chain drive, cable shrink or cable glands, safeties installed or connected properly backs to original position.
- c. Vacuum the internal panel i.e. bus bar compartment and potential transformers (if available).
- d. Ensure the panel interior and exterior are clean, free of dust, and dirt. Check for vermin proofing.
- e. Inspect the casing, busbars, insulators, and other components for any physical damage, rust, or discoloration.
- f. Verify that all labels, including the single-line diagram, are clear, present, and up to date.
- g. Use tools to check and tighten all electrical and mechanical fasteners, nuts, and bolts.
- h. Verify the continuity and tightness of the earthing connections.
- i. Test the insulation resistance of power and control wiring using a Megger or other appropriate tools.

- j. Use an infrared camera to detect any hotspots on terminals, busbars, or other connections.
- k. Check the physical condition and tightness of CTs, PTs, fuses, and meters.
- l. Check that all protection relays are functional and their trip settings are correct.
- m. Check the charging of breaker springs, the operation of the rack-in/rack-out mechanism and test the ON/OFF and emergency pushbuttons.
- n. Verify all mechanical and electrical interlocks are working correctly.
- o. Test all indication lamps, meters, alarms, and buzzers for proper functionality.
- p. Perform functional tests on control circuits, including Start/Stop operations.
- q. Open corrective maintenance work order for defective items noticed.

9.14 LT Panels

- a. Operation and maintenance of all LT panels.
- b. BIS prescribed standard IS 10118-4: 1982 or later needs to be followed during such operation and maintenance.
- c. Inspect laying of cables in common areas and from the feeder panel to the towers as and when required.
- d. Maintain logbooks and check list and history cards of all equipment.
- e. Ensure all cable and wires are firm and proper in connection.
- f. Ensure contact in breakers are clean and mechanical operation is smooth and firm.
- g. Check meters, switches, indicating lamps, instruments, relays contactors, timers and push buttons installed on the panel and verify the operation of all switches, for signs of overheating or deterioration of insulation, loads under balanced condition and log reading, presence of circuit diagram and danger sign board.
- h. Examine for any exposed cables, cable joints and bus bars, cable entries, cable conduits, cable pits, ducts and access cover free from water, fuse carrier bases and links for fuse switches. Clean if necessary, earthing arrangement.
- i. Vacuum the interior of switch board.
- j. Ensure locks and hinges operate properly. Lubricate if necessary.
- k. Carry out the manual operation of the incoming circuit breaker and all outgoing circuit breakers.
- l. Test trip the incoming circuit breaker and outgoing circuit breakers.
- m. Ensure that correct fuse wire, cartridges or links are fitted.
- n. Enter the reading in the logbook.
- o. Open corrective maintenance work orders for defects noticed and rectify it.

9.15 Submersible Pumps

- a. Operation and maintenance as per manual/ standards prescribed by OEM.
- b. Check insulation of motor connections cable and terminals. Replace, if over-heated.
- c. Scheduled cleaning of sump pumps.
- d. Lift pump from sump and disconnect from panel.
- e. Inspect general condition of pump for material roundness and play of impellers shaft seals and cleanliness.
- f. Carbon Terminal Cleaning of all parts of motors and pumps.
- g. Lubricate motor and pumps as applicable.
- h. Remove lock out tag, motor clean rotor and stators and check insulation for overheating and apply varnish the motor windings.
- i. Start pump check amps and temp of motor pump level controllers.
- j. Ensure operation of pumping system on auto mode.
- k. Open impellers pump shaft removes scabbing and rust with CTC polish shaft with shaft scrubber. Lubricate and refit.

- l. Adjust play with copper shims if required.
- m. Lower the pump in sump and start. Check amps and level control functioning.

9.16 Sewer System, Storm and Rainwater Harvesting

- a. Clean and maintain all water harvesting pit to ensure proper conservation of ground water, rainwater harvesting chambers in towers as per the guidelines laid by AOA.
- b. Sewer line should be regularly checked for detecting blockages/congestions to ensure a free flow of the sewer, all the equipment related to maintenance of the sewer lines.
- c. Maintain liaison with authority for any sewer related issue.
- d. Rectify the sewer blockages as and when required.
- e. Provide necessary PPE for the people working on sewer lines.
- f. Repair storm water chambers based on the requirement.
- g. Pre-monsoon cleaning of the storm line chambers for proper disposal of rainwater.
- h. Ensure the proper functioning of Sewage treatment Plant, maintenance of machinery on regular basis as per OEM guidelines. Proper utilisation of clean water and disposing of wastewater.
- i. All chambers, manholes, catch basins etc. and lines should be clear through regular cleaning and de-silting and choking, if any, shall be attended promptly.
- j. All gratings and covers should be in place and losses, if any, shall be replaced promptly.
- k. All pumps, panels and controls for evacuation of storm water and sewage shall be maintained in proper working order. and
- l. Maintain all systems smoothly and ensure all Government statutory and regulatory compliances are met.

9.17 Air Conditioning Systems

- a. Operate and maintain all AC systems in entire society as per the operation and maintenance manuals and specifications of the manufacturers and/or the original installation contractors.
- b. Ensure all equipment installed are in working condition and carry out periodic checks to ensure the appropriate operating parameters as designed. Maintain log of book all such parameters and tests.
- c. Make library for all maintenance manuals, drawings etc. at centralized location at the Society.
- d. Minor repairs, regular cleaning of filters, coils, etc and maintenance as per recommendations of OEMs. All the equipment to be maintained and operated adequately to deliver the correct temperature (22 +/- 1 degree Celsius) in the space to be served.
- e. Ensure at least two comprehensive service per year of all common area ACs in entire Ace Divino.

9.18 Ventilation Systems

- a. Ensure all blowers, axial flow fans, and control panels of basement ventilation/Exhaust system are functioning to specified design parameters as per OEM standards.
- b. Ensure all bird screens, louvers etc. are maintained in a proper fashion.
- c. Keep check on noise levels of the ventilation system and ensure there is no excessive vibration.

- d. Ensure all sensing/control devices associated with ventilation system are in working order as per design/standard.

9.19 Lifts and Elevators

- a. Lifts and elevators wheresoever be situated in Ace Divino will be maintained as per standards prescribed by BIS in this regard.
- b. Check for visible damage, wear and tear, and cleanliness.
- c. Ensure the lift responds to calls, and the doors open and close smoothly and safely.
- d. Verify that doors are working properly, with no jerks or abnormal noises.
- e. Check the emergency stop, light, and hooter.
- f. Confirm the lift is levelling correctly at all floors.
- g. Keep the car and sill areas clean.
- h. Lubricate key components monthly or as needed.
- i. Inspect and test safety brakes and other safety devices.
- j. Test and recalibrate sensors and limit switches.
- k. Inspect and adjust door locks and latches for proper engagement.
- l. Clean the hoist way and pit area and check for oil leaks or debris.
- m. Check and clean lighting in the shaft and machine room.
- n. Evaluate the smoothness and noise level of the ride.
- o. Conduct a mandatory annual safety inspection by an authorized inspector.
- p. Perform comprehensive electrical system checks.
- q. Check for structural alignment issues.
- r. Update and check software as needed.
- s. Perform load testing to ensure the lift can handle its rated capacity.
- t. Maintenance should only be performed by licensed and qualified technicians of OEM.
- u. A logbook must be maintained for all servicing and inspections.
- v. Ensure the lift is compliant with local and national regulations, including having a valid registration and operating license.
- w. Have a documented emergency response plan for scenarios like passenger entrapment.

9.20 Water Supply

- a. Ensure 24-hour water supply to all units in society.
- b. Maintaining supply of water in such a way that the same is not contaminated.
- c. Check pressure of water supply daily, PPM of the treated water daily, water leakages and repair immediately when detected including excavation and restoration of the repaired area.
- d. Ensure following –
 - All water supply pumps, pressure vessels, hydro pneuma c systems and control panels are maintained as specified in manuals furnished by OEMs.
 - Operation of complete plumbing system according to planned schedule for 24 hours water supply.
 - All water meter reading shall be logged periodically.
 - All water valves operate smoothly and there are no leaks anywhere in the system.
 - All level indicators and level controllers' function normally as per standards.
 - All Services are smooth and do not come in the way of a smooth operating environment.

- Towers of AC/ DG set, if any, and expansion tank are always full of water
 - Proper maintenance of water treatment plant and use of appropriate dose of chlorine.
 - Filtration equipment is maintained in a proper fashion and backwashing is carried out as specified.
- e. Clean all underground and overhead water tanks as per WHO/Statutory authority guidelines periodically on regular basis and ensure there are no deposits/sediments or algae growth. Unless otherwise provided by the WHO, AOA would recommend for such cleaning at least two times a year with a gap of six months.
- f. Cleaning procedure for overhead and underground tank as per following:
- Always cover water storage tank and its nearby place is cleaned with high pressure Rotary Jet machine.
 - Remaining water from the tank is drained out through water suction unit.
 - Inside walls, bottom and ceiling of water tank is cleaned with the help of Rotary Jet machine.
 - All the sludge and pollutant muddy waste is sucked out through Industrial vacuum cleaner.
 - Spray Anti-bacterial agent (Sodium Hypochlorite) into storage tank to make it virtually bacteria free.
 - Use ultraviolet radiation to disinfect water and eliminate atmospheric bacteria in the tank, ensuring safe and hygienic water quality.
- g. Provide plumbing tools for regular upkeep and repair of plumbing system.
- h. Maintain record of the water quality testing done on a regular basis.
- i. Plug and repair all leakages occurring in urinals located in common areas to ensure proper functionality and hygiene.
- j. Keep watch on water wastage due to the leakages/pilferage and rectify the same on priority.
- k. Inspect and maintain all water coolers and RO units installed on different locations.
- l. Keep watch on usages of water for compliances of law of land/ directions of the appropriate authority.

9.21 Gas Supply to Society

- a. The bidder has to liaison with IGL to ensure repair of any faults, leakages in main pipeline or pipelines to flats.
- b. To take up with IGL promptly in case of any down me.

9.22 Help Desk for on-call Services to Residents

- a. Maintain dedicated helpdesk manpower on 24x7 basis to provide Services from single point window for all complaints including requests of the residents. In absence of helpdesk manpower, after office hours and/or in case of emergency, shift in charge shall attend and resolve all complaints. Under no circumstances, the help desk should be left unattended.
- b. The responsibilities of the help desk shall include:
 - Attend to and login-coming calls and direct complaints to the concerned staff, engineer, supervisor, vendor etc based on the nature and criticality/priority of the complaints and track till the time of closure.
 - Attend to complaints from the residents on Services and in the manner mentioned in this RFP/ Approved SOP.

- Record every complaint in the complaint management system such that every complaint has dedicated/unique complaint reference number.
 - Generate job cards on receiving the complaints and close it as per Turn Around Time (“TAT”).
 - Respond to maintenance and/or repair call by rushing to apartment as per TAT.
 - If applicable, explain the techno-commercial solution to the resident for the minor issues. Thereafter, if the resident desires to get the rectification done by the bidder, suitable and mutually convenient time slot shall be agreed to rectify the problem. In such case, any specialized work and/or material shall be borne by the resident.
 - The helpdesk staff shall have good communication skills and should preferably speak/write in English.
 - Track every complaint from origination to resolution.
 - Escalate unresolved complaints as per the escalation matrix to be agreed between the bidder and AOA.
 - Update complainant regularly and get feedback after successfully completion of the complaint.
 - Provide information to residents on general enquiries.
 - Obtain feedback from residents and circulate to all residents on quarterly basis. Prepare reports and action plan for improvements based on suggestions received from residents.
 - Prepare and update resident’s directory on regular basis. To Handle stock management.
 - Handle library management i.e. files, docs, registers, drawings, records, inventory, etc
- c. Provide daily, weekly, monthly MIS on the complaints received with status.
- d. Maintain cable trenches and repair and clean the same as per the requirement.
- e. Repair the road patches as and when required.
- f. Study the Society for nature of complaints and make/maintain necessary inventory to handle emergencies.
- g. Provide restrictive plumbing and electrical Services within the apartments for addressing complaints from the residents such as cleaning of choked drains, fixing fuses etc. as per the policy laid by AOA and make adequate provision for the same.
- h. The trends, volume of complaints and increase in number of residents shall be analysed every three (3) months or earlier to determine if the deployed manpower is adequate to cater to these Services **within the defined TAT**. Any addition/reduction of manpower shall be approved by AOA.

9.23 Housekeeping Services

a) General Services

All these Services shall be provided on daily basis unless otherwise specified.

- General upkeep, cleanliness of common areas of entire Ace Divino that includes Commercial Area viz. parks, internal roads, 13th floor garden, tower lobbies, floor lobbies in every floor of tower, passages, toilets, basements, garbage rooms, utility areas, elevators, stores, staircases (towers and basement fire exits), top terrace area, club, maintenance/ AOA Office, CCTV Room, other such utility rooms and any other common area not specified herein as per requirement whose surface shall be free from contamination, litter, pollution and soil.

- Sweeping and mopping of hard floors and passages by spot cleaning of all marks, stains and spills, dry and wet mopping of approach areas, cleaning of tiles and floor stones by scrub or spray to remove scuff marks when necessary, proper maintenance of flooring i.e. marble, granite, Kota stone, vinyl by scrubbing and scheduled polishing using branded cleaning products, dusting of signage, cleaning of ceiling and wall mounted light fixtures with the help of maintenance staff. cleaning of terrace areas. polishing of tower lobbies, sweeping of open area, car parking and mechanized basement cleaning by ride on sweeper, cleaning of vertical areas like windows, glass door, walls, cleaning of internal roads by mechanized sweeping etc
- **Maintenance/ AOA Office/ Tower Lobbies/ Club/ Temple:** Dry dusting, cloth mopping, wet cleaning with appropriate solvent, drycleaning of chairs & sofas, spraying of fresheners, cleaning of light fixtures, removal of cobwebs, cleaning of vertical area like window door walls polishing of brass/copper fixtures.
- **Toilet Cleaning:** Thorough cleaning and sanitization of all W/Cs and toilets in entire society (including that used by drivers & staff) and that of in Commercial Area shall be carried out daily and multiple times, if required. Any blockage or leakage must be reported to the maintenance team immediately. Bathrooms, wash basins, and shower facilities must be cleaned using suitable non-abrasive cleaners and disinfectants. All surfaces should be free of grime, soap scum, and smudges. This includes the cleaning of mirrors, glass doors, glass windows, and similar surfaces. Toilet rolls and paper napkins must be replenished regularly, and soap dispensers must be refilled in all bathrooms. Toilets must be always kept clean and Odor-free.
Note: If required cleaning of the same will have to be done twice a day or even more to ensure proper sanitation.
- **Utility Areas:** Cleaning of external areas DG rooms, pump rooms, ventilation rooms, UPS rooms and other utility areas, AC grills, fire sensors, light fittings and extinguishers, cleaning of AHU ventilation, air washers and other Services, as required.
- **Trash Cleaning:** Emptying all wastepaper baskets, ashtrays (if applicable) from all common areas, daily washing or wiping them clean with damp cloth, replacing plastic wastepaper basket linings and returning items where they were located, all waste from wastepaper baskets shall be collected and deposited in the Society's waste containers
- **Building Exteriors:** Inspect exteriors of all towers on a regular basis and clean the same whenever required. Besides periodic glazing of all towers using mechanized cleaning system must be done as per directions of AOA and maintain a log of the same.
- **Outdoor Sports Facilities:** Regular cleaning and at least weekly washing of all outdoor sports facilities.
- **Elevators:** Regular cleaning of elevators with approved products. Wipe clean and polish walls and railing for any finger marks, stains or other marks regularly.
- **Basement Cleaning:** Pick up rags etc. from the entire basements and common area, maintain free of litter and dust, broom and clean with appropriate high suction machines and washing as per plan approved by AOA. Ensure to have adequate number of dustbins in the common area.
- **Facade Cleaning of Towers:** Cleaning of all facade area from outside including, facade glasses, windows.
- Fortnightly training from OEMs to all housekeeping staff on grooming, working, safety, contingencies, etiquettes, etc.

- Clean common areas, outer areas, roads, lawns, traffic areas, garbage transit points, guard's rooms and spot cleaning as needed to maintain a clean and safe environment.
- Carry out cleaning drives on monthly basis for the areas which are not regularly cleaned and maintained like the open areas on the periphery.
- Special cleaning drive before Diwali each year
- All machinery required for cleaning is to be provided and maintained by bidder.
- Any other work assigned from time to time by AOA.

b) Garbage and Scrap Disposal

The agency shall be responsible for managing the garbage collection and scrap disposal and must ensure that operations are carried out in accordance with the guidelines set by the relevant authority / law of land.

All of these services shall be provided on a daily basis, unless otherwise specified.

- Garbage management to be done as per plan approved by AOA.
- All garbage rooms to be cleared avoid contamination. The garbage from households is to be collected from door to door and stored/disposed at the designated areas at regular intervals as per plan approved by AOA.
- Empty, clean and sanitize all waste receptacles, waste baskets and dispose all the collected refuse at designated area.
- Put bin liners/plastic bags in all dustbins to avoid stains and stink (plastic bags to be provided by bidder) in the bins kept at different location.
- Coordinate with authorized garbage lifting authorities and supervise that wet, disposable and non- disposable garbage are segregated and disposed of accordingly as per the norms of GNIDA/Government Norms.
- Ensure collection of green, wet and dry waste from the towers and proper disposal of the same as per the government norms.
- Coordinate the selling of scrap to the authorized/licensed vendors post confirmation from AOA and ensure the recovery and collection of the sales proceeds.
- Dispose of hazardous waste, if any, in accordance with law.
- Actively participate in and implement the Society's recycling program or any other program (As per approval from AOA)
- Ensure the cleanliness of the composting plant in the Society.
- Housekeeping supervisors to take round covering all areas of the Society.
- Report the performance and compliance with cleaning service specifications.
- Ensure all waste and renovation debris is stored at designated area and disposed of by the contractor and/or the resident at regular intervals.

9.24 Storm Water Drainage and Sewage Disposal and Rainwater Harvesting System

- All chambers, manholes, catch basins, and related pipelines shall be always kept clear through regular cleaning and de-silting. Any choking or blockage must be addressed promptly.
- All gratings and covers must always remain securely in place. Any missing or damaged items must be replaced immediately.

- All pumps, control panels, and associated systems for stormwater and sewage evacuation shall be always maintained in proper working condition.
- The Sewage Treatment Plant (STP) must be always maintained in good working order while maintain the aesthetics too. Regular testing and recording of treated wastewater quality must be conducted and documented.

9.25 Material Store

- Managing the store efficiently, all consumables to be available at all given times, Minimum stock level to be maintained for all required materials be it for civil work, electrical work, plumbing or anything else.
- All consumables and stock must be of reputed brand and fulfil quality standards like ISI or such other certification provided by BIS or such other body.
- Guidelines and procedures for issuing stock to be followed.
- All relevant records related to materials inflow and outflow to be maintained.
- Upkeep of housekeeping material in stores, monitor and control equipment uptime and down time.
- Manage pantry and pantry consumables.
- Maintain sufficient office stationery in store to be available for work.

9.26 Pest Control

- Pest control in all common areas including tower lobbies, basements, floor lobbies, Club, Maintenance/ AOA Office, commercial area, lifts, parks, 13th Floor Garden, shafts, toilets.
- Maintain rodent, lizards, rats, flies, cockroaches, mosquitoes, spider's controls and general disinfestations as per schedule.
- Control other pests including but not limited to honeybee, termites and snakes on need basis.
- Utilize standard eco-friendly chemicals & products (approved by Ministry of Environment) for these Services.
- Effective pest control.
- Any other work assigned by AOA from time to time.

9.27 Horticulture

The Facility Management Service Agency must provide horticultural services to the Society. AOA requires the following activities to be performed:

a) Lawn or Turf Area Maintenance

- Lawn areas shall be mowed and edged weekly, and more frequently during peak growing seasons as needed.
- All grass clippings and debris from mowing and edging must be collected and disposed of off-site on the same day the work is performed.
- Complete fertilization of all lawn areas shall be carried out as per the seasonal schedule and requirements.
- Appropriate chemical treatments for weed, fungus, and insect control shall be applied as necessary to maintain healthy turf conditions.

b) Tree, Shrub and Flowerbed Maintenance

- Trees and shrubbery shall be manicured regularly to contain their size in respect to species, size of planter or relative surrounding landscaping and for the best health of the plant.
- All flowerbeds and ground cover shall be trimmed, edged and cultivated as needed.
- Continually inspect all tree ties and stakes to ensure that they are properly supported.

c) 13th Floor Garden Maintenance

- From Tower 3 to Tower 6 and Tower 8 to Tower 11 in Ace Divino, a portion of 13th Floor is garden having different plants.
- Plants at 13th Floor shall be manicured regularly to contain their size in respect to species, size of planter and for the best health of the plant.
- Continually inspect all plants and ensure they are in good health.
- Complete fertilization of all such areas shall be carried out as per the schedule and requirements of AOA.
- Appropriate chemical treatments for weed, fungus, and insect control shall be applied as necessary to maintain healthy plant conditions.

d) Plant Removal or Replacement

- All plant shrub, flowerbed, ground cover and tree removal or replacement shall be accomplished only with the approval of AOA.
- All dried plants should be replaced within 10 days subject to weather conditions.

e) Weed Control

- All weeds and undesirable grasses shall be dug out by the roots and disposed of the Society.
- Weed control shall be regular and continuous in all planted areas.
- Weed spray may be used only when there shall be no damage to plants, animals or humans and no discoloration of masonry or decorative landscaping.

f) Cultivation

- Cultivation shall be regular enough to keep a loose friable soil surface to maintain the health of the plants. Care shall be taken not to damage rooting's by too close or too deep cultivation. Frequency shall never be less than once every two months.

g) Irrigation System Management

- Bidder shall be responsible for setting the starting time of the controllers, skipping days of the week as needed and for changing the timing of individual valves.
- Bidder shall be responsible for hand operation of the controller whenever necessary and shall supplement the automatic watering with hand watering by hose when necessary.
- Water shall be carefully applied and in quantities required by the different plantings. The effect of the watering program shall be regularly checked and adjusted whenever required.

- Watering basins shall be constructed and maintained around newly planted trees and shrubs.
- Bidder shall keep all watering under definite control to preclude the soil drying to the extent that salts shall rise from the sub-soils and infringe into the planting depths.
- Bidder shall pay particular attention to adequate irrigation during the installation of new plant material, as more frequent watering shall be necessary during this period when the plants are taking hold.
- Trees shall require additional deep soaking in order to get the water to the root system. This shall be done by slow soaking or by means of a subsoil irrigator as required.
- All shrubs and ground covers shall be hosed off twice monthly to keep them free from accumulations of soot, chemicals, and dirt. All trees shall be hosed off at thirty (30) day intervals. This shall be done in accordance with customary horticultural practices.
- Watering shall be carried on in such a manner as to avoid excessive erosion by sprinklers or hand watering and prevent run-off into adjacent walks and roadways. Each section shall be irrigated for appropriate time based on the condition of soil and plant materials and water shall not be wasted. and
- The irrigation system shall be maintained, not including the well serving the irrigation system. Irrigation repairs shall extend only to heads, nipples, valves and underground lines.

h) Fertilization

- Bidder shall notify in advance of each fertilization.
- It is anticipated that fertilizer shall be required as and when to keep lawns in well maintained and presentable condition. and
- Bidder shall apply proper fertilizer to established ground cover areas, shrubs, and vines at least four (4) times per year or as required.

i) Insect Disease and Pest Control

- The Bidder shall apply all required materials, whether liquid spray or dry form, as often as necessary to maintain all plant materials and ground cover in a healthy, growing condition, free from insects and diseases. All applications shall comply with applicable state and country regulations.
- The Bidder shall take every precaution to protect humans, animals, and property from any potential toxic or damaging effects resulting from the use of such materials.
- The Bidder shall control rodents, snails, bugs, sow bugs, and similar pests through the use of approved baits, traps, or other necessary methods, ensuring all required safety measures are followed when poisonous substances are used.
- The Bidder shall spray all trees, shrubs, and other plant materials with suitable and approved treatments to prevent infections, worms, scales, ticks, insects, and fungal diseases.
- The Bidder shall notify the AOA in advance of each spraying activity, specifying the materials to be used and the scheduled time of application.

j) Supply of Plants

- Supply of seasonal plants includes supplying of saplings of seasonal plants in beds and pots. These supplies shall be to maintain the aesthetics of the landscape floral and beautiful view. The choice and quantity of plants shall be done by the bidder in consultation with AOA. Bidder shall provide any plant which is asked by AOA under this category.
- Seasonal plants including kochia, cosmos, glaudia, marigold, calendula, atrium, chrysanthemum, dahlia etc. or such other plants as approved by AOA shall be planted in demarcated areas.
- Bidder should take permission from AOA before planting any fresh plants in Society.

k) Supply of Non-Seasonal Plants for Outdoors

- AOA shall reimburse at actual to bidder for the special plants or non-seasonal plants required by AOA and provided by the bidder. However, bidder shall take prior approval for such cases from AOA. Non-seasonal plants shall include plants which have longer life spans and are not dependent on seasons e.g. rubber plants, croton, money plants, cactus etc. In case of dispute over classification of plant (seasonal/non-seasonal), AOA's decision shall be final.

l) Supply of Material

- Materials like manure, urea, NPK chemical, neem cake, bone meal, insecticides & pesticides, pipe & lawn mowers, good earth, soil etc. shall be provided by the bidder as and when required. Manure generated by the waste recycling system installed inside the Society can be supplied by AOA at concessional prices to the bidder.
- The quantities of the above materials shall be adequate and sufficient for the landscaping requirement at the Society and shall be of superior quality. AOA reserves the right to inspect the quality and quantity of such materials. and
- The gardeners provided by bidder for the Services shall be supervised by a qualified horticulturist on fortnightly basis. Bidder shall provide certificate/documentary evidence of horticulturist's credentials.

m) Horticulture Work (General Conditions)

- Daily and regular rounds by the supervisors covering all areas of the Society.
- Ensure that grass and plants in the Society are always in healthy condition.
- Procure and plant seasonal seeds/plants in time and plant them in all he blocks.
- Use mechanized means for maintenance of lawn and plants.
- Make sure that all the areas are well watered through STP water on daily basis, the responsibility of getting the STP water remains with the bidder.
- Clearing of the planter from the wild growth and dead leaves regularly.
- Clearing of the wild growth from the Common areas.
- Spraying of the weedicides and pesticides on regular basis.
- Treatment of the plants and trees with the anti-termite medicines.
- Filling of the gaps in the hedges, ground covers wherever required in Common Areas.
- Nurture parks and common areas planters with compost and other manures as per the requirement of the area.

- Pruning of the trees on a regular basis after taking permission from the Forest Department whenever required.
- Review landscaping in consultation with AOA and form a yearly action plan.
- Prepare and execute monthly horticulture plans in consultation with AOA.
- Provide advice on landscaping and horticulture.
- 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, always, be maintained in a proper manner to give an neat, clean and orderly appearance.
- All fountain pumps, controls etc. and fountains shall be maintained in a proper and systematic manner.
- All plants (grass, ground cover, bushes, and trees) shall be maintained in a proper fashion, which shall include irrigating, fertilizing, pruning, trimming etc. as required.
- Any plant, shrub, or tree that dies or becomes damaged shall be replaced by the Bidder with the same species of equivalent maturity, ensuring similar height, girth, foliage spread, and overall appearance to maintain uniformity with surrounding plants.

n) Horticulture Related Cleaning Materials and Equipment

- The Bidder shall supply all necessary cleaning materials and equipment required for regular maintenance of green areas, including but not limited to:
 - Hard brooms
 - Bush cutters, hedge cutters, lawn mowers, and side cutters
 - Khurpi and weed khurpi
 - Sprinklers, irrigation pipes, and medicine sprayers
 - Axes, chain saws, and wood cutters

o) Waste Collection and Disposal

- The Bidder shall provide a tractor trolley and water tanker for the collection, transportation, and proper disposal of green waste.

p) Cleaning of Empty Pots

- The Bidder shall ensure regular cleaning of all empty plots within the premises, keeping them free from wild vegetation, weeds, and unwanted growth.

9.28 Club Maintenance

- Ace Divino Club mainly comprises Swimming Pool, Gym, Banquet Hall, Open Party Area, Indoor Games area, Yoga Room, Snooker Room, Sauna & Steam Bathroom, Jacuzzi, Kids Play Area, Guest Rooms, Restaurant and Washrooms etc.
- Agency must prepare SOP for maintenance of each facility of Club House.
- Agency to properly maintain all the facilities and ensure minimum downtime.
- Agency to maintain the Gym equipment and suggest the latest equipment as replacement for better service.
- Swimming pool to be maintained properly with standard water quality with minimum downtime.

- AC system of entire club to be properly maintained.
- Banquet hall and kitchen ventilation system to be maintained.
- Manage club access as per AOA guidelines

9.29 Tower Lobby Amenities

- Each Tower of Ace Divino has a lobby at Ground Floor with different Amenities.
- Agency must prepare SOP for maintenance of each facility of Tower Lobbies whether Amenities or Indoor Sports Area or anything else.
- Agency to properly maintain all the facilities and ensure minimum downtime.
- AC system of all tower lobbies to be properly maintained.
- Manage Tower Lobby access as per AOA guidelines

9.30 Guest Rooms

- The FMS Agency should ensure that all the three guest rooms in club remains always be neat and clean. Appropriate arrangement for daily cleaning of entire room including washroom, toilets, wash basins, etc. by sweeping, dusting, moping or washing etc. along with washing of bed covers and pillow covers must be done during use.
- Door and window curtains of guest rooms should be washed once in three months.
- If guest rooms are allotted, the FMS Agency should ensure that all basic amenities are in good condition and to provide basic needs like soap, shampoo, toiletries etc. to guest.

9.31 General Services

a) Manpower Deployment

- Provide adequate, trained, and well-groomed manpower as per the requirements of the Services.
- Ensure all personnel are properly insured and that all statutory requirements are fulfilled in accordance with applicable Government rules and regulations/ law of land.

b) Sports Facility Management

- Maintain all sports facilities within the Society to ensure proper functionality, safety, and upkeep always.

c) Civil Maintenance

- Identify and rectify visible civil defects on a priority basis to ensure safety and proper upkeep of entire premises.
- Rectify seepage (other than major and comprehensive waterproofing) anywhere in the society.

d) Coordination with AMC Vendors

- Coordinate with all AMC (Annual Maintenance Contract) vendors to ensure scheduled maintenance of all equipment is executed efficiently and at appropriate time.

e) AMC/ CMC Management

- Track all Annual Maintenance/ Comprehensive Maintenance Contracts and ensure timely renewal before expiry.
- AMC/ CMC of Lifts/ Elevators, Diesel Generators, CCTV and Access Control Systems must be through OEM only.

Note: Cost of such services would be part and parcel of Annual Comprehensive Facility Management Cost.

- f) Repair and Maintenance Works**
 - Ensure all planned and approved repair and maintenance works are carried out promptly and efficiently.
- g) Preventive Maintenance**
 - Develop, maintain, and regularly update a preventive maintenance plan for all systems and equipment.
- h) Inventory Management**
 - Manage and maintain adequate inventory of all required spares, tools, and consumables.
- i) Routine Operations**
 - Ensure routine operations of all installed equipment and systems are carried out effectively.
- j) Supervision and Oversight**
 - Provide adequate supervision of all operations and maintenance activities to ensure quality and efficiency.
- k) Manpower Availability**
 - Ensure sufficient manpower is always available to carry out all Services mentioned herein.
 - Ensure extra manpower for special occasions like festivals and events in the society.
- l) Procurement and Recommendations**
 - Negotiate and provide recommendations for all works, materials, and purchases in line with AOA's standard procurement procedures
- m) Uniforms, Identification and Equipment**
 - The Bidder shall provide proper uniforms to all staff (both Summer and Winter) and issue valid Identity Cards (I-Cards) to each employee who would be working in the society and any other equipment required to perform their duties.
- n) Vendor Compliance**
 - Ensure that all vendors engaged for any work or service are on the AOA-approved vendor list.
- o) Security Audit**
 - Conduct security audit every 3 months of entire society and prepare its report to ascertain possibility of security lapses.

p) Safety and Quality Assurance

- Ensure all works are executed in accordance with AOA safety guidelines.
- Check and authorize receipt of materials, satisfactory completion of work, and adherence to quality standards.

q) SOP for All Electrical/ Mechanical panels/ plants/ equipment

- Based on scope of work as defined in this RFP, which is not exhaustive and the standards provided by the OEM & BIS, SOP for operation and maintenance of HT/ LT Panel, Transformers, DG Sets, Lifts, Acs, Submersible Pumps and other such panels/ plants/ equipment etc. should be prepared and got it approved by AOA.

9.32 Fire and Safety

A. Ensure –

- Rules and regulations relating to fire safety prescribed the government or any local authority are complied with in totality and take care of all compliances thereto.
 - Fire reserve water tanks (overhead or underground) are always full and there is no misuse for other purposes.
 - All ventilation & smoke exhaust system, heat detectors and sprinklers i.e. complete firefighting system are working in perfect condition
 - Carry out periodic checks to ensure proper functioning of entire system. Maintain specified log for the same and perform such exercise as per provided SOP.
 - Proper maintenance to ensure smooth working of all indicators, panels and alarms.
 - Efficient vigilance to protect the society against external threats, fire hazards, natural disasters, etc.
 - All types of fire-extinguishers are refilled on timely basis. Test fire-extinguishers periodically maintain log of their expiry dates and replacements.
 - All access roads for fire tender movements and all fire exits are kept free from any obstructions whatsoever be its nature.
 - No obstruction is created in front of fire hydrants and fire hose or other firefighting equipment.
- B. Operate and maintain complete fire detection systems including Smoke Detector Alarm, Fire Extinguishers, suppression system and anything related to firefighting as per OEM guidelines and report any deviation immediately.
- C. Maintain properly and keep ready for use all fire pumps, jockey pumps, standby diesel pumps and their controls & panels to ensure all fire lines can withstand the specified water pressure.
- D. Arrange inspection by the fire department and always keep all clearances valid.
- E. Accept responsibility for any lapse/ mishap/ accident leading loss of life and injury or loss of property.
- F. Maintain periodic reports on fire audit and inspection, danger speculation for society, if any, etc. and present it to AOA.
- G. Educate and spread awareness of fire prevention, control and fighting to residents of the society.
- H. Conduct regular fire drills which must include both residents and maintenance personnel.

- I. Prepare and maintain a quick response team which is readily available to attend to any untoward situation like fire or medical emergency.
- J. Adequate functional medical first-aid kit shall be kept at the security controls room and in all towers. Such kits shall be inspected and replenished as required.
- K. Maintain effective liaison with the regulatory bodies and co-ordination with fire department.
- L. Provide periodic training including emergency first aid and CPR to all staff and interested residents and maintain record of the same.
- M. Execute disaster management plan Conduct evacuation drill for the residents in case of disasters and hazards.
- N. Organise periodic safety drills.

9.33 Reporting & Meeting

The Bidder shall comply with all the legal compliances and for appraisal of their performance, submit the following reports to AOA:

1. Bidder Management Monthly Report

The report shall include:

Consumption of Consumables for each service area:

- Housekeeping / Soft Services
- Electrical & Mechanical
- Civil
- Miscellaneous

AMC Activities for the month detailing *Actual vs Scheduled* performance.

Help Desk MIS

Expense Report – including committed amounts and invoiced amounts.

Energy Consumption by utility and premises, listing all deviations and exceptions

Monthly Occupancy Report

2. Bidder Management Quarterly Report

The report shall include:

- Energy consumption analysis.
- Self-assessment of performance.
- Suggestions, if any, for modifications, upgrades, or improvements, supported with estimates.
- Any other report as asked by AOA

3. Quarterly Self-Assessment Report

- To be submitted in the prescribed format along with all necessary supporting documents

4. Bidder Management Bi-Annual Report

The report shall include:

- Comprehensive analysis of each Service.
- Highlight critical issues/problems along with recommended solutions, including technical recommendations, cost estimates, and time schedule
- Residents' feedback analysis.

5. Facility Management Annual Report

The report shall include:

- Energy audit and conservation measures.
- Progress reports for all ongoing works and services.

6. MIS Reports

Detailed MIS on procurement, statutory payments, and any other invoices processed by AOA.

7. Ad-Hoc Reports

Any other reports as may be demanded by AOA from time to time.

8. Meetings

Conduct monthly review meetings with the higher management of the Bidder to discuss performance, issues, and action plans

9.34 IT Infrastructure

The scope of Services in respect of IT Infrastructure is summarized by following:

a) Access Control

- Daily preparation of progress report and troubleshooting for fault if required (Access controller and field devices).
- Access card entry in access software data base and online connectivity from controller to server through Fiber backbone.
- RFID entry in software data base and daily basis call service issue troubleshooting and Data entry of access system for new resident

b) Data

- Internal point fault resolve of data and voice in apartment. Cable laying and if any device faulty not in scope.
- Coordinate with Airtel, Tata, Jio or any other vendor working in Ace Divino to resolve data and TV-related issues.
- Addressing Intercom complaint, if any.
- Coordinate with airtel, Tata, Jio or other service provider technician for resolving the fault of any telephone line.

c) CCTV

Daily preparation of progress report and troubleshooting for the any fault, (NVR and field devices) and CCTV Cameras online connectivity from camera to NVR through Fiber backbone/switches

d) Boom Barrier

Attend to all boom barrier complaints and resolve problems

e) Preventive Maintenance

Preventive maintenance for boom barrier, CCTV and Access Control Systems, etc.

f) OEM CMC/ AMC for CCTV and Access Control Systems/ Boom Barrier

The FMS Agency shall liaison with OEM of CCTV and Access Control Systems/ Boom Barrier and ensure that CMC/ AMC shall always remain effective at any point of time.

10. Manpower Criterion

10.1.1.1 Estate General Manager/Technical Manager

Qualification: B. Tech/BE (Electrical/Mechanical)

Experience: Minimum 15 years including three years in managing a Residential Society of similar standard

Responsibility:

- Overall administration and ensuring adherence to all laid down policies, rules and regulations applicable to Society.
- Provide all technical assistance to the commercial department, wherever required.
- Coordinate and ensure that all central operations such as housekeeping, E&M, façade cleaning, pest control, pollution control etc. are maintained by respective vendors
- Coordinate and assist in obtaining fresh/renewal of licenses, AMCs, insurance policies and other Govt. approvals as required.
- Allot manpower in such a way that at least one or two persons who are able to handle any crises with admirable clam and dexterity, are always present in Society.
- Follow procedures and checklist to ensure various systems like AC, DG power backup, elevators, plumbing and firefighting etc.
- Maintain public relations, direct contact with AOA and Government bodies.
- Ensure that all reasonable requirement of residents is full filled in a timely manner.
- Ensure housekeeping, mechanical and electrical equipment are running smoothly all the time.
- Ensure that workplaces, machinery, equipment, uniforms of all manpower, stores etc remains neat and clean with good hygiene.
- Ensure well in advance intimation regarding shutdown of any kind of facility like power interruption, water supply, elevator under maintenance for longer duration to residents.
- obtain the quotations and making comparative statements for approval from GM.
- Ensure breakdown free working of motorized valve operation, PA System, CCTV, fire alarm etc.
- Update and maintain resident's data regularly.
- Review policies, management procedures, problems or other issues related to the property with the concerned persons as and when necessary.
- Monitor and ensure compliance with reporting requirements of any regulatory agencies as outlined in the regulatory agreements with these entities.
- Work with AOA to make decisions affecting the operation of the facilities or staff relations.
- Review and approve maintenance schedule for facilities and ensure proper bookkeeping.

10.1.1.2 Fire and Safety Officer

Qualification: Advance Diploma in Fire and Safety

Experience: Minimum 10 years including three years in managing a Residential Society of similar standard

10.1.1.3 Shift Engineer

Qualification: 3 Years Diploma in Electrical / Mechanical Engineering

Experience: Minimum 8 years including three years in managing a Residential Society of similar standard

ANNEXURE - A

ACE DIVINO PROJECT LAYOUT

- LEGEND:**
1. SITE ENTRY
 2. COMMERCIAL AREA
 3. CLUB
 4. SWIMMING POOL
 5. TOWER DROP OFF
 6. KIDS PLAY AREA
 7. AMPHITHEATRE
 8. MANDIR
 9. STEPPED SITTING
 10. FLOATING TREE COURT
 11. FLOATING PAVILIONS
 12. HIBISCUS COURTS
 13. WATER BODY
 14. MEDITATION LAWN
 15. SCULPTURE PLATFORM
 16. CRICKET PITCH
 17. TENNIS COURT
 18. HALF BASKETBALL COURT
 19. BADMINTON COURT
 20. CHESS BOARD
 21. SNAKES AND LADDERS
 22. CROQUET COURT
 23. CLUB ENTRY
 24. BASEMENT RAMPS



ANNEXURE - B

Minimum Manpower Requirement

MANPOWER REQUIREMENT - ACE DIVINO (AREA: 21,48,290)							
Sl. No.	Manpower Description	Shift Deployment					
		S I	S II	S III	G	R	No.
1	Management Team						
A	Estate General Manager				1		1
B	Technical Manager				1		1
C	Shift Engineer	1	1				2
D	Fire & Safety Officer				1		1
E	Soft Services Executives				2		2
F	Customer Relations Executive	1	1				2
G	Sr. Accounts Executive				1		1
H	Accounts Executive				1		1
I	Overheads						
	Sub-Total of Estate Management Team						11
	Electro-Mechanical Team						
A	Supervisor	1	1	1			3
B	MST + Electricians	1	1	1	4	1	8
C	DG operator	1	1	1		1	4
D	Lift Technicians	1	1	1		1	4
E	Fire Technician	1	1	1		1	4
F	Technical Asst.	1	1	1			3
G	Plumbers/Pump Operator	2	2	2	3	1	10
H	Painter				2		2
I	Mason				2		2
J	Carpenter				2		2
H	Skilled Trades Person for Water Seepage				1		1
	Sub-Total of Electro-Mechanical Team						43

Sl. No.	Manpower Description	Shift Deployment					
		S I	S II	S III	G	R	No.
3	Soft Services Team						
A	Housekeeping Supervisor	2				1	3
B	HK boys	35	7	2	3	6	53
C	Office Boy/Pantry Boy				1		1
D	Horticulture Supervisor				1		1
E	Gardeners				10		10
F	Golf Cart Drivers	1	1		1		3
	Sub-Total of Soft Services Team						71
4	Exclusive Club Team						
A	Swimming Pool Operations				1		1
B	Club Manager				1		1
C	Club Attendants	3	3				6
D	Gym Trainer				2		2
	Sub-Total of Exclusive Club Team						10

i. The Facility Management Service Agency shall provide the above minimum manpower to efficiently and effectively manage the facility. However, it shall be responsible to maintain the service levels as required and shall be liable to deploy additional manpower as per the requirement to full fill the scope of work for the FMS services at its own cost.

ii. Manpower related to various services are also required to be deployed as per requirement at site.

iii. The manpower for required for efficient facility management services will be on pay roll of the FMS Agency.

iv. The tentative duration of working hours/operational hours will be 8 hours, subject to finalization of timings by the client to be conveyed at the time of signing of agreement.

v. Police verification of the manpower deployed by the FMS Agency should be complete and AOA can ask to share the information with as many times, if required.

vi. State minimum wages will be applicable for manpower deployment.

vii. AOA will verify a specific percent (at least 2%) about the status of deposit of EPF and ESI information of the deployed manpower every month on random basis

ANNEXURE - C

Technical Assessment

- i. Bidders need to submit all required information with supporting documents as per Form **T1 to T10** and as per instructions provided in this RFP.
- ii. If necessary, additional sheets can be added by the Bidder.
- iii. Each page of technical and qualification information shall be duly signed by the Bidder or his authorized representative.
- iv. Cost incurred by Bidder(s) in making this offer, in providing clarifications or attending discussions, conferences, or site visits shall not be reimbursed by the AOA.
- v. Incomplete bids shall be summarily rejected.
- vi. The language for submission of application shall be English.
- vii. The enclosed forms should be filled in completely and all questions should be answered. If any particular query is not relevant, it should be replied as 'not applicable'.
- viii. Financial data, Project/Work costs, value of works, etc. should be given in Indian Rupee only.
- ix. If the bid is made by a firm in partnership, it shall be signed by all the partners of the firm along with their full names and current addresses, or by a partner holding the power of attorney for the firm for signing the application. In such a case a certified copy of the power of attorney should accompany the application. A certified copy of the partnership deed, current address of the firm and the full names and current addresses of all the partners of the firm shall also accompany the application.
- x. If the bid is made by a limited company or a limited corporation, it shall be signed by a duly authorized person holding the power of attorney for signing the application, in which case a certified copy of the power of attorney should accompany the application. Such limited company or corporation will be required to furnish satisfactory evidence of its existence before the contract is awarded. The information furnished must be sufficient to show that the bidder is capable in all respects to successfully complete the envisaged work.

FORM-T1: COVERING LETTER

(On the Bidder's Letter Head)

*[Location,
date]*

To,

**The Secretary
Ace Divino Apartment Owners Association
Basement 1, Maintenance ACE Divino, Plot No. GH-14A
Sector 1, Greater Noida West
Uttar Pradesh 201306**

Sub: Selection of Agency for providing Comprehensive Facility Management Services for Up-Keeping, Cleaning & Maintenance of entire Ace Divino situated at Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306 including Mechanical, Electrical & Electronic Items/Installations/Appliances.

Dear Sir,

With reference to your Request for Proposal dated 04th November 2025, I have examined all relevant documents and understood their contents, hereby submit our Technical and Financial Proposal for **“Selection of Agency for providing Comprehensive Facility Management Services at Ace Divino, Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306.**

1. All information provided in the Proposal and in the Appendices is true and correct and all documents accompanying such Proposal are true copies of their respective originals. This statement is made for the express purpose of appointment as the Contractor for the aforesaid Assignment.
2. I shall make available to AOA any additional information it may deem necessary or require for supplementing or authenticating of the Proposal.
3. I acknowledge the right of AOA to reject our proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
4. I certify that in the last five years, we or any of our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial Client or a judicial pronouncement or arbitration award against the Bidder nor been expelled from any project or contract by any public Client nor have had any contract terminated by any public Client for breach on our part.
5. I declare that:
 - a. I have examined and have no reservations to the RFP Documents, including any Addendum issued by AOA.
 - b. I do not have any conflict of interest in accordance with the prescriptions in the RFP Document.
 - c. I have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the Client or

any other public sector enterprise or any government, Central or State; and

- d. I hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice
6. I agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall I/we have any claim or right of whatsoever nature if the Assignment is not awarded to me/us or our proposal is not opened or rejected.
7. I agree to keep this offer valid for 270 (Two Hundred Seventy) days from the Proposal Due Date specified in the RFP Document.
8. In the event of my company/ firm being selected as the Service Provider, I agree to enter into an Agreement in accordance with the form which shall be provided by AOA. I further agree not to seek any changes in the aforesaid form and agree to abide by the same.
9. I agree and undertake to abide by all the terms and conditions of the RFP Document. In witness thereof, I/we submit this Proposal under and in accordance with the terms and conditions of the RFP Document

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory:
Name of Firm: Address:

FORM-T2: MANDATORY INFORMATION TABLE

A. BIDDER'S ORGANISATION

Sl. No.	Mandatory criteria	Bidder's Response
1	Primary Contact Information of Bidder	
A	Name	
B	Parent Company Name	
C	Mailing Address	
D	Contact Person During Bidding Process: <ul style="list-style-type: none"> • Name • Mobile Number • Landline Number • E-Mail 	
2	Local Presence	
A	How many offices does the bidder has: <ul style="list-style-type: none"> • In India • In NCR 	
B	What is the total headcount of the bidder: <ul style="list-style-type: none"> • In India • In NCR 	
C	How many manpower vendors are working under bidder for facility management Services: <ul style="list-style-type: none"> • In India • In NCR 	
D	What is the overall area managed by bidder: <ul style="list-style-type: none"> • Globally • In India • In NCR 	
E	How many residential and property management assignments are currently being handled by bidder: <ul style="list-style-type: none"> • In India • In NCR 	
F	What is the biggest (In terms of Area) residential property managed by bidder: <ul style="list-style-type: none"> • In India • In NCR 	
G	Details of experience in handling highend/luxury housing projects, if any	
3	Service Capability	
A	Are you/have you been associated with AOA? If so, mention your engagement in detail	
B	What is the core business focus for the bidder?	
C	Provide three key current clients with a similar property profile: <ul style="list-style-type: none"> • In India • In NCR 	
D	Provide details of recent business growth (last 12-18 months). This can include new business or extension(s) of existing work.	

Sl. No.	Mandatory criteria	Bidder's Response
E	How does the bidder manage resources effectively when involved with multiple projects? Provide examples	
F	Describe procurement capability and demonstrate how bidder's organization shall be able to help AOA in getting most economical and best class of materials and Services	
G	Describe bidder's ability to deliver Services or extend support at short notice	
H	Detail key bidder's personnel with their relevant experience and expertise, skills and current responsibilities within bidder's organization.	
4	Other Details of Bidder	
A	GSTIN	
B	PAN	
C	TAN	

Checklist of Technical Forms

Forms no.	Title	Submitted (Yes/No)
FORM-T1	COVERING LETTER	
FORM-T2	INFORMATION ABOUT THE BIDDER	
FORM-T3	POWER OF ATTORNEY	
FORM-T4	PAST EXPERIENCE OF THE BIDDER	
FORM-T5	UNDERTAKING	
FORM-T6	SCOPE OF WORK	
FORM-T7	COMMITEMENT FOR PROPOSED EQUIPMENT/S AND MATERIALS	
FORM-T8	PROPOSED MANPOWER DEPLOYMENT PLAN AND STANDARD OPERATING PROCEDURE	
FORM T9	QUALITY CONTROL MECHANISM	
FORM T10	ANTI COLLUSION CERTIFICATE	
	FINANCIAL CAPACITY OF THE BIDDER	

I understand that in case we do not submit required information in given formats along with the supporting documents, AOA may treat our proposal as non-responsive.

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

B. FINANCIAL CAPACITY OF BIDDER

Bidders are required to provide the information about the annual turnover from the similar service during the last 05 years as per the following prescribed format:

[To be provided on the Bidder Letter Head]

<Name of Bidder>

FINANCIAL CAPACITY OF BIDDER

S. No.	Period (Last 5 FYs)	Financial Turnover from the similar service in INR	Average Turnover from the similar service in INR
1.			
2.			
3.			
4.			
5.			
Certificate from the Statutory Auditor			
This is to certify that [Insert name of the bidder with detail address] has the annual turnover against the respective FY on account of providing similar service.			
Seal and Signature of the Auditor			

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

FORM-T3: POWER OF ATTORNEY

(On a Stamp Paper of Rs.100/-)

POWER OF ATTORNEY FOR AUTHORISED SIGNATORY

Know all men by these presents, we _____ (name and address of the registered office) do hereby constitute, appoint and authorize Mr. /Ms. _____ (name and address of residence) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for **Selection of Agency for providing Comprehensive Facility Management Services for Up-Keeping, Cleaning & Maintenance of Electrical & Electronic Items/Installations/Appliances relating Services to Ace Divino. Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306.**

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all Acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Executant

Signature of Attorney

(Name, Title and Address of the Attorney)

Attested

Executant

Notes:

- 1. To be executed by the sole Bidder:*
- 2. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*
- 3. Also, where required, the executants(s) should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*
- 4. In case the Proposal is signed by an authorized Director of the Bidder, a certified copy of the appropriate resolution / document conveying such Client may be enclosed in lieu of the Power of Attorney.*

FORM-T4: PAST EXPERIENCE OF THE BIDDER

Name of Bidder

Details of the similar assignments undertaken / completed during the last Five years:

Project 1

Sl. No.	Particulars	Answer of the Bidder
1	Name of Project	
2	Name of Client with address and contact numbers	
3	Date of Award of Contract	
4	Date of completion of assignment (for both completed and ongoing projects)	
5	Period of Service	
6	Total area of the Location	
7	Contract Value (in INR)	
8	Description of Services provided	

Project 2

Sl. No.	Particulars	Answer of the Bidder
1	Name of Project	
2	Name of Client with address and contact numbers	
3	Date of Award of Contract	
4	Date of completion of assignment (for both completed and ongoing projects)	
5	Period of Service	
6	Total area of the Location	
7	Contract Value (in INR)	
8	Description of Services provided	

Project 3

Sl. No.	Particulars	Answer of the Bidder
1	Name of Project	
2	Name of Client with address and contact numbers	
3	Date of Award of Contract	
4	Date of completion of assignment (for both completed and ongoing projects)	
5	Period of Service	
6	Total area of the Location	
7	Contract Value (in INR)	
8	Description of Services provided	

Project 4

Sl. No.	Particulars	Answer of the Bidder
1	Name of Project	
2	Name of Client with address and contact numbers	
3	Date of Award of Contract	
4	Date of completion of assignment (for both completed and ongoing projects)	
5	Period of Service	
6	Total area of the Location	
7	Contract Value (in INR)	
8	Description of Services provided	

Project 5

Sl. No.	Particulars	Answer of the Bidder
1	Name of Project	
2	Name of Client with address and contact numbers	
3	Date of Award of Contract	
4	Date of completion of assignment (for both completed and ongoing projects)	
5	Period of Service	
6	Total area of the Location	
7	Contract Value (in INR)	
8	Description of Services provided	

(Note: Please add your desired number of projects)

N.B.: Copies of the Work Orders / Completion Certificates from the respective authorities needs to be furnished by the Bidder along with the technical proposal as proof of evidence.

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

FORM-T5: UNDERTAKING

[On the Stamp Paper of Rs.100/- regarding Ineligibility of the Bidder and non-blacklisting]

I/we, hereby undertake that, our company has not been blacklisted / debarred by any of the Central / State Government Ministry / Department / Office or by any Public Sector Undertaking (PSUs) and I/we are not blacklisted by any authority or any other Residential Societies during the recent past.

Yours sincerely,

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

FORM-T6: SCOPE & UNDERSTANDING OF WORK

A. Declaration of understanding of FMS services to AOA

I/we, hereby declare that I/we have read and understood detailed scope of FMS services to be provided to Ace Divino, Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306 as mentioned in clause 9 of RFP.

I/we further declare that I/we have inspected the complete Ace Divino Premises and have understood its need related to comprehensive facility management services from perspective of that mentioned in clause 9 of RFP and beyond.

I/We further declare that I/we understand that there may be requirement of few other services too in the interest of general up-keep and maintenance of said society, which might be left to be mentioned inadvertently. I/We on behalf of the bidder hereby confirms that such services will be provided by the us.

I/We further declare that I/we have clearly understood that non-assignment or transfer or sub-contract of any rights and obligations of work awarded under this RFP will essence of award. Hence, I/We will not do so without prior approval from the AOA. It has been made clear to me/us that AOA will not permit sub-contracting for any major services unless categorised for OEM services as mentioned in this RFP document and may consider request for sub-contracting for other than major services subject to stringent quality control mechanism and enforcement of penalty clause on non-adherence to prescribed quality control.

B. Complaint Management

FMS shall create complaint kiosk with designated senior official of FMS managing the same with adequate infrastructure for time bound complaint management. Such facility shall be easily approachable, and adequate signage should be provided to guide end-users to the complaint kiosk.

The following are defined SLA times for responding the closure of complaints by FMS and based on standards these present guidelines and may be changed by Client from time to time.

Description of Complaints	Service Required	Complaint Closure Time
For Minor Defects	Replacement / without any replacement by FMS	2 hrs
For Major Defects	Replaceable Items available locally	2 days
	Rectification/ Replacement by external agencies (main contractor/ interior contractor/ vendors/ manufacturer/ Supplier	1 week

C. Service Level Operations Management & Penalty

1. Daily services:

Sl. No	Service Level Requirement	Min Requirement	Nom-Compliance Limit	Penalty Rate (INR)
1	Routine housekeeping (inc. cleaning services as per the scope of work) of the residential premises in the project facility. (excluding personal spaces).	1 Time/ D2y	1 Day	1500/ Day
2	Routine housekeeping (inc. cleaning services as per the scope of work) of the commercial area in the project facility. (excluding personal spaces).	3 Times/ Day	1 Day	5000/ Day
3	During any special events/festivals in the project facility the house-keeping (sweeping, wet mopping, dusting etc.) of all the premises in connected amenities where the event/festival is organized.	2 Times/ Day	Compulsory	3000/ Day
4	Cleaning of Toilets as per defined scope of work	4 Times/ Day	1 Day	3000/ Day
5	Cleaning of dustbins / waste bins and disposing the same up to the main garbage collection point.	1 Time/ Day	Compulsory	3000 / Day
6	Collection of the garbage from the garbage collection point. Thereafter, segregation of waste & disposing off the same as per applicable guidelines/rules. Should be completed before 2:30 PM every day.	Once / Day	Compulsory	3000 / Day
7	Dusting / cleaning in the project facility (excluding personal spaces) of all furniture, sills, counters, screens, blinds & curtains, light fittings, signage, doors, door frames, fittings and glass pans, AV equipment, Indoor Sports Amenities, Books, Toys etc.	2 Times/ Day	1 Day	1500/ Day

Sl. No	Service Level Requirement	Min Requirement	Non-Compliance Limit	Penalty Rate (INR)
8	Cleaning of windows from inside & outside in Lobbies, Club, Temple and all glass facade outside all around the building on ground floor.	Once / Day	Compulsory	1000 / Day
8	Sweeping, wet mopping, dusting of Lift Lobbies, Tower Ground Floor Lobbies, Club, Stairs (including terrace & ground to basements), Exhibits & Artifacts, Drive-Way and compound area.	Once / Day	Compulsory	1000 / Day
10	Cleaning/ Dusting and mopping of entire area inside Lifts and spraying Room Fresheners	2 Times/ Day	1 day	1500/ Day
11	Cleaning and upkeep of entire basement and other maintenance area	Once / Day	1 day	1000 / Day
12	Shampoo Cleaning of all carpets, sofas, chairs.	As per Manufacturer recommended	Compulsory	1000/Day

2. OVERHEAD WATER TANKS, UG TANKS & WATER SUPPLY

Sl. No	Service Level Requirement	Min Requirement	Non-Compliance Limit	Penalty Rate (INR)
1	Cleaning and disinfection of all water tanks.	Twice a Year	10 Day	10,000/Day
2	Cleaning of walls, slab, raft from inside and removal of algae, waste particles etc.	Once a month	2 Days	5,000/ Day
3	Maintenance of submersible pumps	Once a month	3 Days	20,000/ 15 Days
4	Chemical treatment of water for purification	In Alternate Days	4 Days	500/ Day

3. DRAIN AND SEWAGE SYSTEM

Sl. No	Service Level Requirement	Min Requirement	Non-Compliance Limit	Penalty Rate (INR)
1	Cleaning of Drain properly including removing of mud, soil etc.	1 Time /Week	1 Day	10,000 / Day
2	Regular maintenance of drain covers including replacement if found damaged	1 Time/ Week	1 Day	10,000/ Day

4. PEST CONTROL

Sl. No	Service Level Requirement	Min Requirement	Non-Compliance Limit	Penalty Rate (INR)
1	Disinfestation treatment	1 time/ Weekly	1 Day	10,000/ Day
2	Rodent control	1 time/ Month	1 Day	10,000/ on repeated non-compliance
3	Fly control	1 time/ Weekly	1 Day	
4	Mosquito	1 time/ Weekly	1 Day	
5	Rat control	2 times/ Month	3 Days	
6	Cockroaches & insect Control	1 time/ Weekly	1 Day	

5. OTHERS

Sl. No	Service Level Requirement	Min Requirement	Non-Compliance Limit	Penalty Rate (INR)
1	Repair & maintenance of sanitary fixtures	On alternate days	Compulsory	300/ Day
2	Removal and replacement of damaged / faulty sanitary, fixtures & lavatories, if required	Immediate	Compulsory	500/ Day
3	Cleaning of all lamps, streetlight poles, railing lamps, foot lights, bollards lamps, fans, tube lights, CFL's, hanger lamps etc.	On alternate days	4 Days	300/ Day
4	Drinking water purifier installed area	Twice a day	Compulsory	500/ Day

6. HORTICULTURE WORK

Sl. No	Service Level Requirement	Min Requirement	Non-Compliance Limit	Penalty Rate (INR)
1	Manual watering	As per requirement	Compulsory	1000 / Day
2	Removal of unwanted grass, damaged grass, removal of broken branches and shrubs.	Whenever Required (to be done immediately)	Compulsory	1000 / Day

7. INTERNAL ROADS & PATHWAY

1	Removal of water by manually stacked rainwater.	As per Requirement	1 Day	5000/ Day
2	Cleaning of internal roads and pathway areas - removing all wastage, polythene, garbage, weeds, dust, debris, leaf, polythene, porch etc. collection removal & transportation up to desired point.	on Alternate Days	2 Days	20,000/ Week

D. DEDUCTION FOR NON-PERFORMANCE

Subject to the terms and conditions mentioned in the Contract, any deficiency by the FMS in the performance of its delivery obligations, shall render him liable to any or all of the following penalties.

Description	Expected for upkeep	Minimum Obligation	Deduction recovery to be affected in the monthly bill
Shortfall in deployment of minimum manpower described in the agreement	100%	100%	3% of the monthly bill
Shortfall in deployment of minimum machinery/ tools described in the agreement/ information provided by FMS Agency	100%	100%	3% of the monthly bill
Shortfall of materials/ consumables to be used as described in the agreement/ information provided by FMS Agency	100%	98%	2% of the monthly bill
Minor defects as per the prescribed Standard	100%	98%	1% of the monthly bill

Description	Expected for upkeep	Minimum Obligation	Deduction recovery to be affected in the monthly bill
Major defects as per the prescribed standard	100%	95%	2% of the monthly bill

Note: The term “monthly bill” wherever appears in this clause shall refer to Management Fee portion of monthly bill raised by the FMS Agency.

In case of repetitive instances of non-performance regularly, the AOA may take necessary action for termination of Contract and forfeiture of Performance Bank Guarantee after issuing a maximum of 1 month notice.

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

FORM-T7: COMMITMENT FOR PROPOSED EQUIPMENTS AND MATERIALS

1. List of Proposed Equipment:

Sl. No	Equipment	Requirement	Specification	Capacity	Present Condition	Remarks
1						
2						
3						
4						
5						

2. Proposed list of Materials / Consumables to be used

Sl. No.	Name of consumable proposed (with details & make)		Utilization		
	Consumable	Make/Brand	Per Day	Per Week	Per Month

Note:

1. All the equipment and consumables are considered in costing for financial bid needs to be reported here.
2. The bidder shall procure Lubricants/ Oils of requisite quality to be used in for any kind of

machinery installed at the facility like in substation, DG set and other equipment and the same will be borne by the Bidder:

3. *The Bidder shall procure all related consumables like toiletries, spares, fasteners/fixtures required (if any), housekeeping consumables etc. and the cost of the same shall be borne by the Bidder.*
4. *All the consumable/ Lubricants/ Oils etc must be branded and ISI/ Specified Standard Certification marked*

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

**FORM-T8: PROPOSED TECHNICAL MANPOWER DEPLOYMENT PLAN AND
STANDARD OPERATING PROCEDURE
FOR THE REQUIRED SERVICE**

*[In this format the bidder shall submit their proposed work plan and standard operating procedure
for the required services within 3 -4 pages]*

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

FORM-T9: QUALITY CONTROL MECHANISM

[In this format, the bidder shall provide a brief write up on the proposed quality control mechanism for the required services within 1-2 pages]

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

FORM - T10: ANTI COLLUSION CERTIFICATE

(On letterhead of Bidder)

1. We certify that this Proposal is made in good faith and that we have not fixed or adjusted the amount of the Proposal by, or under, or in accordance with any agreement or arrangement with any other person. We also certify that we have not and we undertake that we will not, before the award of any contract for the work:
 - (i) (a) Communicate to any person other than the AOA /or person duly authorized by it in that behalf (as prescribed by AOA i.e. through sealed envelope) the amount or approximate amount of the Proposal, or Proposed Proposal, except where the disclosure, in confidence, of the approximate amount of the Proposal was necessary to obtain premium quotations required for the preparation of the Proposal
 - (b) Enter into any agreement or arrangement with any person that they shall refrain from bidding, they shall withdraw any Proposal once offered or vary the amount of any Proposal to be submitted.
 - (ii) Pay, give or offer to pay or give any sum of money or other valuable Considerations directly or indirectly to any person for doing or having done or having caused to be done in relation to any other Proposal or proposed Proposal for the work, any act or thing of the sort described at (i) (a) or (i) (b) above.
2. We further certify that the principles described in paragraphs 1 (i) and (ii) above have been or will be, brought to the attention of all sub-contractors, suppliers and associated companies providing services or material connected with the Proposal and any contract entered into with such sub-contractors, suppliers, or associated companies will be made on the basis of compliance with the above principles by all parties.
3. We are not part of any “Anti-competitive practice” such as collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of The Competition Act, 2002 as amended from time to time, between two or more bidders, with or without the knowledge of the Procuring Entity (Client), that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels,
4. In this certificate, the word "person" includes any persons or anybody or association, corporate or unincorporated; “any agreement or arrangement” includes any transaction, formal or informal and whether legally binding or not; and "the work" means the work in relation to which this Proposal is made.

Dated this _____ Day of November 2025

Name of the Bidder: _____

Signature of the designated person: _____

Name of the designated person: _____

ANNEXURE – D
FINANCIAL PROPOSAL

FORM F1: FINANCIAL PROPOSAL SUBMISSION FORM

(On the Bidder's Letter Head)

[Location,
date]

To,

The Secretary
Ace Divino Apartment Owners Association
Basement 1, Maintenance ACE Divino, Plot No. GH-14A
Sector 1, Greater Noida West
Uttar Pradesh 201306

Sub: Selection of Agency for providing Comprehensive Facility Management Services for Up-Keeping, Cleaning & Maintenance of entire Ace Divino situated at Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306 including Mechanical, Electrical & Electronic Items/Installations/Appliances.

Dear Sir,

I/We, the undersigned, is pleased to provide our financial offer for **providing Comprehensive Facility Management Services at Ace Divino. Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306** in accordance with your Request for Proposal No. **AOA/25-26/FMS/001 Dated 04th Nov 2025** and our Technical Proposal

Having gone through the RFP and having fully understood the scope of work for the captioned assignment as set out in the RFP; we are pleased to quote the following lump sum fees (exclusive of applicable taxes) for the proposed service for a period of two years from the date of execution of requisite contract as:

Sl. No	Name of the Complex	Quoted Price (per month)	Details	Remarks
1	Ace Divino			
Total				
In Words				
In Figures				

Note:

1. Tax will be paid as per prevailing applicable rates.
2. All payments to the service provider will be subjected to deduction of taxes at source as per

applicable laws.

3. *Financial bid would mean monthly Comprehensive Facility Management Cost for two years (as provided by the bidder in Sl. No: 1 in the above table) payable to Facility Management Service Provider (FMS). Conditional price bid will be out rightly rejected*
4. *Escalation on Monthly Comprehensive Facility Management Cost would not be applicable until specifically mentioned in this RFP*
5. *FMS would not be paid any other costs apart from the services mentioned in RFP unless prior approval is there in writing.*
6. *This RFP is for providing comprehensive facility management services as per the Service Level Requirements. The man-power indicated by the Client in this RFP is minimum required manpower, however the bidder is expected to evaluate cost of all services, manpower, overheads, equipment and consumables (except fuel) etc. required for providing the services as per the scope of work defined in the RFP and provide a lump-sum quote in the financial bid.*
7. *Bidder will be shortlisted as per criteria mentioned in this RFP. The financial bids would be ranked/compared as per the quoted amount exclusive of GST.*

On behalf of Facility Management Service Agency, I/ we hereby confirms that our Financial Bid shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Bid.

I/ We understand you are not bound to accept any Bid you receive.

Yours sincerely,

Authorized Signature
[In full and initials]

Name and Designation of Signatory:

Name of Bidder:

Complete Address:

**FORM F2: DETAILED BREAK UP FOR THE
FINANCIAL OFFER**

*[In this format, the bidder shall provide detailed breakup of their
cost proposals for the FMS Services]*

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

**HIGHLIGHTS OF MAJOR TERMS AND CONDITIONS
FOR CONTRACT TO BE EXECUTED**

1. Scope of Work:

The Comprehensive Facilities Management Service Provider shall engage efficient, qualified and experienced personnel from their payroll to render the required service of Comprehensive Facility Management not limited to but including those services mentioned in RFP dated 04th November 2025 **for providing Comprehensive Facility Management Services at Ace Divino, Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306.**

2. Agreement Period:

This Agreement shall remain valid for a period of 3 (three) years effective date i.e. from the 1st Day of January 2026 to 31st of December 2028_(both days inclusive) until terminated by virtue of clause _____ of this Agreement.

3. Contract Value:

- a. The total contract value would be Rs. _____/- [Rupees _____ Only] (in words) per Year for the period of contract except GST (if applicable] etc. pertaining to the Comprehensive Facility Management Services at **for providing Comprehensive Facility Management Services at Ace Divino, Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306** as per the approved scope of work.
- b. The list of Manpower and Equipment to be used to render the service as mentioned hereinabove is at Annexure-___ and Annexure-___ of the contract. In case of increase in minimum wages of labour by Government of Uttar Pradesh or appropriate government at the relevant time, the basic differential cost of minimum wages for Unskilled, semiskilled and high skilled labour together with ancillary implication like EPF, ESI etc., will be paid extra.
- c. No other terms and conditions put forth by Comprehensive Facilities Management Service Provider shall be considered for accepted during the contract period. However, the above terms of payment against the claimed bills shall be subject to deduction of Non-performance as per general stipulations of the RFP and Form T6 and the client is not bound to make the monthly bill within the stipulated deadline of payment on claimed monthly bill.

4. Terms of Payment:

- a. AOA will make payment on the basis of monthly invoices along with valid proof of payments made to the employees/ staff hired by the Comprehensive Facilities Management Service Provider to provide requisite services under this Agreement duly certified by Designated Officer for the purpose by 08th of subsequent month for the services rendered for the previous month within 30 days of receipt of such invoices. However, the above payment shall be subject to deduction of Non-performance Penalty as per the prevailing conditions of the RFP.

b. Security Deposit:

The Comprehensive Facilities Management Service Provider shall have to furnish a performance security of EMD amount of Rs.5,00,000/- [Rupees Five Lakhs Only]

This will be treated as Security Deposit and shall be refunded after successful completion of the contract.

It is pertinent to be clarified that such amount shall not carry any interest.

5. Schedule for the Service:

The detailed schedule for the service will be provided by the Comprehensive Facilities Management Service Provider within 20 days of execution of this Agreement as per the agreed terms and conditions between the parties. The Comprehensive Facilities Management Service Provider shall deploy number of personnel for carrying out the services as per Annexure ____.

6. Authorized Representative:

- a. Any notice or intimation by either party to the other pursuant to this Agreement shall be signed by an Authorized Representative of the party giving such notice.
- b. The Comprehensive Facilities Management Service Provider shall carry out instructions and act upon any guidelines issued in pursuance of this Agreement, if and only if they are given/ signed by the President/ Secretary of AOA.

7. Risk & Responsibility:

- a. The Comprehensive Facilities Management Service Provider shall without limiting to its obligations and responsibilities will ensure and keep insured its personnel so deployed at **Ace Divino, Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306** against all liabilities for death and injury whatsoever on account of any accident in the course of performing the Operation & Maintenance services. AOA will not be responsible and be held liable for any such death injury or accident to the employees and any other personnel deployed by the Comprehensive Facilities Management Service Provider. In the event the AOA is made liable to pay any damage or compensation in respect of such employees the Comprehensive Facilities Management Service Provider shall reimburse such damages or compensation on demand.
- b. The Comprehensive Facilities Management Service Provider shall comply with all the provisions of prevailing Labour Laws during execution of work. The personnel deployed shall be morally good and physically healthy to carry out the assignments to the satisfaction of the AOA.
- c. The Comprehensive Facilities Management Service Provider shall provide qualified uniformed staff to perform the services. The employees of Comprehensive Facilities Management Service Provider entering the premises of the client shall have proper uniform & badges for Identification and shall display identity proof on their person in course of duty hour.
- d. The Comprehensive Facilities Management Service Provider shall conduct periodic general medical check-up of its employees at its own cost. In the event of any of the staff is found to be suffering from any communicable disease, such employee(s) shall be replaced immediately providing substitute(s) immediately.

- e. The Comprehensive Facilities Management Service Provider shall deploy its authorized representatives and adequate supervisors to be present at the place of work during working hours to ensure satisfactory services under this Agreement. It shall further exercise due and adequate control over such personnel and ensure that appropriate instructions/directions are issued to them in the course of the performance of the tasks under this Agreement.
- f. The Comprehensive Facilities Management Service Provider shall ensure that its employees; while carrying out their obligations under the Agreement observe all required standards of cleanliness, decency and decorum, safety and general discipline and such other instructions or guidelines as may be issued by the authorized representative of the client.
- g. “Right man to for Right Job” shall be followed to avoid accident at workplace. It shall be the duty of the Facility Management and Supervisor of the Comprehensive Facilities Management Service Provider to get the critical job done by the employees professionally and technically competent enough to perform the said particular task.
- h. The Service Provider should install a Biometric system with computer assisted information capturing modalities as well as manual entry of the information the attendance of its personnel deployed at the location and the report should be verified by the authorized officer from time to time.

8. Statutory Compliances:

- a. The Comprehensive Facilities Management Service Provider shall be responsible for compliance and coverage of its employees under all necessary statutory obligations under various statutes applicable such as Employees State Insurance (ESI), Provident Fund(PF), Workman Compensation Act, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, etc. the Comprehensive Facilities Management Service Provider shall maintain proper records & documents and produce them to the authorized representative of AOA as and when required, in proof of compliance of all the relevant and connected laws enacted by the Central & State Govt. etc.
- b. The Comprehensive Facilities Management Service Provider shall obtain all requisite license, permissions, certificates, registrations, etc. to render the required service from all competent authorities and shall furnish as and when demanded.
- c. The Comprehensive Facilities Management Service Provider shall alone be responsible for the payments of wages and all other statutory payments/legal dues to its employees deployed under this agreement. The payment/ consideration contemplated as per Clause-_____ of this Agreement shall be released by AOA only upon the Comprehensive Facilities Management Service Provider producing online PF & ESI deposits of the payment receipt for the preceding month. Without such a document, no bill shall be passed.
- d. The Comprehensive Facilities Management Service Provider shall provide First Aid facilities at the workplace according to applicable laws.
- e. In the event of the Comprehensive Facilities Management Service Provider failing to comply with any of the provision of the statutes applicable to it resulting the AOA incurring any expenditure thereafter including facing litigation, the Comprehensive Facilities Management Service Provider shall indemnify such expenditure and other damages, losses as may be estimated by AOA. The AOA may take appropriate action to recover the same from the Comprehensive Facilities Management Service Provider, from 'its pending bills. If it does not suffice, the balance shall be recovered under ordinary

common law.

9. Liability and Indemnity:

The Comprehensive Facilities Management Service Provider shall be responsible and liable for and shall indemnify the AOA and keep **Ace Divino, Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306** safe and harmless at all times against:

- a. any and all claims, liabilities, damages, losses, costs, charges, expenses, proceedings & actions of any nature whatsoever made or instituted against or caused to be suffered by the client directly or indirectly by reasons of:
 - i. any wrongful, incorrect, dishonest, criminals, fraudulent or negligent work default, failure, bad faith, disregard of its duties and obligation, act or omission by the Comprehensive Facilities Management Service Provider or its facility staff
 - ii. any theft robbery, fraud, or other wrongful action or omission by the firm and /or any of its facility staff.

10. Sub-Contracting:

The Comprehensive Facilities Management Service Provider shall itself perform its obligations under this agreement and shall not assign or transfer or sub-contract any of its rights and obligations under this agreement to any third party without the prior written permission from AOA in case of emergency requirements.

Note:

- A. Sub-contracting for any major services will not be allowed unless required due to OEM services as mentioned in RFP document dated 04th November 2025.
- B. For other than major services AOA may (not will) consider request of Sub-contracting by the Comprehensive Facilities Management Service Provider subject to stringent quality control mechanism / standards of service guidelines and enforcement of penalty clause on non-adherence to prescribed quality control/ standards of service guidelines.

11. Loss/ Theft / Damage:

The Comprehensive Facilities Management Service Provider shall be responsible for any and all losses, theft, damages caused to any equipment installations in the premises, fittings and fixtures, goods there in and any other properties belongs to AOA because of any act of negligence, commission or omission of its employees while discharging their duties.

12. Breach of Agreement, Penalty & Termination of Agreement:

a. **Breach of Agreement:**

In case of breach of Agreement or default by the Comprehensive Facilities Management Service Provider, AOA shall have a right of lien and first charge over all the properties of the Comprehensive Facilities Management Service Provider lying in its premises in addition to other remedies like forfeiture of security deposit, legal action for recovery of money with liberty to the client to terminate the agreement.

Penalty:

- i. The in case of mishap due to wrong operation or manual error, which results in disruption of services, the total cost of down time, along with equipment repair cost shall be borne by the Comprehensive Facilities Management Service Provider.
- ii. A quality check procedure will be developed by AOA, against each service and feedback from the designated officer will be obtained for assessment of performance of the service rendered by the Comprehensive Facilities Management Service Provider. Where there is non-performance/ unsatisfactory/ sub-standard performance of its obligation in the part of the Comprehensive Facilities Management Service Provider, AOA shall give a written notice of the default and or omission or commission and the Comprehensive Facilities Management Service Provider shall submit its response within 7 (seven) days from the date of issue of such notice.
- iii. If the response/explanation is not found satisfactory or inadequate or partly satisfactory, AOA shall have the right to deduct as per Annexure- ____ amount from the monthly invoice of the Comprehensive Facilities Management Service Provider for non-performance/ unsatisfactory/ sub-standard performance of any part of services to be rendered operation as agreed between the parties.

b. Termination of Agreement:

Where in spite of the efforts mentioned above, there is continuance of non-performance or improper performance of obligation, AOA shall have the right to terminate the contract at any point of time with forfeiture of Security Deposit. Similarly, the Comprehensive Facilities Management Service Provider shall have right to terminate the contract in case AOA fails to pay complete admissible dues stipulated in this agreement on more than 03 (two) occasions consecutively in a calendar year.

13. Force Majeure:

Neither party shall be responsible for any damage caused by natural calamities like flood, earthquake, cyclone or any other Act of God, explosion, fire & riot etc. The later five events, whether occurred or not, shall be decided by AOA and such decision can't be questioned in any court of law.

14. Post Termination Responsibility of the Comprehensive Facilities Management Service Provider:

Upon termination of this agreement, the Comprehensive Facilities Management Service Provider shall immediately deliver all the documents and any/ all data, plant, machineries & equipment held by it and which are in possession/ custody/control of its facility staff to AOA. The Comprehensive Facilities Management Service Provider shall also forthwith remove all its facility staff together with its machines/ equipment whatsoever from the premises of AOA under intimation of the designated officer of AOA.

15. Arbitration and Reconciliation:

- a) In case amicable settlement is not reached in the event of any dispute or difference arising out of the execution of this Agreement or the respective rights and liabilities of the parties

or in relation to interpretation of any provision by the FMS Agency in any manner, such dispute or difference shall (except as to any matters, the decision of which is specifically provided for therein) shall be referred to the sole arbitration to be appointed by AOA.

- b) The award of the Arbitrator shall be binding upon both parties of the dispute.
- c) Subject as aforesaid, the provisions of Arbitration and Reconciliation Act 1996 (India) or statutory modifications or reenactments thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The venue and seat of the arbitration shall be at Noida/ Greater Noida, and the language of the proceedings shall be in English. Subject to the above, the Courts at Gautam Budh Nagar, Uttar Pradesh alone shall have the jurisdiction to deal any disputes between the Parties to the contract.
- d) The cost of arbitration shall be borne equally by both the parties.
- e) Work under the contract shall be continued during the arbitration proceedings.

Failure to comply with any of the above conditions can result in termination of the contract, forfeiture of the security deposit, penalty as may be decided by IFCI and future blacklisting of the contractor

16. Documents:

The following documents attached hereto shall be deemed to be form an integral part of this Agreement:

1. Scope of Work.
2. List of Equipment and Consumables to be utilized for the purpose.
3. List of Manpower to be deployed at the project location.