



Request for Proposal
Security Services of Residential Society ACE Divino

RFP: AOA/25-26/Security/001
Dated 18th 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: ₹ 5,000/- + GST [IF APPLICABLE]
(In the form of Demand Draft)
In the name of “ACE Divino Apartment Owners Association”
(TO BE SUBMITTED WITH BID)**

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Disclaimer and Confidentiality

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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 **Security Services** for the **ACE Divino** Society, located in the Greater Noida (West) region. AOA aims to select a reliable and experienced Security Service 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:

A. Access control and visitor management

- **Gate control:** Security Services Agency will be responsible to monitor and control entry and exit at any of the gates of Society and at the gate of every Tower in the Society.
- **Visitor verification:** Security Services Agency will have to verify the identity of visitors, delivery personnel, and other vendors before allowing them access.
- **Vehicle management:** This includes identifying vehicles, checking resident stickers or permits, and managing resident and guest parking.
- **Visitor logs:** Security Services Agency will maintain manual or digital logs of all visitors including delivery personnel.
- **Guest Parking:** Security Service Agency will ensure that only such number of vehicles of visitors are allowed in society for which guest parking is available and will further ensure that vehicles of visitors are not parked elsewhere.

B. Surveillance and patrols

- **CCTV monitoring:** Security Services Agency will monitor surveillance camera feeds to identify suspicious activity.
- **Perimeter patrols:** Security Services Agency will have to ensure guards to patrol entire common area and area outside of the society to deter crime and ensure security.
- **Incident reporting:** Security Services Agency will ensure adequate training of guards so that they can detect and report any suspicious activities or incidents promptly.

C. Emergency and incident response

- **First responders:** Guards from the Security Service Agency will often be the first to respond to a wide range of incidents including fire or disaster/ emergency and issues of Lifts.
- **Emergency coordination:** Security Service Agency will ensure training to their guards so that they are competent to provide initial aid in medical/ fire emergencies and coordinate with police, ambulance, and fire services.
- **Crisis management:** Security Service Agency will have to look for handling situations like fire outbreaks, natural calamities, and crowd control during events in society.

D. General security and property protection

- **Deterrence:** The Security Service Agency must always appreciate that presence of guards and visible security measures acts as a deterrent to criminal activity.
- **Building security:** The guards from Security Services Agency need to check commercial area, club, tower lobbies, 13th floor garden and rest of the common areas and sometimes individual units also to secure entire society.
- **Property protection:** The Security Service Agency will constantly examine and frisk to ensure no unauthorised property either common or personal can be removed out of the society.
- **Lost and found:** The security staff will handle lost items and mail.
- **Child Safety:** The Security Service Agency will ensure no child below age of 14 years be allowed to go outside the society gates if not accompanied by any parents/ guardian.
- **Crowd Management:** During festivals or other programmes of the society including various meetings, the Security Service Agency will work for proper crowd management.
- **Security Audit:** The Security Service Agency will perform periodic Security Audit of the society to ensure better security and to identify security lapses, if any along with coverage of CCTV installed.

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)	₹5,000 (Rupees Five Thousand Only) + GST (if applicable) as the cost of the RFP document.

		<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>₹2,00,000 (Rupees Two 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	<p>Selected bidder may have to submit Performance Security of the amount equal to EMD as per mutual agreement between AOA and the chosen bidder.</p>
6	Date of issuance of Tender	<p>18th November 2025 through newspaper publication in Times of India (Delhi/ NCR) and Nav Bharat Times (Delhi/ NCR)</p>
7	Inspection of Ace Divino Society by bidders	<p>From 18th November 2025 to 02nd December 2025 between 11.00 am to 5.00 pm</p>
8	Pre-bid Meeting	<p>21st November 2025 at 12:00 pm</p>
9	Last date of submission of queries, if any	<p>03rd December 2025 up to 17:00 pm</p>
10	Last date and time for submission of bid (Bid Due Date)	<p>05th December 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.</p>

11	Price Escalation	<p>The Security Service 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 Security Service 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 Security Service Cost.	<p>Lowest financial bid quoted by the bidder.</p> <p>Payments for the Annual Comprehensive Security Service 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 Security Service Agency within 35 days of receipt of such invoices along with valid proof of payments made to the employees/ staff hired by the bidder along with other legal compliances related to labour laws, which can be raised only after end of the month for which the same is raised.</p>
13	Mode of Submission	<p>Sealed Envelope-1 Technical Bid (Including EMD, Technical Documents, Authorisation Letter, Mandatory Information, Terms & Conditions or any other technical document related to Bid.</p> <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. Digitals copies will not be accepted.</p>

14	Date and time of opening of Technical Bid	06th December 2025 at 11:00 am at Second Floor of Club Spade, Ace Divino. 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.
15	Date and time of opening of Financial Bids	07th December 2025 at 11:00 am at Second Floor of Club Spade, Ace Divino. 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.
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 20 days of signing of Service Contract, the Security Services Agency will mobilize all resources to onboard their services.

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.5,000/- (Rupees Five 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, if required.
 - 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 Security Services 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 Security Service 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 Security Services 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.
- P. **Clarifications on RFP Document** –
- i. The Security Services 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.

Q. 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

R. 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 Security Services Agency from AOA shall be solely borne by the Agency. The Security Services 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 Security Service 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 security related component 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 Security Service 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 Security Service Agency should have an average annual turnover of not less than ₹50,00,000,00/ (Rupees Fifty Crore only) over last three financial years.	Audited Financial Statements
3.	Minimum 2 years' experience in the field of Security Services (not MTS & others) in at least 5 residential societies in Delhi/NCR along with the satisfactory/ performance certificate/ Completion certificate with minimum 25 manpower deployment. No relaxation is being given to bidders with valid MSME Certificates.	The bidder should submit documentary proof of providing security services to reputed residential societies in the form of Work Orders
4.	The Security Service Agency should have completed any of following in last three financial years as on 31/03/2025, with profit (not loss) 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. 10,00,000/- (Rupees Ten Lakh only) per month	
	Or	
b)	One similar assignment for Multi-storey Residential Complex in Delhi/ NCR costing not less than Rs.20,00,000/ (Rupees Twenty Lakh only) per month.	
5.	The Services of Security Services Agency has not been terminated by any Multi-Storey Residential Complexes costing not less than Rs. 10,00,000/- (Rupees Ten 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 SECURITY contract after expiry of tenure mentioned in the executed contract and termination due to will of SECURITY Agency will not be considered as termination.	Declaration to said effect on non-judicial stamp paper of Rs.100/- duly notarised with register entry
6.	It must have a corporate office located in Delhi/ NCR and a registered office anywhere in India.	Address proof
7.	Valid registration under the PF Act, 1952 shall be part of the technical bid.	Copy of Certificate
8.	Valid registration under the ESI Act, 1948 shall be part of the technical bid.	Copy of Certificate
9.	Valid registration for GST shall be part of the technical bid.	Copy of Certificate
10.	Valid PAN number shall be part of the technical bid.	PAN Copy
11.	IT returns of last three financial years shall be part of the technical bid.	ITR Copies
12.	Labor license of running works issued under Contract Labour (Regulation & Abolition) Act, 1970 shall be part of the technical bid.	License copy
13.	Agency should have submitted the invoice through E-invoicing.	Any Proof thereof
14.	Agency should not have any labour union.	An affidavit duly notarised with register entry
15.	Overall manpower on company pay roll more than 500.	An affidavit duly notarised with register entry
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 person or entity in any manner without prior permission from AOA before sub-contracting.	Undertaking in the form of an affidavit duly notarised with register entry
18.	The Security Services Agency intending to bid have not been blacklisted by any residential society in India for whatsoever be the reason	Undertaking in the form of Affidavit 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
20.	The security services agencies participating in the tender should have a valid PSARA (Private Security Agencies Regulation Act) license in Uttar Pradesh	Copy of PSARA license

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	20	1 Audited Financial Statements
	a) 50 Crore to < 100 Crore = 05 marks		
	b) 100 Crore to < 200 Crore = 10 marks		
	c) 200 Crore to < 500 Crore = 15 marks		
	d) ≥ 500 core = 20 marks		
2	Similar work Experience and currently providing security services in at least 5 Residential Societies with minimum 25 manpower deployment each for more than 2 years	20	Copies of order and Satisfactory performance certificates
	a) ≥ 25 manpower = 5 marks		
	b) ≥ 40 manpower = 10 marks		
	c) ≥ 55 manpower = 15 marks		
	d) ≥ 70 manpower = 20 marks		
3	Continuity of service in any Residential Society having number of flats equal to or more than 500 with manpower deployment of 15 guards or more for a continuous period of more than 5 years without any interruption in Delhi/ NCR	10	Copies of order and Satisfactory performance certificates
	a) ≥ 3 societies = 5 marks		
	b) ≥ 5 societies = 10 marks		
4	Number of ex-servicemen Guards on Roll of the security services agency	15	Declaration in Affidavit duly notarised duly notarised with register entry .
	a) ≥ 50 Guards = 5		

S.No.	Eligibility Requirement	Marks	Supporting Documents/ Action Required
	b) ≥ 150 Guards = 10		
	c) ≥ 300 Guards = 20		
5	National / International Certifications or Awards for providing outstanding services to clients	10	Copies of Certification/ Awards
5	Net addition of number of the residential societies in Delhi/ NCR having flats not less than 500 in the business of Security Agency in the financial year 2024-25 over the immediate previous year i.e. 2023-24	10	Copies of new orders/ contract along with declaration of fact of losing business/ termination, if any
	≥ 3 societies = 5 marks		
	≥ 7 societies = 10 marks		
6	Innovations/Steps taken by the security service agency which leads to tighten security and results in cost optimisation.	10	Declaration in Affidavit duly notarised duly notarised with register entry .
7	Net Profit after Tax of the Security Agency pertaining to their FMS business in India not less than Rs.20 Crore	5	Copy of Audited Account Statements
	TOTAL	100	

9. Detailed Scope of Work

- 9.1 The Security Service Agency shall provide comprehensive security services to Ace Divino by deploying adequately trained and well-disciplined security personnel to safeguard the entire building, moveable and immovable assets, equipment's, and other items of any kind at the society from any thefts, pilferage or damage and ensure safety of the residents, employees, visitors, guests or any other persons.
- 9.2 The security personnel shall be deployed round the clock at the society to effectively safeguard the premises.
- 9.3 The bidder/ Agency shall be responsible for opening/closing of the building, rooms and temple as necessitated/directed by AOA on working days or otherwise.
- 9.4 The Agency shall ensure that water taps/lights/ACs are not left open/switched on otherwise than the prescribed hours on any day.
- 9.5 The Agency shall maintain records of inward and outward movement of all persons i.e. FMS & other Employees, guests and visitors or materials/ equipment/ plant & machinery, etc with proper frisking as per instructions issued by AOA from time to time.
- 9.6 The security personnel deployed shall take regular rounds of the premises to maintain the security system and remain alert.
- 9.7 The security personnel shall be duly trained in Fire Safety Operations. They should be trained to operate various fire control equipment installed in the Society.
- 9.8 The Agency shall keep the AOA informed of all the matters of security and co-operate in the investigation of any incident relating to security.

- 9.9 The agency shall be responsible for protection, monitoring of the security gadgets installed at the society premises and ensure proper access control mechanism.
- 9.10 To regulate entry and exit of vehicles from the society gates.
- 9.11 To regulate parking of resident's vehicles and vehicles of guests of residents as per the rule and procedure set by AOA.
- 9.12 To efficiently use the CCTV network for movement/entry-exit of men, materials, vehicles in the society and for detection of defaults and offences.
- 9.13 Lift evacuation in all lifts of society, as and when required, is to be done by the security personnel.
- 9.14 To implement and enforce one way movement of vehicles in the society.
- 9.15 No items are allowed to be taken out without proper gate passes issued by the competent officers as laid down in the contract or authorized by the AAO for in-out movement. The specimen signatures and telephone numbers of the above-stated officers will be available to the security personnel.
- 9.16 Entry of the stray- dogs and stray cattle into the premises is to be strictly prevented. Failures to do so will result in imposition of suitable penalty on the Agency/ Bidder. Decision of the AOA on such lapse shall be final.
- 9.17 The Security Service Agency will perform periodic Security Audit of the entire society to ensure better security and to identify security lapses, if any, both manual and mechanical i.e. CCTV, boom barrier, handheld scanners or other such devices.
- 9.18 The Security Guards at the gates will have to check/ inspect bags, packages, and vehicles for any prohibited or dangerous items.
- 9.19 The security service agency will look for use of various appliances like walkie-talkies, handheld scanners, metal detectors and fire safety gear, etc. or any other such device for better and stringent security.
- 9.20 The Security Service Agency will impart appropriate periodic training to the guards appointed at Ace Divino to ensure they perform best in adverse circumstances on one hand and remain polite with the residents on the other hand.
- 9.21 The Security Service Agency shall ensure zero tolerance policy for their services in Ace Divino.
- 9.22 The security guards will have to take appropriate action including penal actions like putting wheel lock, etc. for inappropriate parking anywhere in the society.
- 9.23 The chosen bidder will have to prepare a proper reporting mechanism of their services to the Estate Manager and AOA.

10. Manpower Criterion

10.1 Chief Security Officer

Qualification: Graduate Ex-Servicemen preferably MBA/ PGDBA

Experience: Minimum 08 years including three years in managing security services in a Residential Society of similar standard.

Responsibility:

- **Risk Assessment and Strategy:** Identifying potential security threats and vulnerabilities (e.g., entry points, surveillance blind spots) and developing a comprehensive security framework to mitigate those risks.
- **Physical Security Management:** Overseeing access control systems, video surveillance (CCTV), and other equipment like motion sensors and fire alarms.
- **Personnel Management:** Selecting, training, and managing the on-site security guards, ensuring they are vigilant, properly equipped, and following established protocols.
- **Incident Response:** Leading the response to security breaches, emergencies, or criminal activity. This involves implementing disaster recovery and business continuity plans and coordinating with local police and emergency services.
- **Policy and Compliance:** Establishing and enforcing security policies and procedures for residents, visitors, and staff. Ensuring compliance with relevant local laws and regulations.
- **Communication:** Acting as the primary point of contact for security matters, liaising between the managing committee, residents, and external security vendors or law enforcement agencies.

10.2 Gate/ Shift Supervisor

Qualification: Graduate Ex-Servicemen

Experience:

- a. Minimum 05 years including three years in managing security services in a Residential Society of similar standard.
- b. Good communication skills both in English and Hindi
- c. Working knowledge of CCTV Monitoring
- d. Adaptive to working environment and having patience to remain calm during interaction with residents.

10.3 Other Guards

Qualification: 12th Pass with good physique

Age Limit: 21 Years to 50 Years

Experience:

- a. Working knowledge of App based Security log mechanism.
- b. Adaptive to working environment and having patience to remain calm during interaction with residents.

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	Security Management Team						
A	Chief Security Officer				1		1
B	Supervisor	1	1				2
	Sub-Total of Security Management Team						3
	Commercial Area Security Team						
A	Guard				1		1
	Sub-Total of Commercial Area Security Team						1
3	Club Security Team						
A	Guard	2	1				2
B	Lady Guard	1					1
	Sub-Total of Club Security Team						3
4	Other Security Team						
A	Head Guards	2	2				4
B	Gate Guards	8	5				13
C	Lady Guards	3					3
D	Tower Guards	11	11				22
E	Patrolling Guards	3	2				5
F	Basement Guards	3	1				4
G	Park Guards	2					2
H	Gunman		2				2
	Sub-Total of Other Security Team						55

i. The Security Service Agency shall provide the above minimum manpower to efficiently and effectively secure the society. However, it shall be responsible to maintain the security levels as required and shall be liable to deploy additional manpower as per the requirement to full fill the scope of work for the Security Services at its own cost.

- ii. Manpower related to various branches of security services are also required to be deployed as per requirement at site.
- iii. The manpower for required for efficient security services will be on pay roll of the bidder.
- iv. The tentative duration of working hours/operational hours will be 8 hours, subject to finalization of timings by the AOA to be conveyed at the time of signing of agreement.
- v. Police verification of the manpower deployed by the Security Service 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 security Services for entire Ace Divino situated at Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306

Dear Sir,

With reference to your Request for Proposal dated 18th 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 Security 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 Security 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 equipment like Walkie-Talky, Handheld Scanners, etc.	
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	COMMITMENT FOR PROPOSED EQUIPMENT/S AND MATERIALS	
FORM-T8	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 Security related Services in 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 Security services to AOA

I/we, hereby declare that I/we have read and understood detailed scope of Security 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 security 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 works too in the interest of general security of the 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. Service Level Operations Management & Penalty

Sr. No.	Service Parameter	SLA Benchmark	Measurement Method	Penalty (Non-Compliance)
1	Guard Availability on assigned duty	100% deployment as per Duty Post Matrix	Daily attendance & Checking	₹750 per missing guard/shift
2	Shift Handover	Proper logbook & equipment handover	Supervisor audit	₹500 per lapse
3	Response Time (Incidents)	≤ 10 minutes for onsite response	Incident reports & CCTV logs	₹500 per delay >10 mins
4	Visitor Management	100% visitor entries logged digitally	Logbook/CMS audit	₹200 per missing entry
5	Emergency Preparedness	Fire drills & first-aid training quarterly	Training records	₹2,000 per missed drill
6	Complaint Resolution	90% within 24 hrs, 100% within 72 hrs	Complaint register	₹500 per unresolved complaint beyond SLA
7	Uniform & Conduct	100% guards in uniform, courteous conduct	Supervisor & resident feedback	₹250 per violation

Sr. No.	Service Parameter	SLA Benchmark	Measurement Method	Penalty (Non-Compliance)
8	Any moral negligence/ immoral act	Zero Negligence	Supervisor & resident feedback	₹5000 per violation

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

1. List of Proposed Equipment:

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

Note: All the equipment is considered in costing for financial bid needs to be reported here.

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

FORM-T8: 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 _____ 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 Security Services for necessary security of entire Ace Divino situated at Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306.

Dear Sir,

I/We, the undersigned, is pleased to provide our financial offer for **providing Comprehensive Security 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/SECURITY/001 Dated 18th November 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 Security Service Cost for two years (as provided by the bidder in Sl. No: 1 in the above table) payable to Security Service Provider. Conditional price bid will be out rightly rejected*
4. *Escalation on Monthly Comprehensive Security Service Cost would not be applicable until specifically mentioned in this RFP*
5. *Bidder 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 security 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 the Security 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 Security 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 Security Service Provider shall engage efficient, qualified and experienced personnel from their payroll to render the required service of Comprehensive Security Services not limited to but including those services mentioned in RFP dated 18th November 2025 for **providing Comprehensive Security 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 01st 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 Security Service Services at **for providing Comprehensive Security 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 manpower together with ancillary implication like EPF, ESI etc., will be paid extra.
- c. No other terms and conditions put forth by Comprehensive Security 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 AOA 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 Security Service Provider to provide requisite services under this Agreement duly certified by Designated Officer for the purpose by 10th of subsequent month for the services rendered for the previous month within 35 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 Security Service Provider shall have to furnish a performance security of EMD amount of Rs.2,00,000/- [Rupees Two 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 Security Service Provider within 20 days of execution of this Agreement as per the agreed terms and conditions between the parties. The Security 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 Security 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 Security Service Agency should provide a whistle, torch, lathi, walkie-Talky, handheld scanner or any other equipment to the security guard on duty for efficient disposal of their work.
- b. The security guards must be rotated from their deployment at an interval of 6 months.
- c. The Security Service Agency shall furnish the names and addresses of the security guards posted by them in the premises of Ace Divino to the ESIC as well as AOA from time to time as and when there is any change in the security guards.
- d. The Agency shall submit a monthly report of compliance and happenings on the premises to the concerned Regional Director, ESIC.
- e. The security guards deployed will be deemed to be employee of the Security Service Provider for all purposes and the agencies shall be fully and solely responsible for the payment of wages and other dues, and compliance with all labour laws applicable to them.
- f. The full particulars of the personnel to be deployed by the agency including their names and addresses shall be furnished to AOA along with testimonials before they are deployed for the job.
- g. The Security Guard/Supervisor who may be engaged by Security Agency from time to time must carry a photo identity card, which shall have to be issued to him for the said purpose. The identity card should be worn by each security guard/supervisor in their uniform which shall in turn give details regarding their full name, age, identity marks, signatures of the bearer, and that of the issuing authority and seal.
- h. The agency shall not deploy or shall discontinue deploying the person(s), if so desired by the AOA at any time without assigning any reason whatsoever.
- i. A local representative of the Security Agency shall be In-charge of the security system and shall be responsible for the efficient rendering of the service under the contract who will report to the Estate Manager and AOA.
- j. The Security Agency shall deploy security guards trained in all facets of security work, including firefighting, lift evacuation and disaster management. The Agency shall provide necessary undertaking and documentary evidence of training in this regard. The minimum height of a Male Guard will be 5 feet 7 inches and Female Guards will be 5 feet 2 inches.

- k. A senior-level representative of the Security Agency shall visit Ace Divino premises at least once a week and review the service performance of its personnel. During the weekly visit, Agency's representative will also meet the AOA officers dealing with security service under the contract for mutual feedback regarding the work performed by his personnel and the removal of deficiencies, if any, observed in their work.
- l. The Security Service Agency shall ensure that any replacement of the personnel, as required by AOA for any reason specified or otherwise, be affected promptly without any additional cost. Whereas if the agency wishes to replace any of the personnel, the same shall be done with the prior concurrence of the AOA at the Agency's own cost.
- m. The Agency shall provide reasonably good uniforms with name badges to its personnel deployed at Ace Divino at its own cost and ensure that they are used by the personnel deployed and are maintained in good condition. The incidentals, such as belts, shoes, socks, caps, torches with cells, cane sticks, guns, bullets, etc shall be borne/supplied by the Agency at its cost.
- n. The agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the AOA/Govt. of India/any State/or any Union Territory.
- o. The day-to-day functioning of the services shall be carried out in consultation with and under the direction of the AOA. Proposals for the efficient functioning of the security systems shall be discussed, considered, and implemented from time to time by the agency with the approval of AOA.
- p. The agency shall be solely responsible for compliance with the provisions of various labour and industrial laws, such as wages, allowances, compensations, EPF, Bonus, Gratuity, ESI, etc relating to personnel deployed by it at Ace Divino or for any accident caused to them and the AOA shall not be liable to bear any expense in this regard.
- q. The Agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the AOA for whatever reason. The Agency shall also be responsible for the insurance of all its personnel.
- r. The security agency shall specifically ensure compliance of various Laws/Acts, including but not limited to with the following and their re-enactments/amendments/ modifications-
 - i. The Payment of Wages Act 1936
 - ii. The Employees Provident Fund Act, 1952
 - iii. The Contract Labour (Regulation) Act, 1970
 - iv. The Employees State Insurance Act, 1948
 - v. The Employment of Children Act, 1938
 - vi. Minimum Wages Act, 1948
- s. The Security Agency shall not assign or transfer this contract or part thereof to anyone.
- t. In case of any theft or pilferage, loss, or other offenses, the agency will investigate and submit a report to AOA and maintain liaison with the police. FIR will be lodged by AOA, wherever necessary. If need be, a joint inquiry comprising both Agency and AOA shall be conducted and responsibility fixed.
- u. The agency shall ensure that security staff appointed by them is fully loyal to and assist the AOA during normal periods as well as during strikes and other emergencies for the protection of personnel and property both moveable and immovable to the entire satisfaction of the AOA.

- v. In case of any loss might be caused to the AOA due to a lapse on the part of the security personnel discharging security responsibilities will be borne by the Agency and in this connection, AOA shall have the right to deduct the appropriate amount from the bill of contracting agency to make good such loss to AOA besides imposition of penalty. In case of frequent lapses on the part of the security personnel deployed by the Agency, AOA shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
- w. In the event of any security personnel being on leave/absent, the agency shall ensure suitable alternative arrangements to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve. The Security Agency shall be responsible for providing the requisite man-hours as detailed above on a clock basis on all days. If the person falling sick avails leave or remains absent arrangements for the substitute should be made immediately. If at any time additional man-hours are required, the same will be provided by the Security Agency for which payment will be made on a pro-rata basis.
- x. As and when AOA requires additional security strength on a temporary or emergent basis, the agency will depute such security personnel under the same terms and conditions. For the same, a notice of two days will be given by the AOA.
- y. If the security personnel deployed by the agency at any time are found absent from duty or sleeping or found engaged in irregular activities, the AOA shall deduct the requisite amount at the pro-rata rates from the bill of the agency besides imposition of penalty for non-observance of the terms of the contract.
- z. The agency shall arrange to maintain at the security desk/booth, the daily shift-wise attendance record of the security personnel deployed by it showing their arrival and departure time. The Agency shall submit to AOA an attested photocopy of the attendance record and enclose the same with the monthly bill.
- aa. The agency shall be solely liable for all payment/dues of the Workers employed and deployed by it. The agency shall fully indemnify AOA against all the payments, claims, and liabilities whatsoever incidental or directly arising out of or for compliance with or enforcement of the provisions of any of the labour or other laws to the extent they are applicable to the establishment /work in AOA premises/facility.
- bb. The Security 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.
- cc. The Security 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.

8. Statutory Compliances:

- a. The Security 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 Security 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 Security 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 Security Service Provider shall provide First Aid facilities at the workplace according to applicable laws.
- e. In the event of the Security 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 Security 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 Security 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 Security 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 AOA 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 Security Service Provider or its staff
 - ii. any theft robbery, fraud, or other wrongful action or omission by the firm and /or any of its security staff.

10. Sub-Contracting:

The Security 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.

Note: AOA will not grant permission for any requests with respect to sub-contracting of the assignment under this agreement.

11. Loss/ Theft / Damage:

The Security Service Provider shall be responsible for any and all losses, theft, damages in the premises of Ace Divino because of any act of negligence, commission or omission of its guards/ supervisors 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 Security Service Provider, AOA shall have a right of lien and first charge over all the properties of the Security 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. Where there is non-performance/ unsatisfactory/ sub-standard performance of its obligation in the part of the Security Service Provider, AOA shall give a written notice of the default and or omission or commission and the Security Service Provider shall submit its response within 7 (seven) days from the date of issue of such notice.
- ii. 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 Security 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 Security 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 Security Service Provider:

Upon termination of this agreement, the Security Service Provider shall immediately deliver all the documents and any/ all data & equipment held by it and which are in possession/ custody/control of its Security staff to AOA. The Security Service Provider shall also forthwith remove all its guards/ supervisors together with its equipment whatsoever from the premises of Ace Divino 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 Security Service 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.

