



8th Floor, Eros Corporate Tower,
Nehru Place, New Delhi -110019 INDIA
Phone: +91-11-46208282
Fax: +91-11-46208200

NOTICE INVITING TENDER (Revised on dated 26.05.2023)
Tender No: EG-SAOA/COMC/001/2023-23 dated 08/05/2023

Request for proposal for Comprehensive operation and maintenance Contract for Residential Premises (at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318)

CRUCIAL DATE SHEET

Name of Work	Comprehensive operation and maintenance Contract for Residential Premises (at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh-
Last Date of sending Pre-bid Query	May 12th, 2023 at 11:00 AM
Date of Pre-bid Meeting	May 12th, 2023 at 1500 Hrs. to 1600 Hrs.
Bid Submission Start Date	April 12th, 2023
Last Date for bid submission	May 23rd, 2023 at 14:00 PM May 30th, 2023 at 14:00 PM
Opening of Technical Bid and evaluation	May 23rd, 2023 at 15:30 PM May 30th, 2023 at 15:30 PM

Note:

1. Any tender received by the Tendering Authority after the deadline prescribed in submission date will be returned unopened to the Tenderer.
2. The suggestions received will be referred to the committee and will be incorporated if found justified after the approval of the Competent Authority.
3. Tenderer shall conduct survey at site before submitting the Tender.

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1.0 TENDER AT A GLANCE

Title of Tender	Comprehensive Operation and Maintenance Contract for Residential Premises (at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318)
Nature of Tender	Public
Scope of Tender	Domestic
Mode of Bidding	Two Bid System
Types of Bid	1) Technical Bid 2) Financial Bid
Evaluation Criteria	The lowest bidder will be considered
Tender Fees	Rs. 1500/-
Earnest Money Deposit	INR 2 Lakh in the form of Bank Guarantee or Demand Draft (Refundable)
Security Deposit (SD)	Security Deposit @ 5%
Freight & Handling	Not Applicable
Location	EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318
Validity of Tender	90 days from date of opening of Technical Bid
Tender Evaluation Committee	Joint Committee of EROS Group and Sampoornam Apartment Owners Association

2.0 SAMPOORNAM RESIDENTIAL APARTMENT OVERVIEW

EROS Sampooranam project is based on the concept of Sampooranam which means complete holistic living in harmony with the mind, body and soul being at peace.

Sampooranam is spread over an area of 25 acres and is situated on 130M eight lane wide road. The project is surrounded by 100M and 24M wide huge green belts on the two sides. The project comprises of 2 and 3 BHK apartments ranging from 835 to 1800 sq. ft.

There are now around 1700 occupied units. The addition of more than 1300 apartments is planned. The property has around 2 and 3 bedroom units with floor plans ranging in size from approximately 835 to 1800 square feet.

Currently, Phase-1 and Phase-2 having 21 Towers with G+19 Floors (Towers G1, G8, N1, N2, N3 and N4), G+17 Floors (Towers B5, B6, Y1, Y2, Y3, Y4, Y5, Y6, Y7, Y17 and Y18) and G+15 Floors (Towers A1, A4, H1 and H4).

Phase 1 and Phase 2 are spread over 12.5 acres.

2.1 Promoters of the Project

M/s Ajay Enterprises Private Limited part of EROS Group is a Private incorporated on 25 July 1968. M/s Ajay Enterprises Private Limited is a part of EROS Group and promoter this residential complex.

EROS Group (M/s Ajay Enterprises Private Limited) has currently assigned Common Area Maintenance supervision to its group company M/s Sampooranam Management Services Private Limited.

2.2 Apartment Owners Association

Sampooranam Apartment Owners Association for welfare of residents registered on 26.03.2022. Currently, elected Executive Working Committee of Sampooranam Apartment Owners Association is having Board of Management (President, Vice President, Secretary and Treasurer) and Executive Members (6 Nos).

3.0 INSTRUCTION TO BIDDERS (ITB)

1. **Name of Work:** Comprehensive operation and maintenance Contract for Residential Premises (at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318)
2. EROS Group in association with Sampooranam Apartment Owners Association invites bids in two bid system (Technical & Financial Bid) from experienced and reputed Contractors, agencies/firms engaged in operations and maintenance contract of residential /office complexes, Colonies etc. having minimum five year experience in the field, as under:

Sr. No.	Type	Description
(i)	Name of Work	Comprehensive operation and maintenance Contract for Residential Premises (at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318)
(ii)	Earnest Money Deposit (EMD)	Rs.2,00,000/-

(iii)	Site Inspection by the intended bidders	at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318. However, bidders may visit the sites as per his convenient and satisfaction to understand the scope of work up to May 17 th , 2023
(iv)	Pre Bid Meeting	On May 12th, 2023 at 1500 Hrs. to 1600 Hrs. at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318.
(v)	Last Date of downloading of tender document	Upto May 30th, 2023 (14:00Hrs.) from https://www.sampoornamaoa.org/tenders
(vi)	Deposit of EMD should be submitted physically in the form of Bank Guarantee in original form	Upto May 30th, 2023 (14:00Hrs.) at Estate Manager, Sampoornam Society, EROS Group (Sampoornam Management Services Private Limited) Site Address: EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318 Tel.: 0120-4923639
(vii)	Last date and time of submission of bid	On May 30th, 2023 (14:00Hrs.) in the Tender Box at Office of Estate Manager, Sampoornam Society, EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318
(viii)	Opening of Technical bid	On May 30th, 2023 (15:30 Hrs.) at Office of Estate Manager, Sampoornam Society, EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318
(ix)	Opening of Financial Bid	On June 5th, 2023 at 1400 Hrs at Office of Estate Manager, Sampoornam Society, EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318 and To be intimated separately to the qualified bidders.

The bids are to be submitted physically in Sealed Envelope on specified date & time at Office of Estate Manager, Sampoornam Society, EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318. The Bidders may download Tender Document along with terms and conditions from <https://www.sampoornamaoa.org/tenders>. The bidders are requested to submit their bids prior to last date of submission to avoid resulting in non-submission of their bids at last moment and or any reason whatsoever. Neither EROS Group nor the Tender Committee shall be responsible for any issues such. The last date and time of submission of bids will not be extended due to at the end of the bidders at the time of submitting tender. Bids not submitted in prescribed format will not be entertained. **Tender**

committee reserves the right to reject all or any tender wholly or partly without assigning any reason whatsoever.

3. Bidders shall submit their offers physically both for “Technical” and “Financial bid” in separate sealed cover. However, Earnest Money Deposit (EMD) as prescribed, should be submitted physically in the form of Bank Guarantee in original form in the Office of Estate Manager, Sampooranam Society, EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318 on all working days during working hours before the last date and time of submission of bid.
4. Before submitting the tenders, it should be ensured that all the tender papers are signed by the bidders.
5. **Submission of bids:** The bids will have to be signed and submitted within the time specified in the Tender Document in the following manner:-

5.1 Technical Bid: A Separate envelop must be submitted in the following manner:

- i. Envelop must have following information
TECHNICAL BID
Tender for Comprehensive operation and maintenance Contract for Residential Premises (at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318)
Submitted by: (Write the Name & Address of Tenderer)
- ii. The bidder will have to submit EMD Rs.2,00,000/-(Rupees Two Lakhs Only) in the form of Bank Guaranty in prescribed format from any Nationalized/Schedule bank in favour of “Sampoornam Management Services Private Limited” payable at New Delhi. Bank Guarantee shall be submitted inside the envelop.
- iii. The technical information has to be prepared very carefully as indicated in the tender document since it will be the basis for the pre- qualification of bidders. All relevant and to the point information/document as per the minimum criteria for technically prequalification should be submitted. Failure to provide any required information, may lead to the rejection of the offer. Bidders must read the tender document very carefully before signing. Technical formats i.e. all Annexures, except Financial Bid Annexures/Schedule, any other relevant supporting documents including all the pages of tender document must be signed by hand of the authorized representative along with date as token of acceptance of the terms & conditions of tender, copy in favor of person signing the document in support of authorization/Power of Attorney, whichever is applicable should be submitted in the technical bid.
- iv. Tenderer must submit checklist of Technical Bid and shall ensure that all documents are submitted as per index provided in Checklist of the Technical Bid.

5.2 Financial Bid: A Separate envelop must be submitted in the following manner:

- i. Envelop must have following information
FINANCIAL BID

Tender for Comprehensive operation and maintenance Contract for Residential Premises (at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318)

Submitted by: (Write the Name & Address of Tenderer)

- ii. Financial Bid shall be submitted in the prescribed format only
6. EMD is essential with technical bid otherwise submitted bid is liable to be rejected.
7. Technical Bid shall be submitted with spiral binding. Except EMD, all other documents should be with spiral bind.
8. Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
9. **Opening of Technical Bids:** Technical bids will be opened on May 23rd, 2023 at 15:00Hrs. at “Office of Estate Manager, Sampooram Society, EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318” by the Tender Committee. Tender Committee shall evaluate the technical bid to pre- qualify the bidders.
10. **Opening of Financial Bids:** Exact date and time shall be communicated through official E-mail address given in the bid document to the qualified bidders only.
11. Conditional bids would be summarily rejected.
12. In case no bid or single bid is received, or any other reason whatsoever, Tender Committee may at its sole discretion cancel the whole tendering process or extend the last date and time of submission of the bid.
13. **Pre-bid Meeting:** For any clarification on the Bidding Document, a pre bid meeting will be held on May 4th, 2023 at 1500 Hrs. to 1600 Hrs. in EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318.
14. Any separately submitted discount letter on the financial price shall not be considered by Tender Committee and shall be a ground for disqualification. Evaluation of financial bid shall be considered only on the quoted price in the financial bid submitted by the bidders.
15. **Contact Person:** In case of any query, you may contact any of the following officials:
 - a) **For Site Survey:** Shri Babish Kumar, Estate Manager: +91-7678290025 & E-mail: babish.kumar@sampoornam.net.in
 - b) **For any kind of query on tender:** Kindly send email at president.sampoornamaoa@gmail.com, babish.kumar@sampoornam.net.in, arvind.saxena@eros-group.com
16. **Earnest Money Deposit (EMD):** Bidder should submit Bank Guarantee of specified amount towards Earnest Money deposit as follows:
 - i. Rs.2,00,000/- (Rupees Two Lakhs Only) in the form of Bank Guarantee drawn on any Nationalized /Schedule bank in favour of “Sampoornam Management Services Private Limited” Payable at New Delhi.
 - ii. EMD will not carry any interest.

- iii. EMD will be refunded to the unsuccessful bidders after finalization of the bid and EMD of successful bidder shall be returned after execution of Contract Agreement and submission of security deposit.
 - iv. The Earnest Money Deposit submitted by the bidder may be forfeited if,
 - a) Successful bidder fails to execute an Agreement within specified time as per intimation/request of the Sampoonam Management Services Private Limited,
 - b) Successful Bidder withdraws his tender or backs out after acceptance,
 - c) Bidder withdraws his tender before the expiry of validity period stipulated in the bidding document,
 - d) Bidder violates any of the terms and conditions of the tender,
 - e) Bidder revises any of the items quoted during the validity period,
 - f) Bidder is found to have indulged in fraudulent practices in the bid submission process.
17. **Site Inspection:** Before submission of offer, the bidders are advised to inspect the sites and be well acquainted themselves with the actual the scope of works, existing condition of the flats, buildings, premises, the environments & surroundings and other prevalent conditions, facilities available, position of material and labour, means of transport and access to Site, accommodation, etc. No claim will be entertained later on the grounds of lack of knowledge of any of these conditions.

4.0 SCOPE OF WORK

4.1 EROS SAMPOORNAM BUILDING DETAILS

Details of flats at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318 (Consists of total 1768 nos flats in 21 nos. different Towers) :

Tower	No of Units
A1	64
A4	64
B5	72
B6	72
G1	120
G8	120
H1	64
H4	64
N1	120
N2	120
N3	120
N4	120
Y1	72
Y2	72
Y3	72
Y4	72
Y5	72
Y6	72

Y7	72
Y17	72
Y18	72
Total No of Units	1768

Apart from above there is an office of Maintenance in Basement and an upcoming office of Sampoonam Apartment Owners Association. Details shall be also captured during inspection.

- a) The said buildings having 21 Towers with G+19 Floors (Towers G1, G8, N1, N2, N3 and N4), G+17 Floors (Towers B5, B6, Y1, Y2, Y3, Y4, Y5, Y6, Y7, Y17 and Y18) and G+15 Floors (Towers A1, A4, H1 and H4) in Phase-1 and Phase-2 and are located in a single compound admeasuring 12.5 acre at Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318. The comprehensive maintenance work would include common areas, common services, occupied flats, terrace, lawns, drive-ways, roads, Pump room, DG room etc., completely and all kind of repair works for civil, electrical, mechanical, plumbing carpentry, horticulture works, etc., including Operation & Maintenance of DG Sets, Voltage Stabilisers. Presently 42 lifts are working in the society. The quarterly/periodical cleaning of empty/vacant flats and record room are included under the scope of the Contract.
- b) It is advised that the contractor may visit and inspect the site and ascertain the scope of work and no claim whatsoever shall be entertained on any account in future.
- c) Total 42 lifts make KONE are installed and the maintenance of the same is not in the scope of the contract. However, trained person for rescue/ operation shall have to be provided by the contractor round the clock. In case of breakdown/issues the contract shall immediately inform the AMC Contractor of the lifts and follow up for the same for timely attend the same.
- d) The scope of work would include providing adequate man-power, materials along with general tools and tackles for the general and day-to-day maintenance of the flats, Common areas, common services, terrace and the mechanical/electrical equipment, etc. as mentioned above for entire premises.
- e) The tube lights rod, bulbs, CFL, etc. as required in the occupied flats are out of the purview of this contract and shall be managed by the occupants themselves but the contractor's manpower will help to fix/install.
- f) However, the manpower and consumables items of both Civil and Electrical or electromechanical maintenance of the common areas, common services, VoF, Guest house, Dispensary, Security cabin, terrace, common water supply and drainage line, etc. shall be taken care by the Contractor without any extra Cost.
- g) Consumables as required in the occupied flats are out of the purview of this contract and shall be managed by the occupants themselves but the contractor's manpower will help to fix it.
- h) The consumable items and the works are inclusive of the followings-

Civil work- Cement, sand, aggregates, paints, gums, water proofing compound/ liquid, any other items as per the requirement, etc for the common area including Material cost towards tiles, granite/marble slab, ceramic fittings, CP fixtures for common areas to be inclusive in the

offered cost. However, the material cost towards tiles, granite/marble slab for kitchen, ceramic fittings, CP fixtures should be provided by Occupants in occupied flats.

Wood Work- Ply wood, planks, natural wood, nails, gums, hardware, pants, any other items as per the requirement etc for common areas to be inclusive in the offered cost.

Plumbing work- Pipes, fittings, fixtures, any other items as per the requirement etc should be inclusive in the offered cost for the common areas. However, the material cost towards CP fixtures should be provided by occupants in occupied flats.

Waterproofing work- Internal waterproofing work inside the flats including bathroom, toilets kitchen, Balcony, walls, etc. and external water proofing in common areas including terrace, parapets, etc should be inclusive in the offered cost. However if occupants have modified their Bathroom, Kitchen or any part of their flats then entire cost of materials shall be provided by occupants.

Painting Work- The patch painting works in common and occupied flats are under the scope of the contract. However, for full painting work in common area, occupied flats in every three years or in case of new allotment work is out of the purview of this contract. If occupants have changed the quality or colour of paint from its original form provided during the handover, occupants have to get the painting works on their own.

Electrical works- Tube lights, chock, starter, bulbs, CFL bulbs, electrical wiring, switch boards, MCB's, MCCBs, contactors, fuses, distribution boards, PVC pipes/conduit pipe, PVC tape, electric bell, repairing of ceiling fan, rewinding of ceiling fan etc., any other items as per the requirement etc should be inclusive in the offered cost. However, the materials or consumables as required in the occupied flats are out of the purview of this contract.

- i) Civil/ masonry work, plumbing/sanitary items, ground water drain slab, Electrical and electromechanical issues, including material and labour charges etc. as required for common areas, common services, street lighting, stairs, corridors, DG set room, pump house room, lift machine room, security guard rooms, boundary wall, Guest House, Clinic, VOF/Guest House, terrace, etc. shall be taken care by the contractor by providing and supplying of manpower and materials, tools and tackles, etc. without any extra charges.
- j) The quarterly/periodical cleaning of unsold empty/vacant flats and record room are included under the scope of the Contract.
- k) Dismantling, transporting, repairing, re-installation of existing electric geyser installed in Maintenance Office/ AoA Office, place of common use etc. and Dismantling, transporting, re-installation, regular cleaning of existing Air condition installed in Maintenance Office/ AoA Office, place of common use etc. will be done by the contractor as and when directed by Estate Manager/ AoA without any extra charges under the scope of this contract.
- l) The repair and renovation of the vacant flats including the painting work is out of scope. Estate Manager may ask the contractor for the same or may be taken up the same by any other contractor, agency, service provide in its own decision.
- m) The repair work limited to seepage inside the occupied flats would be taken care by the Contractor as per the request/complain from the occupant as registered in complaint register or as instructed by Estate Manager/AOA without any extra cost. However, only for the materials except the consumable items required for general day to day

- maintenance would be paid extra by the occupants. Or occupants may provide the required materials for repair.
- n) The patch painting works for common area including inside the occupied flats shall be taken up by the Contractor as and when required by Estate Manager/AOA without extra charges. However, full painting of entire flats after in three years and at the time of new allotment of flats, common area would be consider separately and payment would be either made separately or It will be executed by other contractors. EROS Group may ask the contractor for the same or may be taken up the same by any other contractor, agency, service provide in its own decision.
 - o) The contractor shall also supply materials and specific labour required for day-to-day maintenance work, i.e. diesel for DG Sets, water tanker charges as per requirement, after taking prior approval from EROS Group. Actual amount will be reimbursed to the contractor on submission of actual bills, challans, and other supporting documents, etc. on monthly basis.
 - p) The contractor shall ensure trouble free and smooth operation of the systems all the time. All complaints have to be attended to in minimum agreed time. However, in no case, it should not be more than 3 days. If any complain is not attended within three days, the reason for the same may be approved from AOA/Estate Manager. If it is noticed that the contractor is deliberately avoiding or lingering any urgent repair causing any inconvenience to the residents of the society/flats, the same shall be got executed at contractor's risk and cost shall be recovered from the contractor's bill with the amount of the penalty. The penalty for delay in attend the complaint after three days would be Rs. 500/- (Five hundred) per day per complain and maximum Rs. 10,000/- per complain. In any cases, after 15 days delay of any complain, EROS Group will be at liberty to get the work done on its own and recover the entire costs incurred along with the penalty amount of Rs.10,000/- from contractor's monthly bills.
 - q) The contractor will provide comprehensive maintenance services and carry out day to day operations of the entire systems of Common Area including generators, pumps, motors, bore wells, electric meters, underground/overheads cables, including supplying, fixing, installing of spare parts/materials/consumables i.e. electrical consumables like, tube lights, electronic chocks, electrical sockets, bulbs, switches, call bells, MCBs, MCCB connectors, cables and all other consumables/accessories connectors etc. as and when required, to ensure smooth, trouble free, and disruption free functioning of the systems. All the spare parts/ materials/ consumables etc. are to be of standard make and conforming to ISI/BIS specifications. Make of consumable/replacement items shall be reputed make after due approval of EROS Group.
 - r) The contractor would have to maintain the records of manpower, complaint register, daily work diary, materials, services like Fogging, Pest Control, cleaning of vacant flats, etc. with confirmation of complaint rectification from the residents as per directions of officer of EROS Group.
 - s) The contractor shall provide special tools always in readiness so that break downs are attended to then and there on their occurrence.

- t) Routine Preventive Maintenance Schedule: The Contractor would also prepare a Preventive Maintenance Schedule.
- u) The contractor will maintain an inventory of critical spare parts /consumables and regularly used items etc. (at EROS Sampoonam premises) for the purpose of corrective and preventive maintenance.
- v) The contractor shall maintain adequate stock of frequently required spares/consumables for rectification works so as to ensure that the faults/defects, complains are rectified at the earliest.
- w) Repairs to the buildings/ common areas/ open areas in the colony complex in the areas of civil, electrical, plumbing, carpentry, welding etc. as and when required is under the scope of this contract. However, any new welding i.e. steel or MS work required work is out of the purview of this contract.
- x) Operation/ rescue operations of lifts round the clock for lifts all the blocks.
- y) Operation & Maintenance of water pumps for drinking water, sanitary water and underground bore-well pumps round the clock in the Colony.
- z) Daily Sweeping/ cleaning of common areas/ water rain lines, open areas of the flats/buildings including staircases and handrails etc.
- aa) Periodical cleaning of water tanks (underground/ overheads) at least 4 times in a year and sewer lines etc. Date of cleaning of water tank must be indicated in the respective tanks by panting with upcoming date for cleaning.
- bb) Collection & disposal of garbage from each flat every day.
- cc) Upkeep & development of horticulture in common areas/ open areas and providing seasonal plants (At least 5000 nos. per year as directed and decided by AOA/EROS Group) & manure, mud, fertilizers and pesticides etc. as required for gardens/green belts.
- dd) Daily cleaning of club, guard room, electric room, DG Room, Pump room, common passage, staircase, terrace areas, etc. in all respect. Contractor shall do inspection to capture all information.
- ee) Liaison work with NPCL, GNIDA, IGL, Fire station/ Police station/ Telecom Operator/ AMC agencies/Service providers (Water purifier, Lifts etc.) of EROS Group for Sampoonam premise, Security, Society, etc. in regard to collection and depositing of bills and related complaints without any extra charges.
- ff) The Contractor has to depute a full time Supervisor at site with minimum 5 Years of experience in similar field as supervisor in operation and maintenance of Residential Complex. The supervisor should be available at site from 9:00 AM to 6:00 PM all the days including Saturday, Sunday, Holidays. However, in case of weekly off and leave of the Supervisor the alternative suitable person/Supervisor may be deploy by the contractor for smooth functioning of the contract and uninterrupted services. The supervisor should be the in charge from the Contractor's sides for the entire operation and maintenance services of the Colony, record keeping, monitoring, and execution of the works. The Supervisor duties of take care of the entire property including confirmation and record keeping of electricity bills reading etc. Any local purchase and preparation and submission of bills may be arranged by the Contractor by his own establishment without disturbing the Supervisor at site. However, the Supervisor should

- always maintain the petty cash of minimum Rs.20,000/- at site for daily maintenance of the Society.
- gg) Arranging supply of diesel for DG sets and drinking water supply through tankers, whenever required, after taking prior approval from Estate Manager. Payment shall be made directly to the water tanker supplier by EROS Group or through the contractor on reimbursable basis. However, the payment for diesel consumed in DG Sets would be made monthly as per the actual consumption based on reading as indicated by the flow meter. However, the register for water supply and Diesel consumption should be maintained and copy of the same should be submitted along with the bills and challans for reimbursement of the amount on monthly basis.
 - hh) Liaison work with M/s. KONE and any other etc. whenever there is fault in the lifts/other third party dependent maintenance of other assets or services.
 - ii) Any special work that may be required for up-keep of the colony.
 - jj) The Contractor has to do liaisoning work with respective contractors of EPABX & Intercom systems installed in the society. In case of any trouble, the contractor has to lodge complaint with the vendors and follow-up till resolution of the problem.
 - kk) The contractor has to make arrangements for removing of extra root and tree branches near CI pipes/ building/ water tank/ terrace, etc. anywhere within the premises as and when required without any extra cost.
 - ll) All the above services are required on 24 hours basis for 365 days a year including Sundays, Festivals, National Holidays/ Holidays without any overtime. If any weekly off provision of the workers/manpower engaged against the Contract, the Contract has to manage the same by providing additional manpower to maintain the minimum manpower as mentioned in financial bid all the time without any additional charges. However, EROS Group reserves the right to modify the man-power as per the site requirements. In such cases, the monthly charges would also be accordingly modified for the modified manpower on the basis of minimum wages only and other terms of the contract remain unchanged.
 - mm) Annual servicing of HT/LT panels, AMF Panel, DG Sets, etc. are also to be got done from respective company's authorized service centre/dealers and spare parts are also to be supplied and installed by the authorized dealer. Prior intimation should be given to EROS Group, before getting the above jobs and replacement of spares etc. The contractor should also submit list of spares replaced and complete report of the service provider. It will be the responsibility of the contractor to maintain adequate distilled water level in the batteries and keep them always suitably charged. Nothing shall be paid extra in this head.
 - nn) EROS Group may up-grade/replacement of conventional/CFL light to LED Light in Common areas of EROS Sampoonam Society. Accordingly, the expenses incurred pertaining to maintenance/replacement of bulbs/tube light/CFL/Halogen/sodium lights etc. in common areas etc. may be reduced from the contract value as advised by appointed agency by EROS Group, not exceeding Rs.50,000/-.
 - oo) The contractor should maintain proper entry and upkeep of relevant log books/registers as per statutory obligations in physical and shall also maintain complaints register, and

- work done/carried out reports to the satisfaction of EROS Group. The same can also be maintained in soft (CD format).
- pp) The contractor shall be responsible to follow Environmental (Protection) Act 1986, Environment (Protection) Rules, 1986 and maintain noise level as per standard. Further, the contractor shall be responsible to follow Hazardous waste (Management, Handling and Transboundary movement rules,2008), take steps to handle hazardous waste management, selling/disposal of hazardous waste, maintenance of record of hazardous waste handled, packing, labelling and transport of hazardous waste ,reporting to state pollution control board in case of accident occurs while transportation, obtain no objection certificate from pollution control board, submit statutory/necessary compliance /annual returns/other obligations to state pollution control board on behalf of itself/AoA/EROS Group. The contractor shall submit the necessary compliance certificate (as per annexure- 13 attached).
 - qq) The contractor shall be responsible for disposal of batteries to dealer/manufacturer/registered recycler/importer/reconditioner or at the designated collection centers etc. as per provision under Batteries (Management and Handling) Rules, 2001 and any other applicable law. The contractor shall submit the necessary compliance certificate (as per annexure 13 attached).
 - rr) All the systems/Equipment would be operated and maintained by the authorized personnel or agencies appointed/engaged by the Contractor. Due to any wrong operation or improper maintenance of any equipments, if any breakdowns occur in the system (s) or damage to the machinery(ies), the contractor has to repair/replace the damage equipment(s) for smooth operation of the systems.
 - ss) After completion of the said contract period, it will be the responsibility of the contractor to depute his existing operational team at least 15 days and depute at least one representative for a minimum period of 60 days to explain about the installed equipment(s)/system(s) to the new contractor/agency.
 - tt) EROS Group may ask the contractor to carry out any specific work/ installation of additional equipment's /accessories/up-gradation/modernization/replacement, as per requirement, which is not covered under the contract, on competitive prevailing market rates. Payment will be made separately on submission of bills for the said work. Otherwise, EROS Group may also engaged any other Contractor(s)/Service provider(s) for the same. In this regard, the decision of EROS Group shall be final.
 - uu) Penalty: After completion of the contract, if the said work is awarded to another agency/firm/vendor, smooth handing over of entire system be done within 30 days in good working condition to next selected contractor. During the process of Handing Over-Taking Over, if any fault is observed by EROS Group/new contractor, the same should be rectified within 30 days period of identification of the issue/defect. If the defect is not rectified within 30 days than EROS Group shall be at liberty to deduct 0.5% of the contract value per week or part thereof delay up-to a maximum of further 2 months from contractor running /pending bills/security deposit. Thereafter, EROS Group shall be free to get the work done through another agency/firm and payment shall be recovered from contractor balance payments/security deposit and contractor will have no objection to such deeds.

5.0 CRITERIA FOR PRE-QUALIFICATION

The eligibility criteria for pre-qualification of bidder are as under:-

- a) Average Annual financial turnover during the last 3 years, ending March 31, 2022 should be at least Rs. 20.00 Crores, subject to that annual turnover from AMC in having Residential Societies/Complex to be minimum Rs. 4 Crore with minimum two existing contracts.
(MSE/MSME Vendors will need to complete 25% of the criteria)
- b) The contractor/agency/firm must have experience of minimum 5 years in similar works in operations and maintenance contract of residential societies/ complexes.
- c) The Contractors / Service Provider should have satisfactorily executed atleast one work of similar nature, costing at least Rs. 2 Crore annually or 2 works of similar nature costing at least Rs. 1 Crore annually each in last 3 years (ending with the last date for submission of bid). The document Proof for the same along with satisfactory completion of the AMC / Service Contract certificate from the client must be submitted in technical bids with the reference of the client name and contract details of the Key person/in charge.
- d) The Contractors / Service Provider should have minimum running contracts
Either atleast 2 Contracts in Residential Societies in Greater Noida (West) Area
Or atleast 5 contracts in Noida/ Greater Noida Area
Or atleast 10 contracts in Delhi NCR Region
- e) Above Criteria may be fulfilled either as sole bidder / consortium bidder. Maximum 2 companies may form JV/Consortium. One Company must take responsibility of Security Services and another company must take responsibility of maintenance services as consortium.

6.0 IMPORTANT NOTE

- a) The bidder shall submit authenticated documentary proof in support of financial turnover certificates/annual audited reports of last 3 years certified by Chartered Accountant.
- b) "Similar work" means operation and maintenance of residential Societies / complexes.
- c) The bidder shall submit signed and scan copy of PO Copies/Work order copies/ completion/ performance certificate issued by client in support of satisfactory completion of similar works during the last 5 years. The documents submitted by the bidder/ Service provider must indicates the value of the Contract, nature/scope of the works, duration/period of the Contract, successful completion / satisfactory performance, etc.
- d) The Contractors / Service Provider should have a professional reputation and the quality of works executed by the contractor should be of acceptable standard. The works assigned to them should have been completed satisfactorily for the prescribed period of AMC Contract. The documental proof for the same must be attached in technical bid.
- e) The contractors are required to attach the requisite satisfactory (proof) documents towards pre-qualification, along with their application. Failure to submit the same may
- f) result into rejecting the application. EROS Group reserves the right to cross check the information furnished from their previous clients. EROS Group reserves the right to reject any or all applications at any stage without assigning any reason, thereof.

- g) The bidder shall submit signed and scan copy of Tender Acceptance Letter (Annexure-3).
- h) The bidder should submit signed and scan copy of detailed profile of the Organization, (giving list of works in hand and carried out during the last 5 years, names & addresses of the clients, value of work, number of manpower deployed and such other details in respect of works, along with testimonials and other relevant documents, i.e. Proof of Organization, ESI/PF Registration Code, Company Registration No., GST Registration No., TIN No., ITR and PAN etc.). EROS Group reserves the rights to verify the same with the clients/references given by the bidder.
- i) List of Category-wise number of manpower employed on the rolls of the contractor be submitted. At least 50% of the manpower to be deployed on our premises should be from the regular rolls of the contractor. An undertaking to this effect should be submitted.
- j) The bidder should submit signed and scan copy of partnership firm/partnership deed, if any.
- k) The Bidder should be having adequate manpower, equipment etc. to smoothly executed the work.
- l) The contractor should have a Registered Office/Branch in Delhi/NCR.
- m) The contractor should also intimate official E-mail address and telephone no. for all communication in order to avoid loss of time. All communications from EROS GROUP shall be sent by E-mail/speed post.
- n) The contractor may also submit 'Quality Plan'.
- o) Integrity Pact (IP) shall also be applicable.
- p) Offers of Bidders who are under suspension/termination/banned/black-listed in the preceding 2 years till last date of submission of bids, by any PSU/Govt. Department /PSU Banks/ or otherwise shall not be considered/accepted. Further, if any of the partners/directors of the contractor's organization /firm is blacklisted or having any criminal case against him, his tender shall not be considered. An Undertaking to this effect should be submitted.
- q) EROS Group reserves the right to request for any further documents/certificate/clarification from the bidder/contractor relevant to above qualifying criteria and the same must be submitted within stipulated time of receipt of any such communication from EROS Group, failing which suitable action shall be taken by EROS Group.
- r) EROS Group/ the Tender Committee reserve the right to conduct site visit of the works of the contractor as submitted with technical bid for the subjective evaluation, quality of work/performance of the contractor, client satisfaction etc. The bidder shall co-ordinate with their clients and co-operate for site visit as per the satisfaction of EROS Group.
- s) The contractor should have to signed and submit Bidders Information (Annexure-1) along with supporting documents.
- t) After opening of Technical bids, if a firm/Company fulfills the technical criteria, its financial bid will be opened. Exact date and time for opening of Financial Bids shall be

communicated to the technically qualified bidders through official E-mail address given in the checklist of Annexure-1.

- u) The bidder may be summarily disqualified in case of non-submission of required documents.

6.1 Contract Period

The Contract will be initially for a period of Two years with a provision of one year extension subject to evaluation of the performance of service provider by EROS Group before end of second year contract. The rates for the 3rd year, if renewed, shall be the prevailing rates of the 2nd year quoted by the bidder. However, all other terms and conditions will remain unchanged. The performance of the service provider/Contractor may be evaluated every year on a continuous basis and the extension /renewal of contract will be based on performance evaluated by EROS Group or AOA or third party inspection report or both. The renewal of the Contract, if any, shall be solely on decision of EROS Group.

6.2 Award of Work

EROS Group reserves the right to split the job into two or more parts and to award the work to separate agencies/bidders subject to the work experience and fulfillment of other terms & conditions and specifications to the suitability of EROS Group.

6.3 Acceptance / Rejection of Bid

EROS Group also reserves the absolute right to reject any or all the Bids at any time solely based on the past unsatisfactory performance by the bidder(s). The opinion/decision of EROS Group regarding the same shall be final and conclusive.

7.0 GENERAL CONDITIONS OF CONTRACTS (GCC)

7.1 Downloading/ Obtaining the Bid document from the website

The Bidder may download Tender Document along with terms and conditions from <https://www.sampoornamaoa.org/tenders> . Bidder must keep track of any corrigendum and/ or addendum or any change in the schedule or any other relevant information issued in respect of the subject tender by EROS Group.

7.2 Amendment to Bid documents

At any time prior to the deadline for submission of Bids, Tender Committee may, for any reason, whether at its own initiative or in response to a clarification sought by any prospective bidder, modify the bidding documents by amendment / addendum/corrigendum.

The corrigendum/amendment will be issued /published in weblink <https://www.sampoornamaoa.org/tenders> only. Bidders shall be solely responsible to check the link for the amendment issued in shape of Corrigendum and/or Addendum up to last date of submission of bid.

7.3 Clarification on Bids

- a) To assist in the examination, evaluation and comparison of the technical bids, Tender Committee may, at its discretion, ask the Bidder for a clarification on its Bid. No change in price of the Bid shall be sought, offered or permitted. If required, Tender Committee/ EROS Group reserves the right to ask the bidders to submit supplementary documents to support the documents already submitted by the bidder.
- b) Tender Committee reserves the right to conduct joint post bid discussion after opening the technical bids, for clarification on technical bid and may amend the technical bid requirements so as to bring all the bidders on to a common platform and any amendment shall be available on <https://www.sampoornamaoa.org/tenders>

7.4 Execution of Contract Agreement

The successful bidder's responsibility under this contract commences from the date of issue of the Letter of Intent /work order by EROS Group. The Bidder shall submit an unqualified acceptance to the Letter of Intent/Work order within the period stipulated therein. The successful bidder shall be required to execute an agreement in the prescribed form, on a non-judicial stamp paper of Rs.100/- within 15 days from the issue of LOI/Work Order. The contract agreement shall be signed by a person duly authorized/empowered by the bidder. The bidder shall pay for all stamps duty and legal charges, incidental expenses, if any

7.5 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.

7.6 Site Inspection

The bidder should physically inspect the entire systems which are to be covered under contract and also to make an assessment of the average consumption of consumables/spares etc., before quoting their rates.

7.7 Shut Downs

No routine shut down shall be permitted during office hours. The contractor shall be at liberty to carry out maintenance on holidays and after office hours but with prior permission of EROS Group.

7.8 Drawing & Design

The contractor shall prepare drawings viz., - Single Line Diagram (SLD), Layout Drawing, Scheme drawing etc. or other related drawing in AutoCAD, as per existing equipments installed in the building/colony, as and when directed by EROS Group or if any modification/changes take place due to repair/replacement/up-gradation during the contract. The contractor shall submit the drawings in Hard as well in soft copy to EROS Group for its reference.

7.9 Important Points

- a) The contractor shall ensure trouble free and smooth operation and maintenance of the Systems at all times. All complaints have to be attended to, in minimum agreed time, as per industry norms/practice, failing which, EROS Group will be at liberty to get the work done on its own/another agency and recover the costs incurred from your running bills/security deposit.
- b) The contractor shall supply and maintain all spare parts/materials/consumables that may be required for maintenance of all the systems, free of costs and/or overhead/labour charges during the tenure of the contract. All routine, preventive maintenance, overhauling, breakdown maintenance etc. are included in the scope of work.

7.9.1 Record and Log Books

The Contractor shall maintain the following records and log books during the contract period:

- i. The Schedule of preventive maintenance for all equipment will be prepared in advance by you, in consultation with officer-in-charge of EROS Group. Necessary records of the services\work carried out will be maintained and the same has to be countersigned by the officer-in- charge of EROS Group whenever asked by EROS Group.
- c) The contractor shall keep proper upkeep of all areas under the contract.
- d) EROS Group will not be responsible for any lapse on the part of the Contractor in enforcing of provisions of any Labour Acts /Laws, viz., Payment of Wages Act, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, 1970 and (Central) Rules, 1971 / Industrial Disputes Act, 1947 and (Central) Rules 1957, Employee's State Insurance Act, 1948 (ESI), Employee's Provident Funds and Miscellaneous Provisions Act, 1952 EPF), Gratuity, Workmen Compensation Act, Bonus Act, etc. It will be the contractor's responsibility to abide by all Statutory Laws/Regulations applicable to the contract labour engaged by him on the Contract Work. Receipt of any complaints on this ground viewed seriously. It is expressly understood that the manpower deployed by the contractor are not on the rolls of EROS Group and no legal relationship of whatsoever subsists between EROS Group and such personnel employed by the contractor.

- e) This being a pure works contract, the personnel engaged by the contractor and deployed by him at Sampooranam Society will be in no way be deemed as working under employment of EROS Group / AOA and there shall not exist any employer-employee relationship between EROS Group/ AOA and the contractor or his personnel deployed by him. The Contractor or personnel shall have nothing to do with EROS Group/ AOA either in respect of wages/salary or such other statutory benefits or compensation etc. under the Labour Laws and other related Laws i.e. Gratuity, Bonus or Workmen Compensation Act or any other law in force. The contractor shall obtain an appropriate/adequate Policy i.e. Contractor All Risks (CAR) Policy so as to meet any obligation in any eventuality. The Contractor will be responsible for providing benefits like ESI, PF, Bonus, Group Insurance Scheme etc. under the relevant rules/laws of the State and Central Government. The Contractor shall be solely liable for any dispute that might arise in any matter in future for violation/non-compliance of Labour Laws/regulations and EROS GROUP will have no responsibility, whatsoever.
- f) Thorough checking of employees of the contractor during entry/exit would be done by security staff.
- g) The employees of the contractor will work strictly under the direction and administrative control of the contractor's Manager/Supervisor/Site Engineer. However, the contractor's supervisory staff will have to execute the work through their employees according to the requirement, need and/ instructions of the designated officers of EROS Group.
- h) The employee of the contractor will ensure strict discipline and behavior and diligent performance of their duties most befitting to the décor of the most modern mechanized building and the employees of the contractor shall not in any manner cause any interference, annoyance, nuisance etc. to EROS Group or its business or working and will be liable for immediately replacing/relocating the individual employee if the services rendered by him are not found to be satisfactory.
- i) In case of any damage to property/premises Sampooranam Society for which contractor is accountable, the contractor will be liable to pay the compensation to EROS Group as may be advised by EROS Group. The contractor shall also take full responsibility and compensate EROS Group for any loss/damage/break-down caused to the installation due to negligence of his workers.
- j) EROS Group will not be responsible for any injury/death caused to the employees provided by the contractor at site. It will be the responsibility of the contractor to abide with the all the provisions of the Workmen Compensation Act, 1923 and no compensation, whatsoever shall be paid by EROS Group in this regard.
- k) The workforce deployed by the contractor should be adequately covered under Personal Accident Insurance Plan.

7.9.2 Dispatch Instructions

- i. The General Conditions of Contract form part of the Tender specifications. All pages of the tender documents shall be duly signed by hand of the authorized representative, stamped and submitted along with the offer in token of complete acceptance thereof.

The information furnished shall be complete by itself. The bidder is required to furnish all the details and other documents as required in the following pages.

- ii. Bidders are advised to study all the tender documents carefully. Any submission in tender shall be deemed to have been done after careful study and examination of the tender documents and with the full understanding of the implications thereof. Should the bidder have any doubt about the meaning of any portion of the Tender Specification or find discrepancies or omissions in the scope of work or the tender documents issued are incomplete or shall require clarification on any of the technical aspect, the scope of work etc., bidder shall at once, contact the authority inviting the tender well in time (so as not to affect last date of submission) for clarification before the submission of the tender. Bidder's request for clarification shall be with reference to Sections and Clause numbers given in the tender documents. The specifications and terms and conditions shall be deemed to have been accepted by the bidder in his offer. Non-compliance with any of the requirements and instructions of the tender enquiry may result in the rejection of the tender.
- iii. Integrity Pact (IP) shall be applicable for all tenders / contracts as indicated in tender document. This integrity pact shall be issued as part of the Tender documents and shall be submitted by the bidder along with Technical bid duly filled, signed and stamped by the authorized signatory who signs the bid. Only those vendors / bidders who have entered into such an IP with EROS GROUP shall be considered qualified to participate in the bidding. Entering into this pact shall be a preliminary qualification.

7.9.3 Data to be Enclosed

Full information shall be given by the bidder in respect of the following. Non-submission of this information may lead to rejection of the offer.

- i. Income Tax Permanent Account Number: Certified copies of Permanent Account Numbers as allotted by Income Tax Department for the Company/Firm/Individual Partners, Tender Acceptance Letter etc. shall be furnished along with tender.
- ii. Organization Chart: The organization chart of the bidder's organization, including names, addresses and contact information of the Directors/Partners may be furnished along with the offer.
- iii. An attested copy of the Power of Attorney/Authorization letter, in case the tender is signed by an individual other than the sole proprietor.
- iv. Proof of Turnover
- v. Proof of Registration Number for PF, ESI, GST, TIN No. PAN etc.
- vi. Evidence of minimum Five years experience.
- vii. In Case of Partnership Firm: The names of all the partners and their addresses. A copy of the partnership deed/instrument of partnership duly certified by the Notary Public shall be enclosed.
- viii. In Case of Companies: Date and place of registration including date of commencement certificate in case of Public Companies (certified copies of Memorandum and Articles of Association are also to be furnished) Nature of business carried on by the company and the provisions of the Memorandum relating thereof.

- ix. The Contractor should submit details of the terms and conditions of the personnel deployed by him at Sampooram Society. The contractor shall also ensure the police verification of each and every person deployed by him at Sampooram Society. The contractor shall also submit copies of the appointment letters of the personnel deployed at Sampooram Society, at the time of commencement of the contract or whenever change/replacement of any person (s) takes place during the period of the contract. EROS Group may ask to furnish the details of personnel deployed by the contractor at any time during the period of contract.

7.9.4 Language

- i. The bidder shall quote the rates in English language and international numerals. These rates shall be entered in figures as well as in words. For the purpose of the tenders, the metric system of units shall be used.
- ii. All entries in the tender shall either be typed or written legibly in ink. Erasing and overwriting is not permitted and may render such tenders liable for rejection. All cancellations and insertions shall be duly attested by the bidder.

7.9.5 Price Discrepancy

In the case of financial bid opening, if there are differences between the rates given by the bidder in words and figures or in amount worked out by him, the following procedure for evaluation and award shall be followed:

- a) In case of lump-sum price, if there is any difference between the amount in figures and in words, the amount quoted by the bidder in words shall be taken as correct.

7.9.6 Evaluation of Bids

- i. Technical bids submitted by the bidder will be opened first and evaluated for fulfilling the Pre-qualification criteria and other conditions in NIT/Tender documents, based on documentary evidences submitted along with the offer.
- ii. In case the same qualifying experience is claimed by more than one agency, then the agency who has executed the work as per documentary evidence submitted shall only be qualified. Scope of qualifying work should be totally with the agency who has executed and in case it is only labour, consumables without tools & plants (T&P), then the responsibility of execution is assigned to the first agency and not to the agency who has executed only as labour supply contractor. Further, EROS Group reserves the right to ask for further proofs including submission of TDS certificates for the said job.
- iii. In case the qualifying experience is claimed by one organizations based on work order and completion certificates from another organization, EROS Group reserves the right to ask for further proofs including submission of TDS certificates for the said job.
- iv. Assessing Bidder capacity for executing the current tender shall be as per Notice inviting Tender.
- v. Financial bids of shortlisted bidders (qualified in technical bid) shall only be opened.
- vi. Financial bids of unqualified bidders shall not be opened.
- vii. Conditional bids may be rejected by EROS Group. The technical evaluation shall be made strictly on the basis of the documents submitted by the bidders in support of the eligibility, the technical and commercial response. All the required information shall be furnished strictly in prescribed schedules/Annexure only. Any information indicated other than prescribed schedules/Annexure shall not be entertained. The financial evaluation

shall be made on the basis of the total price/charges as indicated in the schedule of rates/ financial. EROS Group is not bound to accept the lowest quoted offer. Conditions, if any, on any document enclosed with financial Bid shall not be considered. Decision of EROS Group in this regard shall be final and binding.

7.9.7 Security Deposit

Upon acceptance of Tender, the successful Bidder is required to deposit an amount equivalent to 5% of the average contract value of 1st year and 2nd year, as Security Deposit. The security Deposit should be furnished before commencement of the work by the contractor. Security Deposit may be furnished in any one of the following forms:-

- i. Pay Order/Demand Draft in favour of Sampooranam Management Services Private Limited
- ii. Bank Guarantee from Scheduled Banks/Public Financial Institutions as defined in the Companies Act.
- iii. The Security Deposit shall not carry any interest.
- iv. The validity of Bank Guarantees towards Security Deposit shall be upto the completion period as stipulated in the Letter of Intent/Work Order +3 Months, (i.e. 27 months) and the same shall be kept valid by proper renewal till the acceptance of Final Bills of the Contractor, by EROS Group.
- v. It is the responsibility of the bidder to get the Bank Guarantees revalidated/extended for the required period as may be advised by EROS Group. EROS Group shall not be liable for issue of any reminders on expiry of the Bank Guarantees.
- vi. EROS Group reserves the right of forfeiture of Security Deposit in addition to other claims and penalties in the event of the Contractor's failure to fulfill any of the contractual obligations or in the event of termination of contract as per terms and conditions of contracts with EROS Group.

7.9.8 Return of Security Deposit

Security Deposit shall be refunded/Bank Guarantee(s) released to the Contractor after deducting all expenses /other amounts due to EROS Group, penalty amount if any, after completion of the contract (plus) three months.

7.9.9 Bank Guarantees

Wherever Bank Guarantees are to be furnished / submitted by the contractor, the following shall be complied with:

- i. Bank Guarantees shall be from Scheduled Banks/ Public Financial Institutions as defined in the Companies Act.
- ii. It is the responsibility of the bidder to get the Bank Guarantees revalidated/extended for the required period as advice by EROS Group. EROS Group shall not be liable for issue of any reminders on expiry of the Bank Guarantees.
- iii. In case the Bank Guarantees are not extended before the expiry date, EROS Group reserves the right to invoke the same by informing the concerned Bank in writing, without any advance notice/communication to the concerned bidder/contractor.
- iv. Bidders to note that any corrections to Bank Guarantees shall be done by the issuing Bank only through and amendment in an appropriate non judicial stamp paper.
- v. The Original Bank Guarantee may be sent directly by the Bank to EROS Group under Registered Post (Acknowledgement Due), addressed to the Shri Arvind Saxena (DGM

Estates, EROS Group), Sampooram Management Services Private Limited, 8th Floor, Eros Corporate Tower, Nehru Place, New Delhi -110019 INDIA

7.9.10 Validity of Offer

The rates in the Tender shall be kept open for acceptance for a minimum period of 90 (ninety days) from last date of offer submission (including extension, if any). In case EROS GROUP calls for negotiations, such negotiations shall not amount to cancellation or withdrawal of the original offer which shall be binding on the tenders.

7.9.11 Rejection of Tender and Other Conditions

- i. EROS Group reserves the right to accept or reject the tenders without assigning any reason whatsoever.
- ii. Conditional tenders, unsolicited tenders, tenders which are incomplete or not in the form specified or defective or have been materially altered or not in accordance with the tender conditions, specifications etc., are liable to be rejected.
- iii. Tenders are liable to be rejected in case of unsatisfactory performance of the bidder with EROS Group. EROS Group reserves the right to reject a bidder in case it is observed that they are overloaded and may not be in position to execute this job as per the required schedule. The decision of EROS Group will be final in the regard.
- iv. If a bidder who is a proprietor expires after the submission of his tender or after the acceptance of his tender, EROS Group may at their discretion, cancel such tender. If a partner of a firm expires after the submission of tender or after the acceptance of the tender, EROS Group may then cancel such tender at their discretion, unless the firm retains its character.
- v. EROS Group will not be bound by any Power of Attorney granted by changes in the composition of the firm made subsequent to execution of the contract. They may, however, recognize such power of attorney and changes after obtaining proper legal advice, the cost of which will be chargeable to the contractor concerned.
- vi. If the bidder gives wrong information in his tender, EROS Group reserves the right to reject such tender at any stage or to cancel the contract if awarded and forfeit the Earnest Money/Security Deposit/any other money due.
- vii. Canvassing in any form in connection with the tenders submitted by the Bidder shall make his offer liable to rejection.
- viii. In case the proprietor, Partner or Director of the Company/Firm submitting the Tender, has any relative or relation employed in EROS Group, the authority inviting the Tender shall be informed of the fact as per specified format as per relevant annexure attached along with the offer.
- ix. The successful bidder should not sub-contract part or complete work detailed in the tender specification undertaken by him.
- x. The Tender submitted by a techno commercially qualified bidder shall become the property of EROS Group who shall be under no obligation to return the same to the bidder. However, unopened financial bids and late tenders shall be returned to the bidders.
- xi. Discount letter, if any on financial price shall not be considered by EROS Group.
- xii. EROS Group shall not be liable for any expenses incurred by the bidder in the preparation of the tender irrespective of whether the tender is accepted or not.

7.9.12 Cancellation of Contract in Full or in Part

EROS Group at its sole discretion can terminate the contract at any time during the period of contract, If the Contractor:

- i. At any time makes defaults in proceeding with the works with due negligence and continues to do so even after a notice in writing from the EROS Group; or
- ii. Commits default in complying with any of the terms and conditions of Contract and does not remedy it or take effective steps to remedy it within 15 days after a notice in writing is given to him in that behalf by the EROS Group/ Its Estate Manager; or
- iii. Fails to yearly performance evaluation of the service provider/contractor by EROS Group; or
- iv. Violates any of the terms and conditions stipulated in the agreement/tender document.

7.9.13 Law Governing the Contract and Court Jurisdiction

The contract shall be governed by the law for the time being in force in India. The civil court having original civil jurisdiction at New Delhi shall have an exclusive jurisdiction in regard to all claims in respect of the Contract. No other civil court shall have jurisdiction in case of any dispute, under this contract.

7.9.14 Issue of Notice

- i. Service of notice on contractor: Any notice to be given to the contractor under the terms of the contract shall be served by sending the same by Registered Post/Speed Post/E-mail to or leaving the same at the Contractor's last known address of the principal place of business (or in the event of the contractor being a company, to or at its Registered Office). In case of change of address, the notice shall be served at changed address as notified in writing by the Contractor to EROS Group. Such posting or leaving of the notice shall be deemed to be good service of such notice and the time mentioned to the condition for doing any act after notice shall be reckoned from the date so mentioned in such notice.
- ii. Service of notice on EROS Group: Any notice to be given to EROS Group under the terms of the Contract shall be served by sending the same by post.

7.9.15 Use of Office Space

No space belonging to Sampoonam Society shall be occupied by the contractor without written permission of EROS Group and Sampoonam Apartment Owners Association.

7.9.16 Commencement of Work

- i. The contractor shall commence the work as per the time indicated in the Letter of Intent/Work Order from EROS Group and shall proceed with the same with due expedition without delay.
- ii. If the contractor fails to start the work within stipulated time as per LOI/Work Order or as intimated by EROS Group at its sole discretion will have the right to cancel the contract. The Earnest Money and/or Security Deposit with EROS Group will stand forfeited without any further reference to him without prejudice to any and all of EROS GROUP's other rights in this regard.
- iii. All the work shall be carried out under the direction and to the satisfaction of EROS Group.

7.9.17 Rights of EROS Group

- a) EROS Group reserves the following rights in respect of this contract during the original contract period or its extensions if any, as per the provisions of the contract, without entitling the contractor for any compensation.
- b) To terminate the contract or get any part of the work done through other agency or deploy EROS Group’s own/hired/otherwise arranged resources, at the risk and cost of the contractor after due notice period of two weeks by EROS Group in the event of:
 - i. Contractor’s continued poor progress
 - ii. Withdrawal from or abandonment of the work before completion of the work
 - iii. Contractor’s inability to progress the work for completion as stipulated in the contract
 - iv. Poor quality work
 - v. Corrupt act of Contractor
 - vi. Insolvency of the Contractor
 - vii. Persistent disregard to the instructions of EROS Group
 - viii. Assignment, transfer, sub-letting of contract without EROS Group’s written permission
 - ix. Non fulfilment of any contractual obligations
 - x. In the opinion of EROS Group, the contractor is overloaded and is not in a position to execute the job as per required schedule
- c) To effect recovery from any amounts due to the contractor under this or any contract or in any other forms, the moneys EROS Group is statutorily forced to pay to anybody, due to contractor’s failure to fulfil any of his obligations. EROS Group shall levy overheads of 5% on all such payments.
- d) Performance Indicator/Uptime: The contractor during the contract shall be responsible to maintain the complete systems/equipments/software in good working condition by maintaining minimum uptime 95%, which would be calculated for each individual system, which form part of the overall system of the building. The uptime would be calculated on monthly basis and proportionate deductions would be made from the payment to be made to the contractor for the correspondence months for which an uptime of 95% could not be maintained. The deduction would be as follows:-

S No.	Uptime	Deductions
1	95 – 100%	No deduction
2	80 – 95%	10% of the total value of the Monthly bill
3	70 – 80%	20% of the total value of the Monthly bill
4	Below 70%	30% of the total value of the Monthly bill
Note:	(1)No complaints in regard to systems etc. should remain pending for more than 24 hrs., however these need to be attended immediately without loss of time.	
	(2) Non-availability of spares/any other reasons shall not be acceptable under any circumstances and will attract penalty, as applicable.	

7.9.18 Responsibilities of the contractor in respect of local laws, employment of works etc.

The contractor shall fully indemnify EROS Group against any claims of whatsoever nature arising due to the failure of the contractor in discharging any of his responsibilities. The following are the responsibilities of the contractor in respect of observance of local laws, employment of personnel, payment of taxes etc.:

- a) The contractor at all times during the continuance of this contract shall, in all his dealings with local labour for the time being employed on or in connection with the work, have due regard to all local festivals and religious and other customs.
- b) The contractor shall comply with all applicable State and Central Laws, Statutory Rules, Regulations etc. such as Payment of Wages Act, Minimum Wages Act, Workmen Compensation Act, Employer's Liability Act, Industrial Dispute Act, Employers Provident Act, Employees State Insurance Scheme, Contract Labour (Regulation and Abolition) Act 1970, Payment of Bonus & Gratuity Act and other Acts, Rules and Regulations for labour as may be enacted by the Government during the tenure of the Contract and having force or jurisdiction at Site. The Contractor shall also give to the local Governing Body, Police and other relevant Authorities all such notices as may be required by the Law.
- c) The Contractor shall obtain independent License under the Contract Labour (Regulations and Abolition Act, 1970) as required from the concerned Authorities based on the certificate (Form-V) issued by the Principal Employer/Customer.
- d) The Contractor shall pay all taxes, fees, license charges, deposits, tolls, royalties, commission or other charges which may be liable on account of his operations in executing the contract.
- e) Contractor shall be responsible for provision of Health and Sanitary arrangements (more particularly described in Contract Labour Regulation & Abolition Act), Safety precautions etc. as may be required for safe and satisfactory execution of contract.
- f) The Contractor shall be responsible for proper accommodation including adequate medical facilities for personnel employed by him.
- g) The Contractor shall ensure that no damage is caused to any person/property of other parties working at site. If any such damage is caused, it is responsibility of the contractor to make good the losses or compensate for the same.
- h) The Contractor shall arrange, coordinate his work in such a manner as to cause no hindrance to other agencies working in the same premises.
- i) All safety rules and codes applied by the EROS Group at site shall be observed by the contractor without exception. The contractor shall be responsible for the safety of the equipment/material and works to be performed by him and shall maintain all light, fencing guards, slings etc. or other protection necessary for the purpose. Contractor shall also take such additional precautions as may be indicated from time to time by the Engineer with a view to prevent pilferage, accidents, fire hazards. Due precautions shall be taken against fire hazards and atmospheric conditions. Suitable number of Clerical staff, watch and ward, store keepers to take care of equipment/materials and construction tools and tackles shall be posted at site by the contractor till the completion of work under this contract.

- j) The contractor shall arrange for such safety devices as are necessary for such type of work and carry out requisite site tests of handling equipment, lifting tools, tackles etc. as per prescribed standards and practices.
- k) Contractor has to ensure the implementation of Health, Safety and Environment (HSE) requirements as per directions given by EROS Group/Customer. The contractor has to assist in HSE audit by EROS Group/Customer and submit compliance Report. The contractor has to generate and submit record/reports as per EROS Group plan/activities as per instruction of EROS Group /Customer.
- l) The contractor will be directly responsible for payment of wages to his workmen. A pay roll sheet given all the payments given to the workers and duly signed by the contractor's representative should be furnished to Sampooranam site for record purpose, if so called for.
- m) In case of any class of work for which there is no such specification as laid down in the contract, such work shall be carried out in accordance with the instructions and requirements of EROS Group.

7.9.19 Maintenance of Registers and forms

The contractor shall be responsible to maintain the registers/forms as required under the prevalent labour laws in force from time to time. The contractor shall maintain the above neatly, completely and legibly for inspection by various statutory authorities and the company officials even at short notice

7.9.20 Insurance

- a) It is the sole responsibility of the contractor to insure his materials, equipments, workmen, etc. against accidents and injury while at work and to pay compensation, if any, to workmen as per Workmen's compensation Act. The work be carried out in protected area and all the rules and regulations of the EROS Group in the area of project which are in force from time to time will have to be followed by the contractor.
- b) If due to negligence and or non-observation of safety and other precautions by the contractors, any accident/injury occurs to the property/manpower belong to third party, the
- c) contractor shall have to pay necessary compensation and other expense, if so by the appropriate authorities.
- d) The contractor will take necessary precautions and due care to protect the material, while in his custody from any damage/loss due to theft or otherwise till the same is taken over by EROS Group or customer. The contractor will submit necessary documents for lodging/processing of insurance claim. EROS Group will recover the loss from the contractor, in case the damage /loss is due to carelessness / negligence on the part of the contractor. In case of any theft of material under contractor's custody, matter shall be reported to police by the contractor immediately and copy of FIR and subsequently police investigation report shall be submitted to EROS Group for taking up with insurance. However this will not relieve the contractor of his contractual obligation for the material in his custody.

7.9.21 Strikes & Lockout

- a) The contractor will be fully responsible for all disputes and other issues connected with his labour. In the event of the contractor's labour resorting to strike or the Contractor

resorting to lockout and if the strike or lockout declared is not settled within a period of one month, EROS Group shall have the right to get the work executed through any other agencies and the cost so incurred by EROS Group shall be deducted from the Contractor's bills/deposits. Further, EROS Group reserves the right to terminate the contract in case of any strike/lockout of the contractor.

- b) For all purposes whatsoever, the employees of the contractor shall in no case be deemed to be in the employment of EROS Group.

7.9.22 Force Majeure

The following shall amount to Force Majeure:

- a) Acts of God, act of any Government, War, Sabotage, Riots, Civil commotion, Police action, Revolution, flood, Fire, Cyclones, Earth quake and Epidemic and other similar causes over which the contractor has no control.
- b) If the contractor suffers delay in the due execution of the contractual obligation due to delays caused by force majeure as defined above, the agreed time of completion of the job covered by this contract or the obligations of the contractor shall be extended by a period of time equal to period of delay, provided that on the occurrence of any such contingency, the contractor immediately reports to EROS Group in writing the causes of delay and the contractor shall not be eligible for any compensation.

7.9.23 Arbitration & Reconciliation

- a) In case amicable settlement is not reached in the event of any dispute of difference arising out of the execution of the contract or the respective rights and liabilities of the parties or in relation to interpretation of any provision by the contractor in any manner touching upon the contract, such dispute or difference shall (except as to any matters, the decision of which is specifically provided for therein) be referred to the sole arbitration of the arbitrator appointed by EROS Group.
- b) The award of the Arbitrator shall be binding upon the parties to the dispute.
- c) Subject as aforesaid, the provisions of Arbitration and Reconciliation Act 1996 (India) or statutory modifications or re enactments 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 of the arbitration shall be held at Delhi and the language of the proceedings shall be in English.
- d) Subject to the above, the Courts at Delhi alone shall have the jurisdiction to deal any disputes between the Parties pertaining to the contract.
- e) The cost of arbitration shall be borne equally by both the parties.
- f) Work under the contract shall be continued during the arbitration proceedings.
- g) 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 EROS GROUP and future blacklisting of the contractor.

7.9.24 Monthly Payment

The payment shall be released on monthly basis after the close of each month against the invoice provided by the contractor. The monthly bill for the above said contract shall be submitted by the contractor by 7th of following month and payment shall be released upon satisfactory performance, after adjusting any cost borne by EROS Group due to any reason/damages caused by the contractor or his employees, down time etc., as applicable. Income tax and other taxes

and surcharge at source, as applicable will be deducted from your payments at the prevailing rates. The payment shall be made on submission of the following documents:

- a) Certificates (as per annexure-11 attached) with regard to payment made in accordance with the latest Minimum Rates of Wages as fixed from time to time as per the State Govt. or Uttar Pradesh Administration. The Contractor shall furnish photo copies of monthly Wages Payment Sheet duly signed by individual employees along-with bills.
- b) Photo copies of Bank Challans of previous month for the amount deposited in the bank for ESI and PF along with certificate.
- c) The Contractor will furnish every month a certificate along-with bill to the effect that all statutory obligation/ requirements have been complied with in regard to wages, contribution to PF/ ESI/ Gratuity etc. to their staff and EROS Group will not assume any responsibility thereto.
- d) Copy of the registered as maintained at Site as indicated in tender for various routine services and any additional supporting documents required by EROS Group.

7.9.25 Important Points of Contract and Bid

- a) General Conditions of the Contract (GCC), RFP, any Addendum/Corrigendum published before the tender due date, Tender form, Special Conditions of the Contract (SCC) and SOP (Standard Operating Procedure) will form the part of the contract.
- b) All Annexures are to be submitted with the bids duly signed.

7.9.26 Minimum Manpower to be deployed at site

7.9.26.1 Facility Management Services (Manpower Count)

Sl.No.	Particulars	Total Nos.
Management Team		
1	Property Manager	1
2	Asst Property Manager	1
3	Helpdesk Executive Cum Recharge Executive	2
4	Accountant	1
	Subtotal	5
Engineering Team		
5	Technical Supervisor	3
6	DG Operator	3
7	Pump Operator	3
8	Electrician	4
9	Plumber	5
10	Carpenter	1
11	Mason and Painter	2
12	Fire Operator	3
13	Lift Operator	3
14	Technical Assistant / Mason Helper	2
	Subtotal	29
Soft Service Team		
15	House Keeping Supervisor	1

16	House Keeping Operator	1
17	Panty Boy	1
18	House Keeping Staff	30
	Subtotal	33
Horticulture		
19	Gardeners	6
20	Horticulture Supervisor	1
	Subtotal	7
STP O & M		
19	STP Skilled Operator	As per Required
20	STP Helper	As per Required
TOTAL NUMBER OF MANPOWERS		74

7.9.26.2 Security Services (Manpower Count)

Categories	Security Manpower Deployment details			
	Place of deployment	DAY	NIGHT	Total no of Manpower
SO	Main gate	1	1	2
Supervisor	Main gate	1	1	2
Security Guard	Main Gate	3	4	7
Lady Guard	Main gate	1	0	1
Security Guard	Exit Gate	1	1	2
Security Guard	Gate No 3	0	1	1
Security Guard	Basement	2	2	4
Security Guard	Residential Towers	21	21	42
Security Guard	Open Parking	1	1	2
Home Guard	CCTV	1	1	2
Gunman		0	1	1
Reliever		2	2	4
	Total Security Deployment – Manpower			70

Above are the minimum manpower that needs to be provided by the contractor. However to provide comprehensive services and based on SLA mentioned in the RFP, contractor may propose additional manpower.

Contractor shall conduct site survey and shall add required manpower in their cost.

7.9.27 SOPs for maintaining a residential society

1. Security SOPs:
 - Maintain a visitor logbook at the entry gate.
 - Conduct background checks for all security personnel.
 - Install CCTV cameras in common areas.
 - Ensure that all gates and doors are locked at night.
 - Conduct regular patrols by security personnel.
 - Manage Exit/Entry of Maids/Vendors/Delivery Agents etc efficiently
2. Housekeeping SOPs:
 - Develop a cleaning schedule for common areas such as corridors, stairs, lifts, and parking areas.
 - Maintain a checklist of cleaning tasks to be performed daily, weekly, and monthly.
 - Ensure that housekeeping staff wear proper uniforms and personal protective equipment.
 - Use eco-friendly cleaning products.
3. Maintenance SOPs:
 - Develop a preventive maintenance schedule for society assets such as lifts, generators, and water pumps.
 - Conduct regular inspections of electrical wiring, plumbing, and drainage systems.
 - Respond promptly to resident complaints regarding maintenance issues.
 - Ensure that all maintenance work is carried out by authorized and qualified personnel.
4. Waste Management SOPs:
 - Develop a waste management plan that includes segregation of waste at the source, collection, and disposal.
 - Install separate bins for wet, dry, and hazardous waste.
 - Train residents and housekeeping staff on proper waste segregation and disposal.
 - Follow the guidelines issued by the local administration/ GNIDA regarding waste management.
5. Communication SOPs:
 - Maintain an updated database of resident contact information.
 - Communicate regularly with residents through newsletters, emails, or social media.
 - Respond promptly to resident queries and complaints.
 - Encourage resident participation in society activities.
6. Water Tank Cleaning SOPs:
 - Plan the cleaning process and inform all residents in advance.
 - Gather necessary equipment and materials, including safety gear, cleaning tools, and disinfectants.

- Empty the water tank, inspect it for damage, scrub the tank thoroughly, disinfect it with the appropriate solution, rinse the tank, refill it, and conduct water quality testing.
7. Fire Safety SOPs:
- Develop a fire safety plan and conduct regular fire drills.
 - Install fire extinguishers, smoke detectors, and fire alarms in common areas.
 - Train residents and staff on fire safety procedures.
 - Conduct regular inspections of electrical wiring, gas pipelines, and other potential fire hazards.
8. Parking SOPs:
- Develop parking rules and regulations and ensure that they are followed.
 - Install parking signage and assign parking spaces to residents.
 - Enforce parking rules and regulations through fines or penalties.
 - Regularly inspect parking areas for safety and cleanliness.

Above are few of the important SOPs and Contractor needs to develop and finalize SOPs for every task to be done on daily/weekly/monthly/periodically to maintain the society. Contractor should not assume that above are the only SOPs.

8.0 STANDARD OPERATING PROCEDURE (HOUSEKEEPING)

8.1 SYNOPSIS

The acronym "SOP" stands for "standard operating procedure," and it refers to a detailed collection of instructions that details how to carry out each individual housekeeping duty. All housekeepers are required to adhere to these procedures, which will be authorized by the Working Committee of the Sampooram Apartment Owners Association. This will guarantee that the procedures are accurate, consistent, and of high quality.

Having a series of checklists that housekeepers can use to check off each stage of the cleaning process as they go from one place to the next is an essential part of standard operating procedures (SOPs). On the other hand, standard operating procedures (SOPs) are also recorded routines that guarantee housekeepers accomplish chores in a certain sequence to ensure efficiency.

Standard operating procedures (SOPs) are an important part of every work function since they serve to establish the standard for how a task should be done. When working in a residential society, this is particularly important to remember since each job has a direct impact on the well-being and safety of the families, including the children and the elderly. If we don't become explicit about the standards for the job, each worker may perceive them differently.

For instance, "clean the corridor" may mean wiping down the tiles for one housekeeper, while for another housekeeper it could mean scrubbing the grout, cleaning out the corners, dusting the wall, and so on and so forth. The first thing we need to do is provide our housekeepers with a set of cleaning guidelines that they should follow.

We also need to communicate standard operating procedures (SOPs) in a manner that encourages our workers to accept them more readily.

8.2 CLEANING OF LOBBY/ CORRIDOR/ WALKWAYS / DRIVEWAYS

To establish a procedure for cleaning and maintaining the hygiene of the Walkways / Driveways.

8.2.1 POLICY

The Walkways/ Driveways should be clean, maintained and free of any stains and droppings.

8.2.2 RESPONSIBILITY

Janitors

8.2.3 PROCEDURE

8.2.3.1 Daily Cleaning

- a) The daily cleaning would consist of a comprehensive cleaning that would take place in the early hours of the morning.
- b) It should also be done continuously throughout the day through trash collecting, which is a good example of this.
- c) Every bit of trash, including stray pieces of paper, rubbish, leaves, cigarette packs, buds, and so on, must be picked up by hand and placed in a waste bag.
- d) Broom / Brush to be used to clean the dust on windows / doors of the Lobby/ Corridor/ Walkways.
- e) Glasses and Rod of Windows / Doors of the Lobby/ Corridor/ Walkways should be cleaned properly.
- f) Once all of the big pieces of debris that are visible have been removed, you are to use the Flipper Machine to sweep the pathway.
- g) The Flipper machine must be utilized in a straight line in order for it to be effective, and this is the only way it can be used.
- h) Instead of moving the machine from left to right, you should only move it in a straight line across a block, after which you should turn around and continue onto the following line inside the same block area.
- i) Lower yourself and use the Side brush in the regions that have skirting and walls in the corners and other locations.
- j) The Flipper machine has to take up the whole of the pathway space.
- k) If there are any oil stains or bird droppings on the pathway, use Carpet Brite diluted in water at a ratio of 1:50 or higher to clear the stain, and then conduct a spot cleaning of the whole walkway. Use a brush to scrub the stain, and then use a mop or a duster cloth to collect up the water that you've spilled.
- l) Use some water to clean the area.

8.2.3.1.1 Daily Cleaning (Trash Cans)

- a) Empty each of the trash cans into a waste bag when they have all been emptied.

- b) Make sure the trash bag is sealed before putting it in the dump for internal trash. After cleaning up the area, line the trash cans with garbage bags.
- c) Treating collected trash to be followed as per Waste Management Act enforced by Greater Noida Industrial Development Authority (GNIDA).

8.2.3.1.2 Daily Cleaning (Bitumen Roads)

- a) As part of the routine maintenance, the Mechanical Road Sweeper would be used to sweep all of the roadways.
- b) In the event that it is essential, the same process may then be followed up with a hand sweeper.
- c) In the event that the edges are not cleaned, a road brush will need to be used in order to collect the dust that has accumulated.
- d) Once this has been done, it should be gathered on the second drive of the road sweeper.
- e) Treating collected trash to be followed as per Waste Management Act enforced by Greater Noida Industrial Development Authority (GNIDA).

8.2.3.2 Weekly Cleaning

1. All litter is to be picked by hand and collected in a garbage bag.
2. Then the whole walkway area is to be thoroughly cleaned.
3. Wet the whole area with water taken one side at a time.
4. Use a Mild Soap Solution and wet the Walkways.
5. Then follow that with a Scrubber Brush and manually scrub the entire walkway taking care to remove all stains on the ground.
6. Follow with the Scrubbing Machine where necessary to remove the stains.
7. Use the Pressure Jet Spray to clear all the soap water.

8.2.3.2.1 Weekly Cleaning: Trash Cans

- a) Garbage must be removed from all trashcans.
- b) All trashcans should be cleansed with a light soap solution followed by water.
- c) Use Garbage Bags to line the trashcans.

8.2.4 Reporting structure

Reporting structure of Verification or Identifying the Gaps to be followed as per below

8.2.4.1 Level 1

- a) One Resource with Roles & Responsibility of Verification of above activities or Identifying the Gaps to be allocated by Contractor.
- b) Allocated Resource must visit all the Towers and each and every floors to verify whether the cleaning is done properly.
- c) Gaps to be identified and it has to get rectified on the same day.
- d) Verification sheet / register to be submitted to Level 2

8.2.4.2 Level 2 (Facility Manager appointed by contractor)

- a) Level 2 Verification to be ensured by Facility Manager / any other resource allocated.

- b) It is responsibility of Level 2 allocated resource that Level 1 verification is done thoroughly.
- c) He has to either make a visit to all tower (each and every floor) or surprise visit every day to towers for verification.
- d) If any gaps are identified, then he will be responsible for the Gap.
- e) He has to maintain verification of register and work executed Daily/Weekly basis.
- f) He will submit his daily/weekly report to Level 3 and allocated AoA Member (HoD of Housekeeping & Horticulture)

8.2.4.3 Level 3 (Estate Manager appointed by EROS Group)

- a) Level 3 verification to be ensured by Estate Manager.
- b) Level 2 Verification report to be examined and signed by Level 3
- c) Level 3 verification to be done by making a surprise visit in 3-4 Towers on daily basis. Selection of Tower Nos to be done randomly and selection of Tower should not be known to Level 1 or Level 2 resources.

8.2.4.4 Level 4 (AoA Member - HoD of Housekeeping & Horticulture)

- a) Level 4 verification will be done by allocated AoA Member (HoD of Housekeeping & Horticulture)
- b) Level 4 will receive weekly report from Level 3
- c) Level 4 will take random feedback from residents.
- d) Level 4 will bring Gaps and its report to the Board Member of AoA and the same will be discussed in the meeting.

8.2.4.5 Final Level (Board Members of AoA)

- a) Board Members will discuss on the Gaps
- b) Board Member will call Estate Manager and his team members to discuss each matter brought to the notice of the Board.
- c) Corrective plan of action to be made and to be documented.
- d) Any proposal is required for improvement to be signed jointly and will be published for Public Discussion and the same to be implemented by Maintenance Agency.

8.3 CLEANING OF UTILITY BLOCKS

8.3.1 OBJECTIVE

To establish a procedure for cleaning the Utility Blocks

8.3.2 POLICY

The Utility Blocks should be clean and maintained in a safe manner without any damage to installations.

8.3.3 RESPONSIBILITY

House Keeping Supervisor

8.3.4 PROCEDURE

8.3.4.1 Daily Cleaning

- a) The cleaning work has to be carried out under the direction of the electrician or operator of the air conditioning unit who is on duty at the time.
- b) Use a feather duster or a soft brush and do a dry dusting on all of the electrical and HVAC installations.
- c) Brushing the floor with a dry bristle broom in the space designated for the DG Room, HT Panel room, and LT Panel room.
- d) Dust the installation with a moist duster first, followed by a dry duster, and then wipe it down completely.
- e) Using a gentle brush, scrub the water pipes and boards until they are clean.
- f) It is recommended that a gentle dry brush be used to clean the chiller area in the utility building.
- g) Any installation of electrical or HVAC equipment must be cleaned in accordance with the Technician's instructions.
- h) Wet mopping is only allowed if the supervisor gives permission, and it is requested.
- i) Any and all cleaning must be done in accordance with the Electrician's / AC operator's guidelines.
- j) You are going to need to use a road brush to brush the floor.
- k) In accordance with the directions provided by the expert, the water tanks of the cooling towers need to be cleaned.

8.3.4.2 Weekly Cleaning

- a) Dust all Electrical / HVAC installations with a dry Feather Duster / Soft Brush according to the Technician's directions.
- b) Comply with daily cleaning procedures.
- c) Brush the floor with a road brush or flipper.
- d) The floor of the utility building surrounding the chillers must be cleansed with water.
- e) Only in the presence of the electrician may transformers and other utilities be cleaned with a feather duster or soft brush.
- f) The surrounding area must only be cleaned if the technician is present with the Janitor at all times.
- g) The electrician will clean all of the installations.
- h) The Janitors will only be responsible for cleaning the area surrounding the installations.

8.3.5 Reporting structure

Reporting structure of Verification or Identifying the Gaps to be followed as per below.
Rectification terms are used only limited to cleaning.

8.3.5.1 Level 1

- a) One Resource with Roles & Responsibility of Verification of above activities or Identifying the Gaps to be allocated by Contractor.
- b) Allocated Resource must visit all the Towers/Location and each and every floors to verify whether the cleaning is done properly.
- c) Gaps to be identified and it has to get rectified on the same day.
- d) Verification sheet / register to be submitted to Level 2

8.3.5.2 Level 2 (Facility Manager appointed by contractor)

- a) Level 2 Verification to be ensured by Facility Manager / any other resource allocated.
- b) It is responsibility of Level 2 allocated resource that Level 1 verification is done thoroughly.
- c) He has to either make a visit to all tower (each and every floor) or surprise visit every day to towers for verification.
- d) If any gaps are identified, then he will be responsible for the Gap.
- e) He has to maintain verification of register and work executed Daily/Weekly basis.
- f) He will submit his daily/weekly report to Level 3 and allocated AoA Member (HoD of Housekeeping & Horticulture)

8.3.5.3 Level 3 (Estate Manager appointed by EROS Group)

- a) Level 3 verification to be ensured by Estate Manager.
- b) Level 2 Verification report to be examined and signed by Level 3
- c) Level 3 verification to be done by making a surprise visit in 3-4 Towers on daily basis. Selection of Tower Nos to be done randomly and selection of Tower should not be known to Level 1 or Level 2 resources.

8.3.5.4 Level 4 (AoA Member - HoD of Housekeeping & Horticulture)

- a) Level 4 verification will be done by allocated AoA Member (HoD of Housekeeping & Horticulture)
- b) Level 4 will receive weekly report from Level 3
- c) Level 4 will take random feedback from residents.
- d) Level 4 will bring Gaps and its report to the Board Member of AoA and the same will be discussed in the meeting.

8.3.5.5 Final Level (Board Members of AoA)

- a) Board Members will discuss on the Gaps
- b) Board Member will call Estate Manager and his team members to discuss each matter brought to the notice of the Board.
- c) Corrective plan of action to be made and to be documented.
- d) Any proposal is required for improvement to be signed jointly and will be published for Public Discussion and the same to be implemented by Maintenance Agency.

8.4 CLEANING OF EXTERNAL / STREET LIGHT FITTINGS

8.4.1 OBJECTIVE

To establish a procedure for cleaning the External Light Fittings.

8.4.2 POLICY

The External Light Fittings should be clean and maintained free of any stains and insects.

8.4.3 RESPONSIBILITY

Janitors / Electricians

8.4.4 PROCEDURE

8.4.4.1 Weekly Cleaning (Garden / Walkway Lights)

- a) Take care not to come into contact with any loosened wires that might cause a shock.
- b) Any loose wires must be reported promptly to the supervisor, and the lamp should not be touched without the authority of an electrician.
- c) Using a feather duster and a Dry Duster Cloth, dry dust the whole fitting.
- d) Clean the glass surface and metal plates with All Klean or a comparable cleaning product.

8.4.4.2 Half Yearly Cleaning (Street Lamps):

- a) The Electrician is going to be in charge of making sure the Street Lamps are cleaned.
- b) In order to clean the light fittings, he will engage the assistance of the Janitors and the Facade Cleaning staff.
- c) The cleaning work will only be performed during the daylight hours.
- d) Adequate protection, such as signs advising of their existence, must be placed on both sides of the road in order to alert drivers to their presence.
- e) A perimeter of 15 feet surrounding the light must be marked off with caution tape that says "Work in Progress," and the area must be blocked.
- f) There should be at least two personnel working to keep an eye out for any movement of cars or people and alert them to the obstruction.
- g) If you want to reach the light fittings, you should use the hydraulic or telescopic ladder.
- h) When ascending the ladder, you should at all times use the safety belt that was provided.
- i) The light fixture should be opened so that dust may be removed using a dry duster as well as a feather duster.
- j) The glass should be cleaned with a moist cloth (using All Klean diluted in a ratio of 1:10), taking care not to come into touch with any live terminations while doing so.
- k) You are required to turn off the light and clean it from the outside.
- l) Before descending the ladder, one must ensure that they are not in a rush to do so.
- m) It is not necessary that it should happen half yearly, If it is found that specific units are important to get cleaned. It should be cleaned as per the above guidelines.

8.4.5 Reporting structure

Reporting structure of Verification or Identifying the Gaps to be followed as per below.

Rectification terms are used only limited to cleaning. If any electrical fault comes then it would be covered under SoPs of Maintenance & Repair.

8.4.5.1 Level 1

- a) One Resource with Roles & Responsibility of Verification of above activities or Identifying the Gaps to be allocated by Contractor.

- b) Allocated Resource must visit all the Locations and each and every single unit to verify whether the cleaning is done properly.
- c) Gaps to be identified and it has to get rectified on the same day.
- d) Verification sheet / register to be submitted to Level 2

8.4.5.2 Level 2 (Facility Manager appointed by contractor)

- a) Level 2 Verification to be ensured by Facility Manager / any other resource allocated.
- b) It is responsibility of Level 2 allocated resource that Level 1 verification is done thoroughly.
- c) He has to either make a visit to all locations (each and every unit) or surprise visit weekly to locations for verification.
- d) If any gaps are identified, then he will be responsible for the Gap.
- e) He has to maintain verification of register and work executed Weekly/Quarterly basis.
- f) He will submit his weekly/quarterly report to Level 3 and allocated AoA Member (HoD of Housekeeping & Horticulture)

8.4.5.3 Level 3 (Estate Manager appointed by EROS Group)

- a) Level 3 verification to be ensured by Estate Manager.
- b) Level 2 Verification report to be examined and signed by Level 3
- c) Level 3 verification to be done by making a surprise visit in 8-10 Towers on weekly basis. Selection of locations to be done randomly and selection of location should not be known to Level 1 or Level 2 resources.

8.4.5.4 Level 4 (AoA Member - HoD of Housekeeping & Horticulture)

- a) Level 4 verification will be done by allocated AoA Member (HoD of Housekeeping & Horticulture)
- b) Level 4 will receive weekly report from Level 3
- c) Level 4 will take random feedback from residents.
- d) Level 4 will bring Gaps and its report to the Board Member of AoA and the same will be discussed in the meeting.

8.4.5.5 Final Level (Board Members of AoA)

- a) Board Members will discuss on the Gaps
- b) Board Member will call Estate Manager and his team members to discuss each matter brought to the notice of the Board.
- c) Corrective plan of action to be made and to be documented.
- d) Any proposal is required for improvement to be signed jointly and will be published for Public Discussion and the same to be implemented by Maintenance Agency.

8.5 CLEANING OF STAIRCASE

8.5.1 OBJECTIVE

To establish a procedure for cleaning of the staircases.

8.5.2 POLICY

The staircases should be maintained so that it remains clean & free of any litter.

8.5.3 RESPONSIBILITY

House Keeping Staff/ Janitors

8.5.4 PROCEDURE

8.5.4.1 Daily Cleaning

- a) The cleaning of the Staircase is to begin at the roof level of the building and go down to the basement in one continuous clean.
- b) The Staircase of building is to be vacated before the cleaning of the Staircase begins.
- c) To remove any dust that may have accumulated, begin at the top of the staircase and work your way down while dusting the railings that line the sides of the steps.
- d) All the trash i.e. Paper fragments, etc. Should be picked up by hand, with the smaller bits being first gathered using a brush equipped with a long handle and then being picked up by hand.
- e) Using a damp duster soaked in water that has been combined with All Klean (1:10 ratio of water to All Klean), clear any stains that may be present and wipe down the railings.
- f) Using a dry duster, remove any excess moisture from the rails, then buff them until they shine.
- g) To clean the steps of the staircase, use a moist mop dipped in water that has been diluted with All Klean in a ratio of 1:10, according to the instructions. Make sure that the work is done from the top down, and that the janitor cleans the step above him while standing on the step below him.
- h) Make certain that the mop soaks up any extra water, and that the surface is merely damp:
- i) Perform the previous steps once again in order to guarantee that the mop absorbs all of the extra water.
- j) Allow the surface to air-dry completely.

8.5.4.2 Weekly Cleaning

- a) Continue carrying out the steps outlined for the Daily Cleaning routine.
- b) In addition, while you are cleaning the rails, you should use a feather duster to dust the light fixtures that are located on each landing.
- c) In addition, Long handle brush to be used to remove any kind of spider web, accumulated dust etc on the roof of the staircase.
- d) To remove any stains from the light fixtures, wipe them off with a dry towel.
- e) Undertake any spot cleaning of spots on the light fixture with a moist cloth under the supervision of the Electrician who is on site, and be sure to follow his instructions.
- f) After completing the daily cleaning, use a cleaning and shining chemical called Natural Shine to all of the metal surfaces in the railings and stairs.
- g) Moisten the cloth, add some Deep gloss to the dampened fabric, and then wipe the metal surface with the dampened towel.
- h) To remove any moisture from the surface of the metal, use a clean, dry duster to buff the surface.
- i) Perform the process many times and buff it until the surface is clean and shiny.

8.5.5 Reporting structure

Reporting structure of Verification or Identifying the Gaps to be followed as per below

8.5.5.1 Level 1

- a) One Resource with Roles & Responsibility of Verification of above activities or Identifying the Gaps to be allocated by Contractor.
- b) Allocated Resource must visit all the Towers and each and every floors to verify whether the cleaning is done properly.
- c) Gaps to be identified and it has to get rectified on the same day.
- d) Verification sheet / register to be submitted to Level 2

8.5.5.2 Level 2 (Facility Manager appointed by contractor)

- a) Level 2 Verification to be ensured by Facility Manager / any other resource allocated.
- b) It is responsibility of Level 2 allocated resource that Level 1 verification is done thoroughly.
- c) He has to either make a visit to all tower (each and every floor) or surprise visit every day to towers for verification.
- d) If any gaps are identified, then he will be responsible for the Gap.
- e) He has to maintain verification of register and work executed Daily/Weekly basis.
- f) He will submit his daily/weekly report to Level 3 and allocated AoA Member (HoD of Housekeeping & Horticulture)

8.5.5.3 Level 3 (Estate Manager appointed by EROS Group)

- a) Level 3 verification to be ensured by Estate Manager.
- b) Level 2 Verification report to be examined and signed by Level 3
- c) Level 3 verification to be done by making a surprise visit in 3-4 Towers on daily basis. Selection of Tower Nos to be done randomly and selection of Tower should not be known to Level 1 or Level 2 resources.

8.5.5.4 Level 4 (AoA Member - HoD of Housekeeping & Horticulture)

- a) Level 4 verification will be done by allocated AoA Member (HoD of Housekeeping & Horticulture)
- b) Level 4 will receive weekly report from Level 3
- c) Level 4 will take random feedback from residents.
- d) Level 4 will bring Gaps and its report to the Board Member of AoA and the same will be discussed in the meeting.

8.5.5.5 Final Level (Board Members of AoA)

- a) Board Members will discuss on the Gaps
- b) Board Member will call Estate Manager and his team members to discuss each matter brought to the notice of the Board.
- c) Corrective plan of action to be made and to be documented.
- d) Any proposal is required for improvement to be signed jointly and will be published for Public Discussion and the same to be implemented by Maintenance Agency.

8.6 CLEANING OF LIFT/ ELEVATOR

8.6.1 OBJECTIVE

To establish a procedure for cleaning of the Lift.

8.6.2 POLICY

The Lifts/ Elevators should be maintained so that it remains clean & free of any litter.

8.6.3 RESPONSIBILITY

House Keeping Staff/ Janitors

8.6.4 PROCEDURE

8.6.4.1 Daily Cleaning

- a) The daily cleaning would consist of a comprehensive cleaning that would take place in the non-peak hours of movement.
- b) It should also be done continuously throughout the day through trash collecting, which is a good example of this.
- c) Broom / Brush to be used to clean the dust on from the surface of Lift/ Elevator.
- d) Wet mopping is to be done on the surface of lift under supervision/ pre-defined instruction provided by Lift operator.
- e) Metallic Wall and metallic Hand support inside the lift to be cleaned by using Klean Agent or prescribed agent by lift operator.
- f) If there are any oil stains or any kind of stain on the surface, use Carpet Brite diluted in water at a ratio of 1:50 or higher to clear the stain, and then conduct a spot cleaning of the whole surface. Use a brush to scrub the stain, and then use a wet mop or a wet duster cloth to wipe out.
- g) Entire Lift should be cleaned properly.

8.6.4.2 Weekly Cleaning

- a) Continue carrying out the steps outlined for the Daily Cleaning routine.
- b) In addition, Long handle brush to be used to remove any kind of spider web, accumulated dust etc from the roof plate of the Lift/ elevator.
- c) To remove any stains from the light fixtures, wipe them off with a dry towel.
- d) Undertake any spot cleaning of spots on the light fixture with a moist cloth under the supervision of the Electrician who is on site, and be sure to follow his instructions.
- e) After completing the daily cleaning, use a cleaning and shining chemical called Natural Shine to all of the metal surfaces in the lift.
- f) Moisten the cloth, add some Deep gloss to the dampened fabric, and then wipe the metal surface with the dampened towel.
- g) To remove any moisture from the surface of the metal, use a clean, dry duster to buff the surface.
- h) Perform the process many times and buff it until the surface is clean and shiny.

8.6.5 Reporting structure

Reporting structure of Verification or Identifying the Gaps to be followed as per below

8.6.5.1 Level 1

- a) One Resource with Roles & Responsibility of Verification of above activities or Identifying the Gaps to be allocated by Contractor.

- b) Allocated Resource must visit all the Towers and each and every lift to verify whether the cleaning is done properly.
- c) Gaps to be identified and it has to get rectified on the same day.
- d) Verification sheet / register to be submitted to Level 2

8.6.5.2 Level 2 (Facility Manager appointed by contractor)

- a) Level 2 Verification to be ensured by Facility Manager / any other resource allocated.
- b) It is responsibility of Level 2 allocated resource that Level 1 verification is done thoroughly.
- c) He has to either make a visit to all tower (each and every lift) or surprise visit every day to towers for verification.
- d) If any gaps are identified, then he will be responsible for the Gap.
- e) He has to maintain verification of register and work executed Daily/Weekly basis.
- f) He will submit his daily/weekly report to Level 3 and allocated AoA Member (HoD of Housekeeping & Horticulture)

8.6.5.3 Level 3 (Estate Manager appointed by EROS Group)

- a) Level 3 verification to be ensured by Estate Manager.
- b) Level 2 Verification report to be examined and signed by Level 3
- c) Level 3 verification to be done by making a surprise visit in 3-4 Towers on daily basis. Selection of Tower Nos to be done randomly and selection of Tower should not be known to Level 1 or Level 2 resources.

8.6.5.4 Level 4 (AoA Member - HoD of Housekeeping & Horticulture)

- a) Level 4 verification will be done by allocated AoA Member (HoD of Housekeeping & Horticulture)
- b) Level 4 will receive weekly report from Level 3
- c) Level 4 will take random feedback from residents.
- d) Level 4 will bring Gaps and its report to the Board Member of AoA and the same will be discussed in the meeting.

8.6.5.5 Final Level (Board Members of AoA)

- a) Board Members will discuss on the Gaps
- b) Board Member will call Estate Manager and his team members to discuss each matter brought to the notice of the Board.
- c) Corrective plan of action to be made and to be documented.
- d) Any proposal is required for improvement to be signed jointly and will be published for Public Discussion and the same to be implemented by Maintenance Agency.

8.7 CLEANING OF BASEMENT

8.7.1 OBJECTIVE

To establish a procedure for cleaning the Basement.

8.7.2 POLICY

The Basement should be clean and maintained free of any stains and litter.

8.7.3 RESPONSIBILITY

House Keeping Staff / Janitor

8.7.4 PROCEDURE

8.7.4.1 Daily Cleaning

- a) The cleaning that has to be done on a regular basis should be done nonstop throughout the day.
- b) Every bit of trash, including stray pieces of paper, rubbish, leaves, and so on, must be picked up by hand and placed in a waste bag.
- c) After all of the big pieces of debris that are visible have been removed, the firm bamboo brush is to be used to sweep the driveway.
- d) The firm bamboo brooms must be used in a straight line in order to be effective, and this is the only way they can be used.
- e) Move the hard bamboo broom from left to right, but only in a straight line spanning a block. After completing one line, turn around and take the next line inside the same block area.
- f) Move to a lower position and use the Side brush in areas with skirting and walls, particularly corners.
- g) The tough broom made of bamboo must sweep the whole of the basement.
- h) If there is an oil stain, dilute All Klean with water to a ratio of 1:10, then use this solution to clear the stain and spot clean the area. Scrub the stain using a brush designed for that purpose, and then use a mop or a duster cloth to clean up the water.

8.7.4.2 Weekly Cleaning

- a) Any trash must be cleaned up by hand and placed in a waste bag before being discarded.
- b) After that, the whole of the area below ground surface, beginning with the entry by the driveway, has to be meticulously cleaned.
- c) To complete the dry cleaning of the basement, use wipers as described above.
- d) Use the scrubbing machine and a mixture of All Klean and water in a ratio of 1:20 to clean the whole of the basement.

8.7.5 Reporting structure

Reporting structure of Verification or Identifying the Gaps to be followed as per below

8.7.5.1 Level 1

- a) One Resource with Roles & Responsibility of Verification of above activities or Identifying the Gaps to be allocated by Contractor.
- b) Allocated Resource must visit each & every location of basement to verify whether the cleaning is done properly.
- c) Gaps to be identified and it has to get rectified on the same day.
- d) Verification sheet / register to be submitted to Level 2

8.7.5.2 Level 2 (Facility Manager appointed by contractor)

- a) Level 2 Verification to be ensured by Facility Manager / any other resource allocated.

- b) It is responsibility of Level 2 allocated resource that Level 1 verification is done thoroughly.
- c) He has to make a visit each and every location of basement every day for verification.
- d) If any gaps are identified, then he will be responsible for the Gap.
- e) He has to maintain verification register and work executed Daily/Weekly basis.
- f) He will submit his daily/weekly report to Level 3 and allocated AoA Member (HoD of Housekeeping & Horticulture)

8.7.5.3 Level 3 (Estate Manager appointed by EROS Group)

- a) Level 3 verification to be ensured by Estate Manager.
- b) Level 2 Verification report to be examined and signed by Level 3
- c) Level 3 verification to be done by making a surprise visit in basement on daily basis. Selection of location to be done randomly and selection of location should not be known to Level 1 or Level 2 resources.

8.7.5.4 Level 4 (AoA Member - HoD of Housekeeping & Horticulture)

- a) Level 4 verification will be done by allocated AoA Member (HoD of Housekeeping & Horticulture)
- b) Level 4 will receive weekly report from Level 3
- c) Level 4 will take random feedback from residents.
- d) Level 4 will bring Gaps and its report to the Board Member of AoA and the same will be discussed in the meeting.

8.7.5.5 Final Level (Board Members of AoA)

- a) Board Members will discuss on the Gaps
- b) Board Member will call Estate Manager and his team members to discuss each matter brought to the notice of the Board.
- c) Corrective plan of action to be made and to be documented. Any proposal is required for improvement to be signed jointly and will be published for Public Discussion and the same to be implemented by Maintenance Agency.

8.8 CLEANING OF ROOF TOP OF TOWER/ BLOCK

To establish a procedure for cleaning and maintaining the hygiene of the Rooftop of Tower/ Block.

8.8.1 POLICY

Rooftop should be clean, maintained and free of any stains and droppings.

8.8.2 RESPONSIBILITY

Janitors

8.8.3 PROCEDURE

8.8.3.1 Daily Cleaning

- a) The daily cleaning would consist of a comprehensive cleaning that would take place in the early hours of the morning.
- b) It should also be done once in a day.
- c) Every bit of trash must be picked up by hand and placed in a waste bag.

- d) After all of the trash that are visible have been removed, the firm bamboo brush is to be used to sweep the driveway.
- e) The firm bamboo brooms must be used in a straight line in order to be effective, and this is the only way they can be used.
- f) Move the hard bamboo broom form from left to right, but only in a straight line spanning a block. After completing one line, turn around and take the next line inside the same block area.
- g) Move to a lower position and use the Side brush in areas with skirting and walls, particularly corners.
- h) The tough broom made of bamboo must sweep the whole of the basement.
- i) If there is a bird droppings or monkey droppings then it has to be removed and placed in a waste bag. After that dilute All Klean with water to a ratio of 1:10, then use this solution to clear the stain and spot clean the area. Scrub the stain using a brush designed for that purpose, and then use a mop or a duster cloth to clean up the water.

8.8.3.2 Weekly Cleaning

1. All litter is to be picked by hand and collected in a garbage bag.
2. Then the whole rooftop area is to be thoroughly cleaned.
3. Wet the whole area with water taken one side at a time.
4. Use a Mild Soap Solution and wet the surface.
5. Then follow that with a Scrubber Brush and manually scrub the entire surface taking care to remove all stains on the ground.
6. Follow with the Scrubbing brush/machine where necessary to remove the stains.
7. Use the Pressure Jet Spray to clear all the soap water.

8.8.4 Reporting structure

Reporting structure of Verification or Identifying the Gaps to be followed as per below

8.8.4.1 Level 1

- a) One Resource with Roles & Responsibility of Verification of above activities or Identifying the Gaps to be allocated by Contractor.
- b) Allocated Resource must visit all the Towers and each and every rooftop to verify whether the cleaning is done properly.
- c) Gaps to be identified and it has to get rectified on the same day.
- d) Verification sheet / register to be submitted to Level 2

8.8.4.2 Level 2 (Facility Manager appointed by contractor)

- a) Level 2 Verification to be ensured by Facility Manager / any other resource allocated.
- b) It is responsibility of Level 2 allocated resource that Level 1 verification is done thoroughly.
- c) He has to either make a visit to all tower (each and every part of rooftop) or surprise visit every day to towers for verification.
- d) If any gaps are identified, then he will be responsible for the Gap.
- e) He has to maintain verification of register and work executed Daily/Weekly basis.
- f) He will submit his daily/weekly report to Level 3 and allocated AoA Member (HoD of Housekeeping & Horticulture)

8.8.4.3 Level 3 (Estate Manager appointed by EROS Group)

- a) Level 3 verification to be ensured by Estate Manager.
- b) Level 2 Verification report to be examined and signed by Level 3
- c) Level 3 verification to be done by making a surprise visit in 3-4 Towers on daily basis. Selection of Tower Nos to be done randomly and selection of Tower should not be known to Level 1 or Level 2 resources.

8.8.4.4 Level 4 (AoA Member - HoD of Housekeeping & Horticulture)

- a) Level 4 verification will be done by allocated AoA Member (HoD of Housekeeping & Horticulture)
- b) Level 4 will receive weekly report from Level 3
- c) Level 4 will take random feedback from residents.
- d) Level 4 will bring Gaps and its report to the Board Member of AoA and the same will be discussed in the meeting.

8.8.4.5 Final Level (Board Members of AoA)

- a) Board Members will discuss on the Gaps
- b) Board Member will call Estate Manager and his team members to discuss each matter brought to the notice of the Board.
- c) Corrective plan of action to be made and to be documented.
- d) Any proposal is required for improvement to be signed jointly and will be published for Public Discussion and the same to be implemented by Maintenance Agency.

8.9 CLEANING OF CLUB/OFFICE OF AOA (Upcoming) /CABINS

8.9.1 OBJECTIVE

To establish a procedure for cleaning the Club/ Office of AoA (Upcoming) /Cabins

8.9.2 POLICY

The Club/ Office of AoA (Upcoming) /Cabins should be cleaned & free of any dust or stains. Reporting structure will be followed with immediate Gap finding as the place is of daily use.

8.9.3 RESPONSIBILITY

House Keeping Staff/ Janitor

8.9.4 PROCEDURE

8.9.4.1 Daily Cleaning

- a) Empty the waste bins of their contents and remove the rubbish.
- b) Dusting everything with a dry cloth, including the phones, laptops, keyboards, mice, frames, pedestals, tables, and chairs.
- c) If there are any stains that are visible, spot clean them with a damp duster.

- d) Use All Klean in the wet duster cloths (proportion 1:10) for spot cleaning of hard surface areas such as tables, chairs, frames, phones, computers, keyboards, mice, drawers, switches, doors, etc.
- e) Vacuum the Venation blinds, Sofa, and Chairs upholstery in accordance with the standard operating procedure.
- f) Use R2 to clean the marble or granite floor.
- g) Vacuum the carpet.
- h) Scrub the hardwood floor.
- i) Rearrange the seating arrangements in each of the rooms

8.9.4.2 Weekly Cleaning

- a) Keep the area tidy on a daily basis
- b) A complete and meticulous cleaning of the office and the cabins
- c) If you want to clean your furniture, use Sun Gloh with a yellow duster.
- d) To remove any excess moisture, dust the surface with a dry cloth.
- e) Apply All Klean to a scrub brush and scrub the hard floor in accordance with the SOP.
- f) As directed in the SOP, clean and polish the hardwood floor.
- g) Thorough vacuum cleaning of the carpet, upholstery of the couch and chairs, and venetian blinds.
- h) In accordance with the standard operating procedure, clean the window glass, glass partitions, and glass doors with Window Shine.

8.10 CLEANING OF TOILETS IN CLUB / TOILETS FOR THE COMMON USE

8.10.1 OBJECTIVE

To establish a procedure for cleaning of Toilets.

8.10.2 POLICY

To ensure that the toilets are clean & hygienic. Reporting structure will be followed with immediate Gap finding as the place is of daily use.

8.10.3 RESPONSIBILITY

House Keeping Staff / Janitors

8.10.4 PROCEDURE

8.10.4.1 Daily Cleaning

- a) The toilets are to be maintained spotless and dry throughout the day, and they are to be cleaned at certain time intervals.
- b) In the morning, you should flush all of the toilets and urinals and give the washbasins a quick spray of water.
- c) Spray R6 into the bowls of the toilets, urinals, and wash basins.
- d) Ignore it and let it sit like this for approximately 6 to 8 minutes, and e) Use a gentle scrub brush to clean the bowls of the toilets and the basins.
- e) Empty the dishes into the garbage and use water to clean the basin.
- f) Next, get a Duster Cloth and use it to wipe down and dry each of the basins and toilet bowls.
- g) Ensure that the lids for the toilet bowls and the urinal bowels are reinstalled in their proper locations after being cleaned with a dry cloth.

- h) Wipe any water that may have splattered onto the wall, glass, or other surfaces around the basin, and then dry the surrounding area.
- i) Make sure that the whole region is totally devoid of any moisture.
- j) To clean the glass surfaces in the restrooms, including the mirrors, use a cloth soaked in R3 solution to wipe down the surfaces.
- k) Make use of a wet mop that has been dipped in a solution of germ-free powder and water in (1: 15 proportion.)
- l) Spray Germ Free on the tiles in the restroom, then wipe them well.
- m) Perform a thorough wet mopping of the floor, and then follow up with a cleaning with a dry mop.
- n) Examine the Soap Dispenser, the Holder for the Toilet Paper, and the Waste Collector (where installed)
- o) Check that the soap, toilet paper rolls, C-fold towels, and other supplies are stocked, and refill the C-fold towel dispenser as necessary. The stock is to be managed using the cabinet located inside every Utility Area of every module of the Blocks.
- p) As a last step in the cleaning process, check to see that all of the surfaces have been thoroughly dried and that there is no trace of water anywhere in the toilet.

8.10.4.2 Weekly Cleaning

- a) Follow the steps done in Daily Cleaning.
- b) Use Germ Free to deep clean all surfaces in the toilet.
- c) Use a feather duster to clean all moldings, light fittings etc. below the ceiling.
- d) Clean the ceiling mounted fittings as per instruction but it must be cleaned weekly.
- e) Scrub the Marble / Granite Floor as per instruction but it must be cleaned weekly.
- f) All fittings to be thoroughly cleaned.

9.0 STANDARD OPERATING PROCEDURE FOR HORTICULTURE

SOP for horticulture maintenance in a residential society:

1. Develop a Horticulture Plan:
 - Develop a plan for horticulture maintenance based on the available space and resources.
 - Identify the areas in the society where horticulture maintenance is required.
 - Determine the types of plants and trees that can be grown in the society, considering factors such as sunlight exposure, soil type, and weather conditions.
2. Appoint a Horticulture Supervisor:
 - Appoint a dedicated horticulture supervisor to oversee the maintenance of plants and trees in the society.
 - Ensure that the horticulture supervisor has the necessary qualifications and experience to carry out the maintenance tasks.
3. Select the right Plants:
 - Select the right plants and trees for the society based on the climate, soil, and light conditions.
 - Choose plants that require less water and are easy to maintain.

- Ensure that the plants are not invasive and do not cause any harm to the environment or other plants in the society.
4. Schedule Maintenance Tasks:
 - Develop a schedule for the maintenance tasks such as watering, pruning, and fertilizing the plants.
 - Ensure that the schedule is followed consistently and regularly.
 - Make necessary changes to the schedule based on weather conditions or other factors that may affect plant growth.
 5. Provide Adequate Water Supply:
 - Ensure that the plants and trees are provided with adequate water supply based on their requirements.
 - Install an efficient irrigation system that minimizes water wastage.
 - Regularly check for leaks or blockages in the irrigation system.
 6. Regular Pruning and Trimming:
 - Regularly prune and trim the plants to maintain their shape and health.
 - Remove any dead or diseased branches or leaves.
 - Ensure that the pruning and trimming are done in a safe and efficient manner.
 7. Pest and Disease Control:
 - Regularly inspect the plants for pests and diseases.
 - Treat any infestations immediately to prevent the spread of pests or diseases.
 - Use eco-friendly and non-toxic pest control methods.
 8. Waste Disposal:
 - Ensure that the waste generated during horticulture maintenance is disposed of properly.
 - Use composting methods to recycle organic waste.
 - Dispose of non-organic waste in a responsible manner.

9.1 Purpose & scope

Planting of trees, ground cover, hedge, flowering shrubs are an easy and effective way to beautify our Society, provide shade in summer and wind protection in winter. These are such a visible part of the landscape care must be taken to ensure proper growth conditions are maintained. A tree is far more difficult and expensive to replace, once mature in the landscape, than most Flowering shrubs.

9.2 Minimum Defined Work

9.2.1 General Activities

Sl No	Activities	Defined target level	Frequency
1.	Watering of lawn and plants	1350 Sq. Meter per day	2 times in a week
2.	Weeding of lawn	675 sqm per day	Weekly
3.	Cleaning/Sweeping of Lawn area	4047 sqm per day	Everyday
4.	Cleaning of dustbin & removal of garden refuse	All	Everyday
5.	Pruning of Trees & shrubs Plants	T= 12 Nos. S = 40 Nos. per day	Fortnightly work

	(#Timely Pruning of Trees/Branches which are hiding/covering the lights)		
6.	Taking of Tree & shrub thamlas including hoeing of hedge Beds	T= 12 Nos. S=40 Nos. per day, No of Tree and shrubs can be change site to site at Park Hedge = 900 ft. per day	As per requirement
7.	Seasonal flowering beds & shrub plants beds hoeing	All	As per requirement

9.2.2 Nursery/Plant Bank Activity (Everyday)

Sl No	Activities	Defined target level	Frequency
1.	Nursery/Plants bank of Cycas mother plants and seasonal	Grow plants from seeds (All kind of plants)	Everyday

9.2.3 Maintaining Green Belt and Front Gate (Everyday Activity)

Sl No	Activities	Defined target level	Frequency
1.	Green Area of Main Gate/ other Gate and both sides of Entry Road from Service Lane	Watering plants, fixing hedges and grass bank, fix the waring to prevent cartel from entry	Everyday

9.2.4 Renovation of grass lawn bed

Sl No	Activities	Defined target level	Frequency
1.	Grass lawn bed	Renovation of grass lawn bed	Once in Every three years

9.2.5 Activities at hedge per manpower

Sl No	Activities	Defined target level	Frequency
1.	Pruning of Hedge	900 running ft. per day.	(Fortnightly)

9.2.6 Mowing of Lawn through Machine/Bush cutter per manpower

Sl No	Activities	Defined target level	Frequency
1.	Mowing of Lawn through Machine/Bush cutter	5400 running meters. per day.	(Fortnightly)

9.2.7 Seasonal Horticulture Work

Sl No	Activities	Defined target level	Frequency
1.	Top dressing of cow dung manure, good earth etc	All lawn and plants	Twice in a year
2.	Plantation of saplings	Entrance and designated plantation areas	Thrice in a year (Summer,

			Rainy, Winter)
3.	Spreading of mulch and fertilizer	All lawn and plants	Every quarter
4.	Mass Plantation of trees and Shrubs	Entrance and designated plantation areas	Once in a year, Rainy Season

The minimal work that the contractor must provide is listed above. However, to deliver complete services and in accordance with the SLA specified in the RFP. The goal of the contractor is to maintain the residential society clean and green.

The contractor must undertake a site survey and include the necessary labour in their estimate.

10.0 STANDARD OPERATING PROCEDURE FOR WATER TANK CLEANING

SOP (Standard Operating Procedure) for cleaning a water tank in a residential society:

1. Plan the cleaning process:
 - Decide on the appropriate time for cleaning the water tank when the water consumption is low.
 - Make sure to inform all residents in advance about the scheduled cleaning process.
2. Gather the necessary equipment and materials:
 - Safety gear including gloves, goggles, and masks.
 - Cleaning tools including scrubbers, brushes, and mops.
 - Disinfectants such as chlorine, hydrogen peroxide, or potassium permanganate.
 - Water hoses or pumps.
3. Empty the water tank:
 - Turn off the inlet water supply and drain the tank completely.
 - Remove any remaining water using a pump or a bucket.
4. Inspect the tank:
 - Check for any visible damage or cracks in the tank.
 - Remove any debris or sediment from the bottom of the tank.
5. Scrub the tank:
 - Use scrubbers and brushes to scrub the inner walls of the tank thoroughly.
 - Remove any algae or mold growth on the tank surface.
6. Disinfect the tank:
 - Prepare a solution of disinfectant as per the manufacturer's instructions.
 - Fill the tank with the solution and let it sit for a specified period.
 - Make sure the disinfectant solution covers all surfaces inside the tank.
7. Rinse the tank:
 - Use a water hose or pump to fill the tank with clean water.
 - Drain the water and repeat the rinsing process until the water runs clear.
8. Refill the tank:
 - Turn on the inlet water supply and refill the tank.

- Check for any leaks or damages.
9. Conduct water quality testing:
 - Collect water samples from the tank after refilling.
 - Test the water for pH, turbidity, and microbial content.
 - Ensure that the water quality meets the prescribed standards.
 10. Communicate the cleaning status:
 - Inform the residents that the water tank cleaning process is completed.
 - Request them to flush their taps for a few minutes before using the water for consumption.

Note: This is a general guideline, and it's essential to follow local regulations and standards for water tank cleaning in residential societies. It's also recommended to hire a professional cleaning service for the tank is too large or if the cleaning process requires specialized equipment.

11.0 SOP FOR FIRE SAFETY IN RESIDENTIAL SOCIETY

1. Develop a Fire Safety Plan:
 - Develop a fire safety plan for the residential society in collaboration with the local fire department.
 - Identify the fire hazards in the society, including electrical systems, kitchen areas, and flammable materials.
 - Develop a plan to mitigate the fire hazards and ensure that the society is adequately prepared in case of a fire emergency.
2. Appoint a Fire Safety Officer/ Fire Safety Operator:
 - Appoint a dedicated Fire Safety Officer/Fire Safety Operator (FSO) to oversee the implementation of the fire safety plan.
 - Ensure that the FSO has the necessary qualifications and experience to carry out the duties.
3. Conduct Fire Drills:
 - Conduct regular fire drills to ensure that the residents are aware of the evacuation procedures in case of a fire.
 - Ensure that the residents know the location of the fire exits and assembly points.
 - Evaluate the effectiveness of the fire drills and make necessary changes to the fire safety plan.
4. Examine and maintain Installed Fire Safety Equipment:
 - Install fire safety equipment such as fire extinguishers, smoke detectors, and sprinkler systems in the society.
 - Ensure that the equipment is maintained and serviced regularly.
 - Train the residents on how to use the fire safety equipment effectively.
5. Ensure Electrical Safety:
 - Ensure that the electrical systems in the society are safe and comply with the electrical codes and regulations.
 - Regularly inspect the electrical systems and fix any issues immediately.
 - Educate the residents on electrical safety practices.
6. Control the Use of Flammable Materials:

- Control the use of flammable materials in the society.
 - Ensure that flammable materials are stored safely and away from heat sources.
 - Educate the residents on the safe use of flammable materials.
7. Maintain Communication with Local Fire Department:
- Maintain communication with the local fire department to ensure that they are aware of the fire safety plan.
 - Schedule regular inspections by the fire department to ensure that the society is complying with the fire safety regulations.

By following these SOPs for fire safety, a residential society can ensure that the society is prepared in case of a fire emergency, and the residents and the property are safe from fire hazards. Above mentioned are the guidelines of SOP. A detailed SOP for Fire Safety to be prepared and implemented.

12.0 SOP FOR PEST CONTROL IN RESIDENTIAL SOCIETY:

1. Develop a Pest Control Policy:
 - Develop a pest control policy that outlines the society's approach to pest control.
 - Ensure that the policy complies with the local and state regulations.
2. Appoint a Pest Control Officer:
 - Appoint a dedicated Pest Control Officer (PCO) to oversee the pest control activities.
 - Ensure that the PCO has the necessary qualifications and experience to carry out the duties.
3. Conduct Regular Pest Inspections:
 - Conduct regular pest inspections to identify the pest infestations in the society.
 - Inspect the common areas and individual units to identify the areas with pest problems.
 - Record the findings of the inspections.
4. Develop a Pest Control Plan:
 - Develop a pest control plan based on the findings of the pest inspections.
 - Identify the pest control methods that are safe for the residents and the environment.
 - Ensure that the pest control plan is communicated to the residents.
5. Implement the Pest Control Plan:
 - Implement the pest control plan with the help of the PCO.
 - Ensure that the pest control methods are safe and effective.
 - Monitor the pest control activities to ensure that they are carried out correctly.
6. Educate the Residents:
 - Educate the residents on the importance of pest control and their role in pest control.
 - Provide information on the common pests and how to prevent their infestations.
 - Encourage the residents to report any pest problems promptly.
7. Monitor the Effectiveness of the Pest Control Plan:
 - Monitor the effectiveness of the pest control plan through regular inspections and feedback from the residents.

- Make necessary changes to the plan based on the feedback and the pest control results.
8. Maintain Records:
- Maintain records of the pest control activities, including inspections, pest control methods used, and the results.
 - Keep a record of the pest complaints and their resolutions.

By following these SOPs for pest control, a residential society can ensure that the pest infestations are identified and addressed promptly, and the residents live in a safe and healthy environment. Above mentioned are the minimum guidelines of SOP. A detailed SOP to be prepared and implemented.

12.1 SOP for Mosquito Control in Residential Society

1. Conduct a Mosquito Survey:
 - Conduct a survey to identify the mosquito breeding sites in the residential society.
 - Inspect the common areas, individual units, and outdoor spaces to identify the areas with standing water.
 - Record the findings of the survey.
2. Develop a Mosquito Control Plan:
 - Develop a mosquito control plan based on the findings of the survey.
 - Identify the methods that are safe and effective in controlling the mosquito populations.
 - Ensure that the mosquito control plan is communicated to the residents.
3. Implement the Mosquito Control Plan:
 - Implement the mosquito control plan with the help of the Pest Control Officer (PCO).
 - Ensure that the mosquito control methods are safe and effective.
 - Monitor the mosquito control activities to ensure that they are carried out correctly.
4. Educate the Residents:
 - Educate the residents on the importance of mosquito control and their role in controlling the mosquito populations.
 - Provide information on the common mosquito breeding sites and how to prevent their formation.
 - Encourage the residents to report any mosquito problems promptly.
5. Maintain the Landscaping:
 - Maintain the landscaping in the residential society to prevent the formation of mosquito breeding sites.
 - Ensure that the grass is trimmed regularly, and the bushes and trees are pruned.
 - Remove any stagnant water in the outdoor areas.
6. Use Mosquito Repellents:
 - Use mosquito repellents in the outdoor areas, such as common areas and playgrounds.
 - Use mosquito repellent coils, mats, or sprays to prevent the mosquito bites.
7. Monitor the Effectiveness of the Mosquito Control Plan:

- Monitor the effectiveness of the mosquito control plan through regular inspections and feedback from the residents.
 - Make necessary changes to the plan based on the feedback and the mosquito control results.
8. Maintain Records:
- Maintain records of the mosquito control activities, including the survey results, mosquito control methods used, and the results.
 - Keep a record of the mosquito complaints and their resolutions.

By following these SOPs for mosquito control, a residential society can ensure that the mosquito populations are controlled effectively, and the residents are safe from mosquito-borne diseases. Above mentioned are the minimum guidelines of SOP. A detailed SOP to be prepared and implemented.

12.2 SOP for Fogging for Mosquito Control

1. Identify the Need for Fogging:
 - Conduct a mosquito survey to identify the mosquito breeding sites in the residential society.
 - Analyze the survey results and determine the need for fogging.
 - Determine the areas that need to be fogged.
2. Schedule the Fogging:
 - Schedule the fogging activity when the mosquito populations are at their peak.
 - Consider the weather conditions, wind direction, and time of the day while scheduling the fogging.
 - Inform the residents in advance about the fogging schedule.
3. Prepare for the Fogging:
 - Prepare the fogging machine and the fogging solution.
 - Ensure that the fogging machine is in good condition and is calibrated correctly.
 - Wear protective clothing, such as masks and gloves, while handling the fogging solution.
4. Conduct the Fogging:
 - Conduct the fogging activity in the identified areas.
 - Ensure that the fogging machine is operated correctly and that the fogging solution is sprayed evenly.
 - Avoid fogging near the water bodies, such as ponds and lakes.
5. Post-Fogging Precautions:
 - After the fogging activity, allow some time for the fog to settle down.
 - Ensure that the residents and their pets are kept indoors during and after the fogging activity.
 - Air out the indoor areas, such as individual units and common areas, after the fogging activity.
6. Monitor the Effectiveness of the Fogging:
 - Monitor the mosquito populations in the residential society after the fogging activity.

- Conduct another mosquito survey to assess the effectiveness of the fogging activity.
 - Analyze the survey results and make necessary changes to the mosquito control plan.
7. Maintain Records:
- Maintain records of the fogging activity, including the date, time, and location of the fogging activity.
 - Keep a record of the fogging solution used and the amount of solution used.
 - Record the effectiveness of the fogging activity.

By following these SOPs for fogging, a residential society can control the mosquito populations effectively and prevent the spread of mosquito-borne diseases. However, it is essential to use fogging only when necessary and as a part of an integrated mosquito control program that includes other methods, such as source reduction, larviciding, and community awareness. Above mentioned are the minimum guidelines of SOP. A detailed SOP to be prepared and implemented.

12.3 SOP of Rodent Control for Residential Society using Rodent Mantra

1. Inspection:
 - The Rodent Mantra team should conduct a thorough inspection of the residential society to identify areas with high rodent activity.
 - The inspection should cover all potential entry points, including gaps in walls, floors, doors, and windows.
2. Baiting:
 - The Rodent Mantra team should strategically place bait stations in areas with high rodent activity.
 - The bait stations should be placed out of reach of children and pets.
3. Trapping:
 - The Rodent Mantra team should install traps in areas where bait stations are not suitable.
 - The traps should be checked regularly and replaced as needed.
4. Exclusion:
 - The Rodent Mantra team should identify and seal all potential entry points to prevent rodent entry.
 - Sealing should be done using materials that rodents cannot easily chew through.
5. Monitoring:
 - The Rodent Mantra team should monitor the bait stations and traps regularly to ensure that the rodent activity is under control.
 - The team should also conduct follow-up inspections to identify any new entry points or rodent activity.
6. Record Keeping:
 - The Rodent Mantra team should maintain detailed records of the rodent control program, including the date and time of inspection, the areas treated, and the products used.
 - The records should be updated regularly and made available for inspection.

By following these SOPs of Rodent Control using Rodent Mantra, a residential society can ensure effective control of rodent activity. This helps in preventing rodent-borne diseases, damage to property, and unpleasant odors. Above mentioned are the minimum guidelines of SOP. A detailed SOP to be prepared and implemented.

12.4 SOP for Pest Control for Cockroaches and Silverfish for a residential society

1. Inspection:
 - The pest control team should conduct a thorough inspection of the residential society to identify areas with high cockroach and silverfish activity.
 - The inspection should cover all potential entry points, hiding places, and food sources.
2. Treatment:
 - The pest control team should use approved pesticides to treat areas with high cockroach and silverfish activity, such as kitchens, bathrooms, and storage areas.
 - The treatment should be applied using appropriate equipment and methods to ensure maximum effectiveness.
 - The team should also treat potential entry points, such as cracks and crevices, to prevent future infestations.
3. Gel baiting:
 - The pest control team should apply gel bait in areas where liquid treatment is not possible, such as electrical appliances and cabinets.
 - The gel bait should be placed out of reach of children and pets.
4. Follow-up:
 - The pest control team should conduct follow-up inspections to ensure that the cockroach and silverfish activity is under control.
 - If necessary, additional treatment should be applied to control any remaining infestations.
5. Record Keeping:
 - The pest control team should maintain detailed records of the pest control program, including the date and time of inspection, the areas treated, and the products used.
 - The records should be updated regularly and made available for inspection.

By following these SOPs for pest control for cockroaches and silverfish, a residential society can ensure effective control of pest activity. This helps in preventing health hazards, damage to property, and unpleasant living conditions. Above mentioned are the minimum guidelines of SOP. A detailed SOP to be prepared and implemented.

13.0 SOP FOR SECURITY MANAGEMENT FOR RESIDENTIAL SOCIETY

1. Security Assessment:
 - Conduct a security assessment of the residential society to identify the security risks and vulnerabilities.
 - Identify the critical assets and areas that need to be protected.

- Record the findings of the security assessment.
2. Develop a Security Plan:
 - Develop a security plan based on the findings of the security assessment.
 - Identify the security measures that are necessary to mitigate the security risks and vulnerabilities.
 - Ensure that the security plan is communicated to the residents.
 3. Implement the Security Plan:
 - Implement the security plan with the help of the security personnel and the security agency.
 - Ensure that the security measures are implemented correctly.
 - Monitor the security activities to ensure that they are carried out effectively.
 4. Educate the Residents:
 - Educate the residents on the importance of security and their role in maintaining security in the residential society.
 - Provide information on the common security risks and vulnerabilities.
 - Encourage the residents to report any security concerns promptly.
 5. Maintain the Security Infrastructure:
 - Maintain the security infrastructure, such as the CCTV cameras, access control systems, and perimeter fencing.
 - Ensure that the security equipment is in good working condition.
 - Repair or replace the faulty equipment promptly.
 6. Control Access:
 - Control the access to the residential society.
 - Implement access control measures, such as access cards and biometric systems.
 - Verify the identity of the visitors and record their details.
 7. Conduct Regular Patrolling:
 - Conduct regular patrolling of the residential society to detect any security breaches.
 - Ensure that the security personnel are well-trained and equipped to handle security emergencies.
 - Record the patrolling activities.
 8. Monitor the Effectiveness of the Security Plan:
 - Monitor the effectiveness of the security plan through regular inspections and feedback from the residents.
 - Make necessary changes to the plan based on the feedback and the security results.
 9. Maintain Records:
 - Maintain records of the security activities, including the security assessment, security plan, security equipment maintenance, and patrolling activities.
 - Keep a record of the security incidents and their resolutions.

By following these SOPs for security management, a residential society can ensure that the security risks are mitigated effectively, and the residents are safe from security threats. Above mentioned are the minimum guidelines of SOP. A detailed SOP to be prepared and implemented.

13.1 SOP for Maids in Residential Society

1. Registration and Identification:
 - All maids who are employed in the residential society must be registered with the society office.
 - They must provide their full name, address, contact number, and a copy of their identity proof.
 - A unique identification number must be assigned to each maid.
2. Issuance of Identity Cards:
 - Identity cards must be issued to all registered maids.
 - The identity cards must display the photograph, name, and identification number of the maid.
 - The identity card must be worn at all times while on the society premises.
3. Verification and Background Checks:
 - The society office must verify the credentials of the maids before issuing the identity cards.
 - Background checks must be carried out to ensure that the maids do not have a criminal record.
 - The verification and background check results must be recorded and maintained by the society office.
4. Access Control:
 - Access to the residential society must be restricted for maids.
 - They must enter and exit the society premises through a designated gate.
 - The security personnel must verify the identity of the maids before allowing them to enter the society.
5. Working Hours:
 - The maids must be allowed to work only during the specified hours.
 - The working hours must be communicated to the maids.
 - Any deviations from the working hours must be authorized by the society office.
6. Code of Conduct:
 - The maids must adhere to the code of conduct specified by the society office.
 - They must not engage in any activities that are against the society's rules and regulations.
 - Any violations of the code of conduct must be reported to the society office.
7. Maintenance of Records:
 - The society office must maintain records of all registered maids.
 - The records must include the personal details, verification and background check results, and the identity card details of the maids.
 - Any changes to the records must be updated promptly.

By following these SOPs for maids, a residential society can ensure that the maids are registered, verified, and monitored effectively. This helps in maintaining the security and safety of the society's residents and properties. Above mentioned are the minimum guidelines of SOP. A detailed SOP to be prepared and implemented.

13.2 SOP for Vendors and Delivery Agents in a Residential Society

1. Identification:
 - All vendors and delivery agents should be required to wear identification badges or uniforms while in the residential society.
 - The identification should include their name, company name, and photograph.
2. Registration:
 - All vendors and delivery agents should be registered with the residential society before they are allowed to enter.
 - The registration should include their contact details, company details, and a copy of their identification.
3. Entry and Exit Points:
 - The residential society should have designated entry and exit points for vendors and delivery agents.
 - The entry and exit points should be manned by security personnel who will verify the identification of the vendors and delivery agents.
4. Time Restrictions:
 - The residential society should have specific time restrictions for vendors and delivery agents.
 - Vendors and delivery agents should only be allowed to enter during designated hours.
5. Parking:
 - Vendors and delivery agents should only be allowed to park in designated areas.
 - The designated parking areas should be clearly marked and communicated to the vendors and delivery agents.
6. Compliance with Rules:
 - Vendors and delivery agents should comply with all rules and regulations of the residential society.
 - Failure to comply may result in suspension of their registration or banning from the society.

By following these SOPs for vendors and delivery agents, a residential society can ensure a safe and secure environment for its residents. These measures help in preventing unauthorized access, theft, and other security breaches. Above mentioned are the minimum guidelines of SOP. A detailed SOP to be prepared and implemented.

13.3 SOP for shifting in a flat in residential society

1. Prior Notice:
 - The resident planning to shift into the flat should inform the society office at least 7 days in advance.
 - The notice should include the date and time of the move, the number of movers involved, and the expected duration of the move.
2. Book Elevator:
 - The resident should book the elevator with the society office for the duration of the move.

- The elevator booking should include the date and time of the move, the number of movers involved, and the expected duration of the move.
3. Protection of Common Areas:
 - The movers should take measures to protect the common areas of the residential society from damage during the move.
 - This may include the use of protective coverings for walls, floors, and elevator interiors.
 4. Unloading and Loading:
 - The movers should only use the designated entrance for loading and unloading.
 - The movers should avoid blocking common areas and pathways during the move.
 5. Noise Restrictions:
 - The move should be conducted during designated hours to avoid causing disturbance to other residents.
 - The movers should avoid making excessive noise during the move.
 6. Clearance of Common Areas:
 - After the move is completed, the movers should clear any debris and dispose of it properly.
 - The common areas should be left clean and tidy.

By following these SOPs for shifting in a flat in a residential society, the move can be conducted in an organized and efficient manner without causing inconvenience or damage to common areas. Above mentioned are the minimum guidelines of SOP. A detailed SOP to be prepared and implemented.

13.4 SOP for tenants in residential society

1. Agreement:
 - The tenant should sign a lease agreement with the landlord, which should be submitted to the society office for record-keeping.
 - The agreement should mention the duration of the lease, rent amount, and any other terms and conditions.
2. Registration:
 - The tenant should be registered with the society office.
 - The registration should include the tenant's contact details, identification proof, and the landlord's details.
3. Society Rules:
 - The tenant should abide by all rules and regulations of the residential society.
 - This includes restrictions on noise levels, parking, use of common areas, and maintenance of the flat.
4. Visitor Policy:
 - The tenant should comply with the visitor policy of the residential society.
 - This may include registering visitors with the security desk, ensuring that visitors do not park in designated resident parking spots, and adhering to visitor hours.
5. Maintenance and Repair:

- The tenant should promptly report any maintenance or repair issues to the landlord and the society office.
 - The tenant should allow access to the flat for repairs and maintenance.
6. Compliance with Laws:
- The tenant should comply with all relevant laws and regulations, including those related to noise, waste management, and safety.

By following these SOPs for tenants in a residential society, a harmonious living environment can be maintained, and any issues or violations can be resolved in a timely and efficient manner. Above mentioned are the minimum guidelines of SOP. A detailed SOP to be prepared and implemented.

13.5 Standard Operating Procedures (SOP) for the Security Incharge in Residential Society when a crime happens

Standard Operating Procedures (SOP) for the Security Incharge in Residential Society when a crime happens can help ensure the safety of residents and help law enforcement authorities in their investigation. Here is a general guideline for creating an SOP for Security Incharge in Residential Society when a crime happens:

1. Secure the Crime Scene:
 - Secure the area where the crime happened and prevent anyone from entering or tampering with evidence.
 - Preserve the crime scene until law enforcement authorities arrive.
2. Report the Crime:
 - Immediately inform law enforcement authorities of the crime.
 - Provide accurate and detailed information about the crime, including the location, nature of the crime, and any other relevant details.
 - Obtain a police report or incident report number for reference.
3. Interview Witnesses:
 - Interview any witnesses to the crime and obtain their contact information.
 - Record their statements and observations of the crime.
 - Provide this information to law enforcement authorities.
4. Review CCTV Footage:
 - Review CCTV footage to identify the perpetrator(s) and obtain any relevant information.
 - Preserve the footage as evidence and provide it to law enforcement authorities.
5. Coordinate with Law Enforcement Authorities:
 - Cooperate with law enforcement authorities during their investigation.
 - Provide any information, evidence, or assistance requested by law enforcement authorities.
 - Follow up with law enforcement authorities to obtain updates on the investigation.
6. Communicate with Residents:
 - Communicate with residents about the crime and any security measures being implemented.
 - Provide guidance on how residents can protect themselves and their property.

- Reassure residents that the society is taking appropriate measures to ensure their safety.

By implementing an SOP for Security Incharge in Residential Society when a crime happens, residents can have confidence in the ability of the society's security team to respond effectively to any security threat. Above mentioned are the minimum guidelines of SOP. A detailed SOP to be prepared and implemented.

14.0 SOP FOR LIFT INSPECTION

1. Visual Inspection:
 - The lift inspector should conduct a visual inspection of the lift components, including the lift cabin, doors, buttons, and safety features.
 - The inspector should check for any signs of wear and tear, damage, or malfunction.
2. Operational Testing:
 - The lift inspector should test the lift's operational features, including the door opening and closing mechanism, floor selection, and emergency stop buttons.
 - The inspector should ensure that the lift operates smoothly and that all safety features are working correctly.
3. Electrical Testing:
 - The lift inspector should conduct electrical testing to ensure that the lift's electrical components, such as the motor, controller, and wiring, are in good condition.
 - The inspector should use appropriate testing equipment and follow safety procedures while conducting electrical testing.
4. Load Testing:
 - The lift inspector should conduct load testing to ensure that the lift can handle the maximum load capacity safely.
 - The inspector should use appropriate testing equipment and follow safety procedures while conducting load testing.
5. Record Keeping:
 - The lift inspector should maintain a detailed record of the inspection, including the date and time of inspection, the components checked, and any repairs or replacements made.
 - The inspection records should be updated regularly and made available for inspection.
6. Follow-up Action:
 - If any issues are identified during the lift inspection, the inspector should report them to the building manager or lift maintenance provider immediately.
 - The inspector should ensure that the issues are resolved promptly and that the lift is safe for use.

By following these SOPs for lift inspection, a residential society can ensure that the lift is in good condition, safe for use, and complies with the relevant safety standards. This helps in preventing accidents and ensuring the safety and comfort of the lift users. Above mentioned are the minimum guidelines of SOP. A detailed SOP to be prepared and implemented.

15.0 SPECIAL CONDITIONS OF THE CONTRACT (SCC)

1. The contractor shall deploy adequate manpower including relievers (at least the assessed/estimated number in tender document) of experienced/ trained licensed holder personnel, wherever applicable, (Supervisor/ Electrician/ DG Operator/ lift rescue operator/ plumber/ mali etc.) (with minimum 3 years experience) in the respective areas of their duties at above locations to the satisfaction of EROS Group at the site in appropriate shift duties. The contractor shall also depute experienced (minimum 5 years in similar nature in a reputed organisation) Maintenance Supervisor/Site In-charge/Caretaker shall be responsible for liaisoning, day-to-day repair/maintenance/ assigned job activities at site. Such supervisor shall daily take round of the entire building and any defects/repair/maintenance observed/noticed, get it rectified immediately or otherwise in consultation with EROS Group official. All the breakdown shall be reported to EROS Group immediately and rectified without any loss of time. The Manpower defined at above shall work under his administrative supervision and the contractor shall be fully responsible for work done by them to the entire satisfaction of EROS Group. The services of the personnel deployed at sites, shall be made available 7 days a week, 365 days in a year including Sundays and holidays without any extra payment. The Contract shall make arrangement for weekly off of the manpower by his own by deploying additional manpower to maintain the minimum manpower mentioned in financial bid. EROS Group will not be responsible for any overtime payments to the personnel deployed by the contractor for any reason whatsoever. Duty allocation and roaster control shall be the contractor's responsibility. Exact working hours will be fixed in consultation with officer-in-charge of EROS Group. EROS Group reserves the right to advise replacement/change the manpower deployed by the contractor, if service is not found satisfactory. In case the proposed manpower deployed by the contractor is reduced, the monthly charges will also be reduced proportionately. However, the charges for extra deployment would be made as per the minimum wages.
2. The contractor has to provide proper uniform with his organization's name/logo, shoe, raincoat, umbrella and I-card etc. to the manpower deployed at EROS Group.
3. The contractor shall maintain adequate stock of frequently required spares/ consumables for repair and rectification works so as to ensure that the faults/defects are rectified immediately without any downtime. It shall be the responsibility of the contractor to provide special tools, always in readiness, so that break downs are attended immediately on their occurrence.
4. EROS Group reserves the right to terminate the contract without assigning any reasons whatsoever giving three months notice to the contractor. Similarly the contractor will also have to give three months notice in case contractor wants to discontinue the contract.
5. The bidders are advised to quote comprehensive amount for material and manpower which shall include half yearly increases in Dearness Allowances (D.A.) and all statutory/other obligations that may occur during the currency of the contract/extension of the contract. The contract is comprehensive i.e. operation & maintenance contract including supply of material and deployment of manpower.
6. Contractor shall pay half yearly increase in Dearness Allowances (D.A.) to all workmen as per the UP Administration wages act/ state regulation order or Uttar Pradesh minimum

wages (as amended from time to time). If there shall be any upward/downward revision in the D.A. during the contract period occurred, contractor shall make the payments accordingly to personnel deployed by him at EROS Group. However, any revision in the minimum wages by the UP Administration or State Govt. of Uttar Pradesh through Gazette notification than EROS Group will pay only actual increase amount in minimum wages as per the wages sheet of previous month submitted by the contractor. All other charges (if any) like- service charges, overtime charges and any other charges will be borne by contractor. EROS Group shall not be responsible to bear any extra cost due to any statutory/other obligations arising during the currency of the contract/extension of the contract. Payment to the workers shall be paid directly in their bank account through Bank as per latest guidelines of Labour Department.

7. The rates accepted by the Competent Authority of EROS Group shall remain fixed and valid for the entire period of contract except on account of variation due to revision in minimum wages through appropriate Gazette notification issued by the Government. The taxes will be paid extra as applicable at the time of billing. It may again be noted that the half yearly D.A. increases shall be borne by the contractor.
8. Details of cases pending with any Court of Law, if any, status thereof, to be submitted.
9. The contract is comprehensive i.e. operation & maintenance contract including supply of material and deployment of manpower for entire premises, common area, common services, occupied flats, Guest House, VoF, Dispensary and quarterly/periodical cleaning of empty/vacant flats and record room. The total no of occupied flats are around 1768 nos, club and AOA Office.
10. The contractor shall be liable for indemnifying the EROS Group from any liability on account of his employees and/or meeting any Statutory Obligations required under labour Laws of the Central/State Government(s). EROS Group will therefore not assume any responsibility thereto.
11. EROS Group reserves the right to reject any of the offers at technical/financial stage, if the same is not upto the expectation of Tender Committee.
12. The employee of contractor will ensure strict discipline and behavior and diligent performance of their duties most befitting to the décor of the most modern mechanized building and the employees of contractor shall not in any manner cause any interference, annoyance, nuisance etc. to EROS Group staff or its business or working or AOA Members and will be liable for immediately replacing the individual employee if the services rendered by him are not found to be satisfactory.
13. EROS Group is not responsible for any injury/death caused to the employees provided by contractor at EROS Group or Sampoonam Society. It will be the responsibility of contractor to abide with the all the provisions of the Workmen Compensation Act, 1923 and no compensation, whatsoever shall be paid by EROS Group in this regard.
14. Thorough checking of staff during entry/exit would be made by Security guards.
15. EROS Group will provide the available vacant flat/place for the Site/maintenance office within the Premises. However, the proper maintenance of the Site/maintenance office, its proper cleaning would be taken care by the Contractor without any extra payment. The electricity charges for the site office shall be paid by the Contractor. However, the Contractor may use the water from water supply source within the Colony/Premises at

free of the Cost. The drinking water arrangement for their staffs/manpower if any shall be arranged by the Contractor.

16. The Contractor shall maintain the site office in fully furnished and equipped office with Computer with internet connectivity, Printer cum scanner, and any other required accessories along with all office stationeries as a part of the Contract without any extra payment.
17. The Supervisor should have basic knowledge of the Computer.
18. The Contractor should provide the mobile at least to his Supervisors and the Supervisor should be available round the clock besides his duty hours for any emergency at site.
19. The Contractor shall be the Sole responsible for smooth maintenance and timely services for the Sampoonam Societies as per the contract and must be available at Sites and Office of AOA as and when required by EROS Group.

16.0 REPORTING STRUCTURE

Reporting structure of Verification or Identifying the Gaps to be followed as per below

16.1 Level 1

- a) One Resource with Roles & Responsibility of Verification of above activities or Identifying the Gaps to be allocated by Contractor.
- b) Allocated Resource must visit all the Towers and each and every floors to verify whether the cleaning is done properly.
- c) Gaps to be identified and it has to get rectified on the same day.
- d) Verification sheet / register to be submitted to Level 2

16.2 Level 2 (Facility Manager appointed by contractor)

- a) Level 2 Verification to be ensured by Facility Manager / any other resource allocated.
- b) It is responsibility of Level 2 allocated resource that Level 1 verification is done thoroughly.
- c) He has to either make a visit to all tower (each and every floor) or surprise visit every day to towers for verification.
- d) If any gaps are identified, then he will be responsible for the Gap.
- e) He has to maintain verification of register and work executed Daily/Weekly basis.
- f) He will submit his daily/weekly report to Level 3 and allocated AoA Member (HoD of Housekeeping & Horticulture)

16.3 Level 3 (Estate Manager appointed by EROS Group)

- a) Level 3 verification to be ensured by Estate Manager.
- b) Level 2 Verification report to be examined and signed by Level 3
- c) Level 3 verification to be done by making a surprise visit in 3-4 Towers on daily basis. Selection of Tower Nos to be done randomly and selection of Tower should not be known to Level 1 or Level 2 resources.

16.4 Level 4 (AoA Member)

- a) Level 4 verification will be done by allocated AoA Member
- b) Level 4 will receive weekly report from Level 3

- c) Level 4 will take random feedback from residents.
- d) Level 4 will bring Gaps and its report to the Board Member of AoA and the same will be discussed in the meeting.

16.5 Final Level (Board Members of AoA)

- a) Board Members will discuss on the Gaps
- b) Board Member will call Estate Manager and his team members to discuss each matter brought to the notice of the Board.
- c) Corrective plan of action to be made and to be documented.
- d) Any proposal is required for improvement to be signed jointly and will be published for Public Discussion and the same to be implemented by Maintenance Agency.

17.0 TENDER FORMS

17.1 Annexure-1 (Bidder Information)

Annexure-1 BIDDER INFORMATION

Date: _____

S. No.	Particulars/Details	
1	Name of the Bidders/ Firm	
2	Communication Address	
3	Telephone No. Office	
	Mobile	
	Fax	
	E-Mail	
	Website	
4	Authorised Person - Name	
	Designation	
	Mobile	
	E-Mail ID	
5	Alternate Authorised Person - Name	
	Designation	
	Mobile	
	E-Mail ID	
6	Employee's PF & Miscellaneous Provision Act, 1952 (Valid PF code required)	
7	ESI Number & DATE (Valid ESI code required)	
8	PAN	
9	TIN No.	
10	Company Registration No.	
11	GST Registration No.	
12	Income Tax Return for last 3 years.	
13	Beneficiary Bank Details	
	Bank Account No	
	IFSC/NEFT Code	
	Name of Bank	
	Address of Branch	
14	Particular of Tender Fee (if any)	
	Amount	Rs.
	(DD/PO) No.	

	Date	
	Name of the Bank	
	Address of Bank	
15	Particular of Earnest Money Deposit (EMD)	
	Amount	Rs.
	(DD/PO) No.	
	Date	
	Name of the Bank	
	Address of Bank	
16	The bidder should have office in Delhi/NCR (Yes/No).	
17	The bidder should have Average Annual Turnover at least 20 crores in last 3 year ending March, 31 st 2022.	
18	Furnish the names with address & telephone nos. of three responsible persons who will be in a position to certify about the services/quality as well as the past performance of your organization.	
19	Whether, MSME, if yes, attached valid copy of certificate.	
20	Whether you accept all the terms and conditions of the tender; Yes/No	

(Fill up the above table & Enclose legible copies of the supporting documents)

Date:
Place:

Signature of authorized person
Full Name & Designation
Company's Seal

17.2 Annexure-2 (Details of Work Experience and Skilled Manpower)

Annexure-2

A. Details of Similar Experience: Maintenance of Residential Societies/Colonies during the last 5 years.

Sl. No.	Name & Address of the client, Concerned Person and contact/ Mobile No	Name and Location of work	No. of Floor in Building in which maintenance services provided	Value of Work (In lakh-Annual Billing)	Starting date of Contract Period	Ending date of Contract Period	Completion / Performance Certificate enclosed 'Yes' or 'No'	Any other information you would like to give
1	2	3	4	5	6	7	8	9

(Fill up the above table & Enclose legible copies of the supporting documents related to Pre-Qualification Criteria)

B. Details of Technical and skilled manpower

Ser. No.	Name and Designation	Qualification	Experience	Any Other Information
1	2	3	4	5

C. Financial Capability: Average Annual Turn Over of the bidder during the last 3 years

Ser. No.	Financial Year	Turnover (Rs. in lakh)
1	2019-20	
2	2020-21	
3	2021-22	
	Average	

(Fill up the above table and Enclose copy of Turn over certificates, profit/loss statement certified by any Chartered Accountant.)

Date:
Place:

Signature of authorized person
Full Name & Designation:
Company's Seal

17.3 Annexure 3: Tender Acceptance Letter

TENDER ACCEPTANCE LETTER

To,

Estate Manager (EROS SAMPOORNAM)
EROS Group
8th Floor, Eros Corporate Tower,
Nehru Place, New Delhi -110019 INDIA

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No:

Name of Tender / Work: - Comprehensive operation and maintenance Contract for Residential Premises (at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh-201318).

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: ([Weblink](#)) as per advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents of all pages (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by department/ organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking/Private organization.
6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then tender committee/ department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit /Security deposit or both absolutely.

Date:

Place:

Signature of authorized person

Full Name & Designation:

Company's Seal

17.4 Annexure -4: OFFER FORWARDING LETTER/TENDER SUBMISSION LETTER

Annexure -4

**OFFER FORWARDING LETTER/TENDER SUBMISSION LETTER
(To be typed submitted in the letter Head of the Company/firm of Bidder)**

Offer Reference No.....

Dated:.....

To,

Estate Manager (EROS SAMPOORNAM)
EROS Group
8th Floor, Eros Corporate Tower,
Nehru Place, New Delhi -110019 INDIA

Dear Sir,

Sub: Submission of Offer against Tender Specification No:.....

I/We hereby offer to carry out the work detailed in the Tender Specification issued by EROS Group,, in accordance with the terms and conditions thereof.

I/We have carefully perused the following listed documents connected with the Tender documents and shall abide by the same.

- i. Amendments/Clarifications/Corrigenda/Errata/etc issued in respect of the Tender documents by EROS Group.
- ii. Notice Inviting Tender (NIT)/ (Technical Bid)
- iii. Financial Bid
- iv. Documents referred to in tender document
- v. Forms and Procedures

Should our Offer be accepted by EROS Group for Award, I/we further agree to furnish 'Security Deposit' for the work as provided for in the Tender Conditions within the stipulated time as may be indicated by EROS Group.

I/We further agree to execute all the works referred to in the said Tender documents upon the terms and conditions contained or referred to therein and as detailed in the appendices annexed thereto.

I/We have deposited/depositing herewith the requisite Earnest Money Deposit (EMD) as per details furnished in the tender document.

Place:

Date:

Authorised Representative of Bidder

Signature:

Name:

Address:

17.5 Annexure -5: DECLARATION BY AUTHORISED SIGNATORY OF BIDDER

Annexure -5

DECLARATION BY AUTHORISED SIGNATORY OF BIDDER
(To be typed submitted in the letter Head of the Company/firm of Bidder)

To,

Estate Manager (EROS SAMPOORNAM)
EROS Group
8th Floor, Eros Corporate Tower,
Nehru Place, New Delhi -110019 INDIA

Dear Sir,

Sub: Declaration by Authorised Signatory

Ref: i) NIT/Title of the work. Name of Tender No... ,

ii) All other pertinent issues till date

I/We hereby certify that all the information and data furnished by me with regard to the above Tender Specification are true and complete to the best of my knowledge. I have gone through the specifications, condition, stipulations and other pertinent issues till date, and agree to comply with the requirements and Intent of the specification.

I further certify that I am authorized to represent on behalf of my company/firm for the above mentioned tender and a valid Power of Attorney/Authorization letter to this effect is also enclosed.

Yours faithfully,

(Signature, Date & Seal of Authorized Signatory of the Bidder)

Date:

Enclosed: Power of Attorney/Authorization letter

17.6 Annexure -6: DECLARATION CONFIRMING KNOWLEDGE ABOUT SITE CONDITIONS

Annexure -6

DECLARATION CONFIRMING KNOWLEDGE ABOUT SITE CONDITIONS
(To be typed submitted in the letter Head of the Company/firm of Bidder)

To,

Estate Manager (EROS SAMPOORNAM)
EROS Group
8th Floor, Eros Corporate Tower,
Nehru Place, New Delhi -110019 INDIA

Dear Sir,

Sub: Declaration confirming knowledge about Site conditions

Ref: i) NIT/Tender No... ,
ii) All other pertinent issues till date

I/We hereby declare and confirm that we have visited the site as referred in EROS Group Tender Specifications and acquired full knowledge and information about the site conditions including Wage structure, Industrial Climate, the Law & Order and other conditions prevalent at and around the site. We further confirm that the above information is true and correct and we shall not raise any claim of any nature due to lack of knowledge of Site conditions.

I/We, hereby offer to carry out works as detailed in above mentioned Tender Specification, in accordance with Terms & Conditions thereof.

Yours faithfully,

(Signature, Date & Seal of Authorized Representative of the Bidder)

Date:

Place:

17.7 Annexure -7: NO DEVIATION CERTIFICATE

Annexure -7

NO DEVIATION CERTIFICATE

(To be typed submitted in the letter Head of the Company/firm of Bidder)

To,

Estate Manager (EROS SAMPOORNAM)
EROS Group
8th Floor, Eros Corporate Tower,
Nehru Place, New Delhi -110019 INDIA

Dear Sir,

Sub: Declaration by Authorised Signatory

Ref: i) NIT/Tender No... ,
ii) All other pertinent issues till date

We hereby confirm that we have not changed/modified/materially altered any of the tender documents as downloaded from the website/issued by EROS Group and in case of such observance at any stage, it shall be treated as null and void and his tender shall deemed to be withdrawn.

We also hereby confirm that we have neither set any Terms and Conditions and nor have we taken any deviation from the Tender conditions together with other references applicable for the above referred NIT/Tender Specification.

We further confirm our unqualified acceptance to all Terms and conditions, unqualified compliance to Tender Conditions, Integrity Pact (if applicable) and acceptance to Reverse bidding process.

We confirm to have submitted offer in accordance with tender instructions and as per aforesaid reference.

Thanking you,
Yours faithfully,

(Signature, Date & Seal of Authorized Signatory of the Bidder)

17.8 Annexure -8: DECLARATION FOR RELATION IN EROS Group/ SAOA

Annexure -8

DECLARATION FOR RELATION IN EROS Group/ SAOA

(To be typed and submitted in the Letter Head of the Company/Firm of Bidder failing which the offer of Bidder is liable to be summarily rejected)

To,

Estate Manager (EROS SAMPOORNAM)
EROS Group
8th Floor, Eros Corporate Tower,
Nehru Place, New Delhi -110019 INDIA
Dear Sir,

Sub: Declaration for relation in EROS Group/ SAOA

Ref: NIT/Tender No.

I/We hereby submit the following information pertaining to relation/relatives of Proprietor/Partner (s)/Director(s) employed in EROS Group/ SAOA (Sampoornam Apartment Owners Association).

Tick(v)any one as applicable:

7. The Proprietor, Partner(s), Director(s) of our Company/Firm DO NOT have any relation or relatives employed in EROS Group/ SAOA (Sampoornam Apartment Owners Association)

OR

8. The Proprietor, Partner(s), or Director(s) of our Company/Firm have relation/relatives employed in EROS Group/ SAOA (Sampoornam Apartment Owners Association) and their particulars are as below:

(i)

(ii)

Signature of the Authorised Signatory

Note:

1. Attach separate sheet, if necessary.
2. If EROS Group/ SAOA (Sampoornam Apartment Owners Association) come to know at a later date that the information furnished by the Bidder is false, EROS Group reserves the right to take suitable action against the Bidder/Contractor.

17.9 Annexure -9: NON DISCLOSURE UNDERTAKING (INTEGRITY PACT)

Annexure -9

NON DISCLOSURE UNDERTAKING (INTEGRITY PACT)

(To be typed and submitted in the Letter Head of the Company/Firm of Bidder)

I/We understand that EROS Group _____ is committed to Information Security Management System as per their Information Security Policy.

Hence, I/We M/s _____
who are submitting offer for providing services to EROS Group _____ against Tender Specification No. _____
hereby undertake to comply with the following in line with Information Security Policy of EROS Group. ,

- To maintain confidentiality of documents & information which shall be used during the period of the Contract.
- The documents & information shall not be revealed to or shared with third party which shall not be in the business interest of EROS Group.

(Signature, date & seal of Authorized Signatory of the bidder)

Date:

17.10 Annexure 10: Declaration

DECLARATION

(TO BE TYPED ON A LETTER HEAD OF THE COMPANY/ FIRM)

To,

Estate Manager (EROS SAMPOORNAM)
EROS Group
8th Floor, Eros Corporate Tower,
Nehru Place, New Delhi -110019 INDIA

Ref: 1) NIT/Tender No.

Dear Sir,

1. We have carefully read and understood all the terms and conditions of the tender and hereby convey our acceptance to the same.
2. The information / documents furnished along with the above offer are true and authentic to the best of my knowledge and belief. We are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of our tender at any stage besides liabilities towards prosecution under appropriate law.
3. We have apprised our self fully about the job to be done during the currency of the period of agreement and also acknowledge to bear consequences to of nonperformance or deficiencies in the services on our part.
4. We have no objection, if enquiries are made about the work listed by us.
5. We have not been under suspension/termination/banned/blacklisted in the preceding 2 years, till last date of submission of bid, by any RWA/AOA/Govt Societies/Govt or any other organization where we have worked. Further, if any of the partners/directors of our organization /firm is blacklisted or having any criminal case against them, our bid/offer shall not be considered. At any later point of time, if this information is found to be false, EROS Group may terminate the assigned contract immediately.
6. We have not been found guilty by a court of law in India for fraud, dishonesty or moral turpitude.
7. We agree that the decision of EROS Group in selection of Bidders will be final and binding to us.

Date: Signature of authorized person

Place: Full Name & Designation:

Company's Seal:

N.B: The above declaration, duly signed and sealed by the authorized signatory of the company, should be enclosed with Technical Bid.

17.11 Annexure 11: Certificate

Annexure -11

(On Company Letter Head)

Ref No.

Dated:

To,

Estate Manager (EROS SAMPOORNAM)
EROS Group
8th Floor, Eros Corporate Tower,
Nehru Place, New Delhi -110019 INDIA

CERTIFICATE

It is certified that all the dues of personnel deployed at Sampooranam Site, for the said contract, have been paid upto..... by us, in accordance with the latest minimum rates of wages, as fixed by the

State Govt. / Uttar Pradesh Administration wages act/ state regulation order. All the statutory obligations/requirements have been complied with, in regards to payment of wages, contribution to PF/ESI/Gratuity/Bonus etc. and any other dues have been met and EROS Group or Sampooranam Apartment Owners Association will not assume any responsibility thereto. The Contract Labour (Regulation & Abolition) Act, 1970 and (Central) Rules, 1971 have also been complied with.

Further, certified that the consolidated monthly payment challans to ESI & PF authorities includes the contributions deducted from all personnel deployed at Sampooranam Society.

Regards

Signature

(Name of the Concerned Person)

For & on behalf of (Name of Company) Seal of the Company

17.12 Annexure-12: UNDERTAKING

Annexure-12

UNDERTAKING

(To be executed on Company letter head)

We _____ (Name & Address of the Bidder/Contractor) undertake that we will maintain the whole equipment(s), its sub equipment(s), subsystem(s) properly in smooth running condition. As we have accepted and offered the prices for all-inclusive comprehensive maintenance contract in the submitted bid, If any equipment or its related parts or machinery found damaged/not working properly/ abnormal sound/heating/leakage/wiring damage/insulation damaged/any parts rusted/equipment part's missing/the loss of any items/ spare part damage etc. than we shall be fully responsible for rectification of interpreted system and for also keeping the whole system in completely healthy and smooth running condition.

We also undertake that we will replace/repair the faulty equipment(s) immediately. The make of replace item/equipment shall be similar to the existing items or reputed make as per agreed by EROS Group.

Signature of Authorized Person:
Name:

Date:

Address:
Place:
Company Seal

17.13 Annexure-13: Certificate

Annexure-13

(On Company Letter Head)

Ref No.

Dated:

To,

Estate Manager (EROS SAMPOORNAM)
EROS Group
8th Floor, Eros Corporate Tower,
Nehru Place, New Delhi -110019 INDIA

CERTIFICATE

It is certified that, we.....(Name and Address of contractor) have complied with provision of

- a) Environmental (Protection) Act 1986 and Environment (Protection) Rules,1986
- b) Hazardous waste (Management, Handling and Transboundary movement rules, 2008).
- c) Batteries (Management and Handling) Rules,2001.
- d) Uttar Pradesh Fire Services Act, 2007.
- e) Solid Waste Management Act

Regards,

Signature
(Name of the Concerned Person)

For & on behalf of (Name of Company) Seal of the Company

17.14 Annexure-14: LOI/AWARD LETTER/WORK ORDER FROMAT

Annexure- 14

LOI/AWARD LETTER/WORK ORDER FROMAT (To be awarded to Successful bidder)

No.

Date:

To

Dear Sir,

Re: Name of Work

1. This has reference to the following:-
 - a) Our invitation of bids, NIT/Tender Notice No.dated
 - b) Tender Document on the above subject.
 - c) Your bid reference No. dated
 - d) Opening of Technical Bid on at.....at
 - e) Opening of Financial Bid on at.....at
 - f) Final offer after negotiation submitted by contactor/bidder on
2. In this connection, EROS Group is pleased to award(Name of Work) at Registered Office from to.....at
3. 1st year contract value of Rs...../- (Rupees Only) and 2nd year Contract Value of Rs...../- (Rupees only), plus applicable taxes, i.e. total contract value of (1st + 2nd year) Rs...../-(Rupees.....only) plus applicable taxes. The scope of work, ITB, special/ general terms and conditions as per the tender, corrigendum/addendum if any, various declarations submitted as part of the bid, as more specifically defined in the Tender, will form a part of the contract. You will provide and maintain highest standards of performance, comprehensive services and proper upkeep of all areas under contract during the period of the contract and all maintenance required thereto.
4. Further, you are required to furnish a Security Deposit equivalent to 5% of the average contract value of 1st year and 2nd year, i.e. Rs...../- (Rupees only) in the form of Pay
5. Order/ Demand Draft/ Bank Guarantee (as per prescribed proforma) valid up-to Contract period + 3 months on or before signing the contract agreement with all agreed terms and conditions of the contract.
6. During the period of the above said contract, in case your services are found to be unsatisfactory, and breach of any terms & conditions observed, EROS Group may terminate the aforesaid contract as per the terms of the tender document and your company will be disqualified from participation in future tenders/bids of EROS Group.

7. You are advised to make necessary arrangements for deploying your manpower as per the said contract and take over the work/site from the existing vendor/contractor in good working/trouble-free condition.
8. The Contractor is required to execute contract agreement for the said work as per the prescribed proforma on a non-judicial stamp Paper of Rs.100/- within 15 days from the date of the LOI/Award Letter/Work Order. The contractor shall pay for all stamps duty and legal charges, incidental expenses, if any.
9. Please return the duplicate copy of this letter duly signed by your authorized signatory as a token of your unconditional acceptance.

Yours faithfully,

(Signature of issuing officer)

17.15 Annexure-15: CONTRACT AGREEMENT FORMAT

Annexure-15

CONTRACT AGREEMENT FORMAT

(To be executed with successful bidder on Non-judicial Stamp Paper of Rs.100/-)

This agreement made this day of day of, 2023 between EROS Group/its company, a Company incorporated under the Companies Act, 1956, having its Registered Office at (..... Registered office address.....), (hereinafter referred to as “EROS Group”, which expression shall unless repugnant to the context and meaning thereof includes its successors and assigns) of the ONE PART.

AND

M/sName and address of contractor..... (hereinafter referred as “Contractor”) of the SECOND PART which expression shall unless repugnant to the context and meaning thereof includes its successors and assigns) of the SECOND PART.

AND WHEREAS

- A. EROS Group is desirous of availing the services for(Name of work).....hereinafter referred to as “(The work)” at its (.....Address of Society.....) (hereinafter referred to as “Sampoornam Society”);
- B. The Contractor has represented that the Contractor is sufficiently equipped to carry out and possesses extensive experience in the field of (.....Name of work.....) in accordance with the terms and conditions prescribed in this regard;
- C. In response to an invitation of NIT/Tender No. dated issued by EROS GROUP for...(Name of Work)....., the Contractor submitted his/their offer dated..... and whereas EROS Group relying upon the representation of the Contractor has accepted the offer of the Contractor on the terms and conditions specified in the Letter of Intent No./Award Letter/Work Order No. dated read with the reference cited therein and also the terms and conditions laid down in the NIT issued/published in(weblink).....
- D. The tender documents including the notice letter, inviting tender, instruction to bidder, General Conditions of Contract, Special Conditions of Contract, corrigendum/addendum if any, Bill of Quantities (BOQ)/Price schedules, General obligation, Specifications, Drawings, Plans, Time schedule of completion of jobs, Acceptance of Letter of Intent/Award letter/Work order and any statement of agreed variations, if any, shall be read as “Mutatis Mutandis” form part of this Contract though separately set out herein and are included in the expression " the Contract" wherever herein used.

NOW THEREFORE, THIS AGREEMENT WITNESS AS FOLLOWS:

1. This Agreement shall come into force with effect from and shall remain in force till

2. That the Contractor shall carry out/ execute the work of (...name of work...) more particularly described in the Tender specifications of NIT- (...name of work.....) read with scope of work, ITB, special/general terms and conditions as per the tender, various declarations submitted as part of bid by the Contractor which form a part of the Contract.
3. The contractor has furnished to EROS Group Security Deposit equivalent to 5% of the average contract value of 1st year and 2nd year in the form of Demand Draft/Pay Order/Bank Guarantee for sum of Rs... /-, towards satisfactory performance and completion of the Contract.
4. That in consideration of payments to be made to the Contractor by EROS Group in accordance with LOI /Work order dated ...date... given by EROS Group prior to this agreement, the Contractor hereby covenants and undertakes with EROS Group that the contractor shall execute and carry out the work in conformity, in all respects with the terms and conditions specified in this Agreement and the documents submitted by him, governing the same.
5. That the Contractor shall be deemed to have carefully examined the workload specified in the tender document, this Agreement and the documents submitted/governing the same and also to have satisfied himself as to the nature and character of work to be executed buy him.
6. That the Contractor shall carry out the services of the said work to the complete satisfaction of the officer nominated by EROS Group for this purpose.
7. That EROS Group shall be entitled to deduct from the Contractor's running bills or otherwise income tax or such other taxes as provided in the Income Tax or law of land.
8. That it is hereby agreed by and between the parties that non-exercise, forbearance or omission of any of the powers conferred on EROS Group and/ or any of its authorities will not in any manner constitute waiver of the conditions hereto contained in these presents and the liability of the Contractor with respect to compensation payable to EROS Group or Contractor's obligations shall remain unaffected.
9. The Contractor shall duly comply in all respects, with the provisions of all statues, rules and regulations applicable to it and/or its employees including but not limited to the Minimum Wages Act, Employees Provident Fund and Miscellaneous Provisions Act, Employees State Insurance Act, Payment of Bonus Act, Contract Labour (Regulation & Abolition) Act or other statutory rules, regulations, bye-laws as applicable or which become applicable in future.
10. That the payments made to the Contractor's employees or otherwise, under statutory obligations, on behalf of the Contractor, shall be liable to be adjusted /recoverable from the payments accrued to the Contractor.
11. That all documents signed/submitted/agreed upon by the Contractor specified in the scope of work, ITB, special/general terms and conditions as per the tender, various declarations submitted as part of the bid, will form part of this Contract.
12. That the Contractor shall pay to the workers deployed by him at EROS Group as proposed in the offer referred above.
13. The Contractor shall at all times be solely responsible and/or liable to issue and maintain adequate insurance for the life and safety of its employees and shall ensure that the said insurance policies do not lapse.

14. The Contractor shall indemnify and keep indemnified EROS Group against all claims, demands, suits and proceedings whatsoever that may be brought or made against EROS Group by or behalf of any person, body, authority, whomsoever and all penalties, levies, taxes, losses, damages, costs, charges and expenses and all other liabilities of whatever nature which EROS Group may now hereafter be liable to pay or sustain by virtue of or as a result of the performance or non-performance by the Contractor of any of the terms and conditions of this Agreement or applicable laws.
15. The Contract hereby agrees that it shall not assign or transfer or sub-contract this Agreement or part thereof to any third party under any circumstances.
16. Notwithstanding anything contained herein above, EROS Group shall have the right to terminate this Agreement at any time during its currency by giving three months' notice to the Contractor without assigning any reason and EROS Group shall be entitled to recover any money becoming due under this Agreement from the Contractor.
17. Any dispute or difference of any nature whatsoever regarding any right, liability, act, omission of either of parties hereto arising out of or in relation to this agreement or any matter incidental thereto shall be referred to the arbitration of a single arbitration as per the provisions of the Arbitration & Conciliation Act, 1996. The Arbitrator shall be appointed by the CEO & MD of EROS Group and the parties shall bear the costs of such arbitration in equal shares. Such arbitration shall be held at Delhi and the courts at Delhi alone shall have the jurisdiction to deal with the arbitration proceedings and the awards in accordance with law.

In witness hereof, the parties hereto have respectively set their signatures in the presence of:

Signed by: _____

Signed by: _____

For and on behalf of the Contractor or by an authorized person or holding a valid Power of Attorney in the presence of

for and on behalf of EROS Group in the presence of _____

Witness: _____

Witness: _____

Name: _____

Name: _____

Address: _____

Address: _____

Date: _____

Date: _____

17.16 Annexure-16: BANK GUARANTEE FORMAT FOR SECURITY DEPOSIT

Annexure-16

BANK GUARANTEE FORMAT FOR SECURITY DEPOSIT
(To be executed with successful bidder on Non-judicial Stamp Paper of Rs.100/-)

To

Sampoornam Management Services Private Limited
8th Floor, Eros Corporate Tower,
Nehru Place, New Delhi -110019 INDIA

Bank Guarantee No.:

Date:

Amount:

Valid upto:

THIS DEED OF GUARANTEE made this Day of....., 2023, by The Name of Bank , a banking company incorporated under Banking Companies Act, 1970, / Company Act, 1956 having its Head Office at and having Branch at (hereinafter called the Bank, which expression shall unless repugnant to the context and meaning thereof includes its successors).

In favour of

M/s. Sampoornam Management Services Private Limited , a company incorporated under the Companies Act, 1956, having its Registered Office at 8th Floor, Eros Corporate Tower, Nehru Place, New Delhi -110019 INDIA , India (hereinafter called “the Employer/EROS GROUP”, which expression shall unless repugnant to the extent and meaning thereof includes its successors and assigns).

WHEREAS the Employer and M/s Name of the Contractor/ , having their Registered Office atAddress of the Contractor..... (hereinafter called “the Contractor”, which expression shall unless repugnant to the extent and meaning thereof includes its successors and assigns) have issued Award Letter/LOI No. dated whereby the Contractor has agreed to carry out the workof “.....Name of work..... ” subject to the terms therein contained.

AND WHEREAS in accordance with the terms and conditions of the Agreement, the Contractor has agreed to furnish a Bank Guarantee to the Employer in the form acceptable to the Employer, for a sum of Rs.....(Rupees) to ensure timely and satisfactory performance by the Contractor of its obligations under the Agreement.

AND WHEREAS the Bank has at the request of the Contractor agreed to furnish an irrevocable guarantee in favor of the Employer to duly secure the performance by the Contractor of its obligations under the Agreement of Services on the terms and conditions herein contained.

NOW THIS DEED WITNESSETH AS FOLLOWS:

1. The Bank hereby unconditionally and irrevocably guarantees the due and punctual performance and observance of and compliance by the Contractor of the covenants, agreements, conditions and provisions expressed or implied on the part of Contractor to be performed, observed or complied with under the Agreement in accordance with the terms thereof and in the event of Contractor's non-performance, non-observance and non-compliance of the same for any reasons, the Bank shall absolutely, irrevocably and unconditionally without any right of set off or counter claim, forthwith upon receipt of a written demand by the Employer and without demur or protest and without reference to the Contractor pay to the Employer a sum not exceeding Rs.....
A demand so made by the Employer shall be final and binding on the Bank and the Bank shall be obliged to pay the amount demanded forthwith to the Employer.
2. The Bank's liability under this Guarantee is restricted to Rs..... /-
3. The decision of the Employer, for the time being in force, or upto completion period plus Ninety (90) days i.e,.....(date).... as to the non-performance, non observance and non-compliance by the Contractor of the covenants, agreements, conditions and provisions expressed or implied, of the part of the Contractor, to be observed, performed or complied with under the Agreement shall be final, conclusive and binding upon the Bank and shall not in any circumstances be questioned by the Bank.
4. Any demand for payment under the Guarantee shall be made on the Bank by the Employer in writing at **The Name of Bank_____ with address_____** and shall be deemed to have been sufficiently made by the Employer if the writing containing the demand is sent and received by the Bank by registered post to the address as aforesaid or sent to the Bank by hand delivery at such address and written acknowledgement obtained to such delivery.
5. The guarantee obligations of the Bank hereunder shall continue in force and effect and be binding on the Bank in accordance with its terms up to
6. As between the Bank and the Employer (but without affecting the Contractor's obligations) the bank shall be liable under this Guarantee as if it were the sole Principal Debtor. The bank's liability hereunder shall not be discharged nor shall its liability be affected by:
 - i. Any time, indulgence, waiver or consent at any time given by the Employer to the Contractor;
 - ii. Any amendment to the Agreement;
 - iii. The making or the absence of any demand by the Employer on the Contractor or any other person for payment;
 - iv. The enforcement or absence of enforcement of the Agreement or of any security or other guarantee or indemnity;
 - v. The illegality, invalidity or unenforceability of any defect in any provision of the Agreement or of any of the Contractors obligations there under;
 - vi. The dissolution, amalgamation, reconstruction or reorganization or appointment of any Administrative receiver of the contract or

Provided that nothing contained hereinabove extends or enlarges the liability of the bank under this guarantee.

7. The Guarantee herein contained shall not be determined or in any way prejudiced or affected by any change in the constitution of the Bank or by any merger or amalgamation or reconstruction or the Bank but shall be enforceable against the merged, amalgamated or reconstructed body.
8. The Bank hereby expressly and irrevocably waives all claims of waiver, release, surrender or compromise, defenses, setoffs, counter claims, recoupment, reductions, limitation and impairments.
9. The Employer shall be at liberty to vary, and alter or modify any of the terms and conditions of the Agreement including without limitation to extend from time to time the time for the performance of the Agreement by the contractor or to postpone from time to time any of the powers exercisable by the Employers against the contractor, to forbear or to enforce any of the terms and conditions of the Agreement, without in any manner affecting this Guarantee and without notice to or assent of the Bank provided that nothing contained hereinabove extends or enlarges the liability of the Bank under this guarantee.
10. The Bank waives any right requiring the Employer to proceed first against the Contractor or requiring the employer to first enforce any other security or any other guarantee.
11. The Bank agrees and confirms that its obligation to make payment to the Employer on demand hereunder and discharge of such obligation shall not be delayed, exercised or avoided by reason of any act or omission on the part of the Employer the legal consequence of which may be the discharge of the Bank as guarantor.
12. The Bank declares and confirms that the Bank has taken all necessary corporate action to authorize the execution delivery and performance of this Guarantee in accordance with the terms hereof and that the bank has full power to enter into and performance and discharge its obligations undertaken hereunder and this his Guarantee constitutes legal, valid and binding obligation of the Bank, enforceable in accordance with its terms.
13. This guarantee shall be governed by and construed in all respects according to the laws of the India and shall be subject to the jurisdiction of the court in New Delhi.
14. All notices, demands or communications required or permitted to be given hereunder shall be in writing and shall be valid and sufficient if dispatched and acknowledged as received as follows:

To the Bank:

The Name of Bank and Address

To the Employer:

Sampoornam Management Services Private Limited
8th Floor, Eros Corporate Tower,
Nehru Place, New Delhi -110019 INDIA

Any party hereto may change its address by a notice given to the other party hereto in the manner set forth above, All notices, demands and other communications shall be deemed to have been duly given (i) on the expiry of immediately after the date of transmission with confirmed answer back if transmitted by e-mail, telex, cable or facsimile, whichever shall first occur.

15. Any forbearance or indulgence on the part of the Employer in the enforcement of the covenants, agreements, conditions and provisions express or implied on the part of the Contractor to be performed, observed or complied with by the Contractor under the Agreement shall in no way relieve the Bank of its liability under the Guarantee provided that nothing contained hereinabove extends or enlarges the liability of the bank under this guarantee.

16. Terms and expression defined in the Agreement and used herein shall have the meanings assigned to them therein save and except where the context otherwise require.

Notwithstanding anything contained herein above

- i. Our liability under this guarantee shall not exceed **Rs.**
- ii. The Bank guarantee shall be valid up to **Contract period (+) 3 months i.e.** and
- iii. It is a condition to our liability for payment of the guaranteed amount or part any thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before till expiry date , failing which, our liability under this bank guarantee will automatically cease.

IN WITNESS WHEREOF THE BANK HAS SET ITS HAND AND SEAL THE DAY AND YEAR FIRST ABOVE WRITTEN.

For Name of Bank

Manager

Place:

Date:

18.0 ANNEXURE-17: FINANCIAL BID

Annexure-17

Financial Bid
"SCHEDULE OF RATES (To be submitted in Financial Bid)"

Job Description	Comprehensive amount (excluding Taxes)		
	(A)	(B)	(A+B)
The Comprehensive operation and maintenance Contract for Residential Premises (at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh-201318).	Comprehensive amount for 1 st year (excluding Taxes)	Comprehensive amount for 2 nd year (excluding Taxes)	Total amount of 1 st and 2 nd year (excluding Taxes)
Minimum Manpower deployment at Site as provided in RFP and SoP provided in the RFP as well as SoP (that are not included in RFP) to be frozen based on best practices.			

Note:

- Bidder must enclose the list of following with quantity along with the Technical Bid
 - Housekeeping Machines
 - Housekeeping consumables
 - All Tools Housekeeping, Horticulture, Engineering, Communication & IT, etc
 - Other consumables etc
- Evaluation of Financial bids will be based on total amount of 1st year and 2nd year (excluding taxes) i.e. A+B quoted by the bidder.
- Monthly charges shall be arrived at dividing the yearly amount by Twelve (12).
- Submission in any other format may result in cancellation of the offer.

19.0 ANNEXURE 18: AUTHORIZATION TO LEAD MEMBER OF JOINT VENTURE/ CONSORTIUM

Annexure 18

Authorization to Lead Member of Joint Venture/ Consortium

Whereas the Sampoonam Apartment Owners Association, Greater Noida and EROS Group, New Delhi have invited applications from interested parties for the “Request for proposal for Comprehensive operation and maintenance Contract for Residential Premises (at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318)”.

Whereas, **M/s (Write the name of Prime Bidder)** and **M/s (Write the name of Second Consortium)** (Collectively “JV/Consortium”) being Members of the Consortium are interested in bidding for the Project in accordance with the terms and conditions of the Invitation for Bids (RFP document) and other connected documents in respect of the Project, and

Whereas, it is necessary for the Members of the JV/Consortium to designate one of them as the Lead Member with all necessary power and authority to do for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium’s bid for the Project and its execution.

NOW, THEREFORE, KNOW ALL MEN BY THESE PRESENTS

We, **M/s (Write the name of Prime Bidder)** having our registered office at **(Write the registered address of Prime Bidder)**

M/s (Write the name of Second Consortium) having our registered office at **(Write the registered address of Second Consortium)**

(hereinafter collectively referred to as the “Principals”) do hereby irrevocably designate, nominate, constitute, appoint and authorize **M/s (Write the name of Prime Bidder)** having its registered office at **(Write the registered address of Prime Bidder)**, being one of the Members of the Consortium, as the Lead Member of the JV/Consortium (hereinafter referred to as the “Lead Member”). We hereby irrevocably authorize **Lead Member** to conduct all business for and on behalf of the JV/Consortium and any one of us during the bidding process and, in the event the JV/Consortium is awarded the concession/contract, during the execution of the Project and in this regard, to do on our behalf and on behalf of the JV/Consortium, all or any of such acts, deeds or things as are necessary or required or incidental to the pre-qualification of the JV/Consortium and submission of its bid for the Project, including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidders and other conferences, respond to queries, submit information/ documents, sign and execute contracts and undertakings consequent to acceptance of the bid of the JV/Consortium and generally to represent the Consortium in all its dealings with the EROS Group/SAOA, and/ or any other Agency or any person, in all matters in connection with or relating to or arising out of the

JV/Consortium's bid for the Project and/ or upon award thereof till the Concession Agreement is entered into with the EROS Group.

AND hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Lead Member pursuant to and in exercise of the powers conferred by this Authorization and that all acts, deeds and things done by our said Lead Members in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us/ "JV/Consortium".

IN WITNESS WHEREOF WE THE PRINCIPALS ABOVE NAMED HAVE EXECUTED THIS AUTHORIZATION ON THIS [redacted]th DAY OF May, 2023

For **(Write the name of Prime Bidder)**

Name of Authorized Signatory, Designation, Company Seal

For **(Write the name of Second Consortium)**

Name of Authorized Signatory, Designation, Company Seal

Witnesses:

(Signature)

1. Name
Address
Mobile Number
Adhaar Number

(Signature)

2. Name
Address
Mobile Number
Adhaar Number

Note:

1. Document to be signed on Rs. 100/- non-judicial stamp paper
2. Signature shall be done only by Managing Director/ Managing Partner/Proprietor of the company. In case It is signed by any one else then either a Board Resolution/ Power of Attorney to be provided submitted authorizing name of signatory.
3. Copy of Adhaar of witness to be submitted.

20.0 ANNEXURE 19: CONSORTIUM AGREEMENT

Annexure 19

1. M/s. **(Write the name of Prime Bidder)**
2. M/s. **(Write the name of Second Consortium)**

for Request for proposal for Comprehensive operation and maintenance Contract for Residential Premises (at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318) Document Ref. No. EG-SAOA/COMC/001/2023-23 dated 08/05/2023) (hereinafter referred to as the "RFP").

THIS Consortium Agreement (hereinafter referred to as "Agreement") executed on this _day of May, 2023 between:

1. M/s. **(Write the name of Prime Bidder)**, a company incorporated under the laws of India and having its Registered Office at _____, India, (hereinafter called the "Party 1," which expression shall include its successors, executors and permitted assigns;

2. M/s **(Write the name of Second Consortium)**, a company incorporated under the laws of India and having its Registered Office at _____, INDIA (hereinafter called the "Party 2," which expression shall include its successors, executors and permitted assigns);

for the purpose of submitting the proposal in response to the RFP (Request for Proposal) as a single Bidder (or as a Prime bidder in consortium), to comply with the requirements as specified in the RFP and ensure compliance with the RFP's Scope of Work (SoW), as may be required to be entered into with EROS Group.

Party 1 hereinafter referred to as Lead Member and Party 2, are collectively referred to as the "Parties" and individually as a "Party". WHEREAS, the RFP stipulates that the Bidders qualifying on the strength of a Bidding Consortium shall submit a legally enforceable Consortium Agreement in a format specified in the RFP, whereby each Consortium Member undertakes to be liable for its Roles and Responsibilities, provide necessary guarantees and pay required fees as required as per the provisions of the RFP, as specified herein. WHEREAS any capitalized term in this Agreement shall have the meaning ascribed to such term in the RFP document.

NOW THEREFORE, THIS INDENTURE WITNESSTH AS UNDER:

In consideration of the above premises and agreement all the Parties in this Consortium do hereby mutually agree as follows:

1. In consideration of the selection of the Consortium as the Bidding Consortium by EROS GROUP, we the Members of the Consortium and Parties to the Consortium Agreement do hereby unequivocally agree that M/s. **(Write the name of Prime Bidder)**, shall act as the Lead Member for self and agent for and on behalf of and M/s. **(Write the name of Second Consortium)**.
2. The Lead Member is hereby authorized by the Members of Consortium and Parties to the Consortium Agreement to bind the Consortium and receive instructions for and on behalf of all Members.
3. The Roles and Responsibilities of all other members shall be as per the Annexure to this Agreement.

4. The Lead Member shall be liable and responsible for ensuring the individual and collective commitment of each of the Members of the Consortium in discharging all their respective Roles and Responsibilities.
5. Each Consortium Member further undertakes to be individually liable for the performance of its part of the Roles and Responsibilities without in any way limiting the scope of collective liability envisaged in this Agreement in order to meet the requirements and obligations of the RFP.
6. In case of any breach of any of the commitment as specified under this Agreement by any of the Consortium Members, the Lead Members of the Consortium shall be liable to meet the obligations under the RFP.
7. Except as specified in the Agreement, it is agreed that sharing of responsibilities as aforesaid and obligations thereto shall not in any way be a limitation of responsibility of the Lead Member under these presents.
8. This Consortium Agreement shall be construed and interpreted in accordance with the Laws of India and Courts at Mumbai alone shall have the exclusive jurisdiction in all matters relating thereto and arising there under.
9. It is hereby agreed that the Lead Consortium Member shall furnish the Bid Security, as stipulated in the RFP, on behalf of the Bidding Consortium.
10. The Lead Member shall be responsible for ensuring the submission of the Performance Guarantee and other commitments on behalf of all the Consortium Members.
11. It is further expressly agreed that the Consortium Agreement shall be irrevocable and, for the Project Implementing Consortium, shall remain valid over the term of the Project, unless expressly agreed to the contrary by EROS GROUP.
12. The Lead Member is authorized and shall be fully responsible for the accuracy and veracity of the representations and information submitted by the Consortium Members respectively from time to time in response to the RFP for the purposes of the Bid.
13. It is expressly understood and agreed between the Members of the Consortium and Parties that the responsibilities and obligations of each of the Members shall be as delineated as annexed hereto as Appendix forming an integral part of this Agreement.
14. It is further agreed by the Members that the above sharing of responsibilities and obligations shall not in any way be a limitation of joint and several responsibilities and liabilities of the Members, with regards to all matters relating to the execution of the Bid and implementation of the Project envisaged in the RFP.
15. It is hereby expressly agreed between the Parties to this Consortium Agreement that neither Party shall assign or delegate or sub-contract its rights, duties or obligations under this Agreement except with prior written consent of EROS GROUP.
16. The parties of the Consortium assure the Lead Member to undertake the roles and responsibilities diligently and successfully complete the assigned work.
17. Scope of work under Consortium taken as

(Write the name of Prime Bidder)	(Write the name of Second Consortium)
Describe the SoW taken by Prime Bidder	Describe the SoW taken by Second Consortium Member

If anything left in above then the SoW will be going automatically under prime bidder

18. This Consortium Agreement:

(Document Reference No.: EG-SAOA/COMC/001/2023-23 dated 08/05/2023)

(a) has been duly executed and delivered on behalf of each Party hereto and constitutes the legal, valid, binding and enforceable obligation of each such Party;

(b) sets forth the entire understanding of the Parties hereto with respect to the subject matter hereof; and

(c) may not be amended or modified except in writing signed by each of the Parties and with prior written and prior consent of EROS GROUP.

IN WITNESS WHEREOF, the Parties to the Consortium Agreement have, through EROS GROUP, executed these presents and affixed common seals of their respective companies on the Day, Month and Year first mentioned above.

1. For M/s. **(Write the name of Prime Bidder)** (Party 1)

Name of Signatory
Designation

Witness 1: [Signature of Witness 1]

Name:
Designation:
Address:
Adhaar Number:

Witness 2:

Name:
Designation:
Address:
Adhaar Number:

2. For M/s **(Write the name of Second Consortium)** (Party 2)

[Name of Authorized Signatory]
[Designation]

Witness 1: [Signature of Witness 1]

Name:

Designation:
Address:
Adhaar Number:

Witness 2: [Signature of Witness 2]

Name:
Designation:
Address:
Adhaar Number:

Note:

1. Document to be signed on Rs. 100/- non-judicial stamp paper
2. Signature shall be done only by Managing Director/ Managing Partner/Proprietor of the company. In case It is signed by any one else then either a Board Resolution/ Power of Attorney to be provided submitted authorizing name of signatory.
3. Copy of Adhaar of witness to be submitted.

21.0 ANNEXURE 20: BANK GUARANTEE FOR EARNEST MONEY DEPOSIT

Annexure 20

BANK GUARANTEE FOR EARNEST MONEY DEPOSIT

To

Sampoornam Management Services Private Limited
8th Floor, Eros Corporate Tower,
Nehru Place, New Delhi -110019 INDIA

Bank Guarantee No.:

Date:

Amount:

Valid upto:

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP Tender No: EG-SAOA/COMC/001/2023-23 dated 08/05/2023 for Comprehensive operation and maintenance Contract for Residential Premises (at EROS SAMPOORNAM, Plot No GH-01, Sec-2, Greater Noida, Uttar Pradesh- 201318) (hereinafter called "the Bid") to EROS Group.

Know all Men by these presents that we <<... >> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the << Sampoornam Management Services Private Limited >> (hereinafter called "the EROS Group") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said EROS GROUP, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>.

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or

2. If the Bidder, having been notified of the acceptance of its bid by the EROS GROUP during the period of validity of bid

(a) Withdraws his participation from the bid during the period of validity of bid document;
or

(b) Fails or refuses to participate in the subsequent Tender process after having been short listed;
We undertake to pay to the EROS GROUP up to the above amount upon receipt of its first written demand, without the EROS GROUP having to substantiate its demand, provided that in its demand the EROS GROUP will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- I. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)
- II. This Bank Guarantee shall be valid up to <<insert date>>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or

demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date: