

Heartbeat City Ad hoc Apartment Owners Association



Heartbeat City, Sector 107, Noida 201304, Uttar Pradesh

NOTICE INVITING TENDER:
INVITATION FOR "FACILITY MANAGEMENT SERVICE"

A. PROPOSAL

1. HEARTBEAT CITY Ad hoc AOA invites Techno-Commercial bids for Facility Management Services with intent to enter an annual contract for IFM services for its property consisting of around 2000 Apartments, Club House, common area, green areas, basement and the commercial spaces etc. at Sector 107, Noida – 201304, Uttar Pradesh.
2. The interested agencies may visit the site any day before _____ 2026 between 10 am to 5 pm. Tender documents can be bought by Paying an amount of Rs. 15000 only (Fifteen thousand only) for this tender through a Demand draft or through an RTGS in the following bank account.
Heartbeat City Apartment Owners Association.
 UCO Bank, A/c 02070210004784,
 Branch: Supreme Court IFSC UCBA0000207ICIC0004145
 *Attach the transaction receipt with the technical bid.
3. There would be a two-bid system involving Technical and Commercial Bids. Technical and commercial bids are to be submitted together in two separate sealed envelopes kept in a main envelop as per the prescribed format. The envelopes containing Technical & Commercial bids should be clearly marked as “Technical Bid” or “Commercial Bid” to avoid inadvertent opening of commercial bids prematurely.
4. The Technical bids shall be opened first and evaluated, based on the information provided in the technical bid, explanations given during site visit/inspection. The technical evaluation would result in (a) verification of eligibility and (b) assessment of competence. Those failing to meet eligibility criteria would be summarily rejected. The remaining bidders would be assessed for competence and awarded points.
5. Commercial bids shall be opened only for those bidders, who are accepted in technical assessment. The points awarded in technical assessment may be used in final evaluation of the best bidder.
6. Commercial bids shall be opened by a Ad hoc AOA Committee After opening the Commercial Bids, the Committee would determine the winning vendor based. HEARTBEAT CITY AOA may invite the winner for final contract negotiations.
7. Submission of Bid
 - a) Last date of submission: _____ 2026
 - b) Pre-bid meeting (if any): any time before _____ 2026
 - c) Address / Email for submission: hbcaoa@gmail.com
 - d) Site office: AOA office, A tower, 1st floor, HBC, Phase 1, Noida, 201304

B. GENERAL CONDITIONS OF CONTRACT are given at Annexure I

C. INTRODUCTION OF THE GROUP HOUSING SOCIETY

Heartbeat city group housing society is in Sector 107, Noida and has two phases of housing. The Housing project is being constructed by NBCC and I under PMS category of construction. There are two different contractors Ms Asian construction company and MS Gaur sons' construction company working in Phase 1 and phase 2 of the Housing society. Heartbeat city project is being governed by the Supreme court and its representatives. Heartbeat city AOA or Heartbeat city Ad hoc AOA is an approved body by the Court Receivers office and is working for smooth Transition from NBCC to Ad hoc AOA and eventually to Heartbeat city AOA.

The “Heartbeat City Apartment Owners Association” (**HEARTBEAT CITY Ad-hoc AOA or Heartbeat city AOA in short**) is in existence since 2025. The Board of Management 2025 of HEARTBEAT CITY Ad hoc AOA shall take over the Security and Facility Management services from the NBCC – from a date approved by Court Receiver from 01st January 2026 onwards or at an opportune time. There shall be two Separate agencies managing security services & another agency For Facility management.

To provide the related scope of work, the **HEARTBEAT CITY Ad hoc AOA** invites tenders/quotations from reputed IFM agencies who are providing manpower & services specifically to Group Housing Societies. The total requirement of the manpower is approximately 250 in General and in rotational shifts.

D. The bidders are expected to visit the society before submitting their bids.

Eligibility Criteria

1. The bidders must meet the eligibility criteria as defined below. All the Bidders are to share evidence and supporting documents to clear the eligibility.

Eligibility Criteria

S.N.	Criteria	Details	Supporting Documents
1.	Registration as IFM	The bidder must be registered under the Indian Companies Act, 1956 for Integrated Building Management/Integrated Facility Management/Housekeeping	Proof of the certification
2.	In existence since	The bidder must be in existence for a minimum period of 05 years as on 1 st Mach'2026.	Proof of the date of incorporation/ registration
3.	Presence in Noida/Gr Noida	The bidder must have presence in minimum 05 residential societies in NCR and 02 must be in NOIDA/Gr NOIDA.	Copies of letters appointing them as Facility Manager.
4.	Conduct of The Company	The bidder should not be convicted in any criminal or financial offence	Self-declaration
5.	Licenses	The bidder should have valid Pan Card, GST Registration certificate, EPF, ESI along with labor license registration and any other documents required to run the facility business.	Copy of Licenses
6.	Turn Over	The bidder should have an average annual financial turnover from residential societies of <u>Rs 50.00 crore</u> (Rupees fifty Crores) <u>or above</u> during the past three financial year (2022-23 & 2023-24 & 2024-25)	Audited Annual Financial balance sheet with copy of ITR
7.	Financial Position	The bidder must not have incurred Losses or should not have been implicated by government agencies on tax theft etc.	Certificate by CA
8.	SME Team	The bidder must have a Team of Subject Matter Experts for respective functions in the condominium.	List of SMEs with names & designations to be attached
9.	Manpower	The bidder must have a minimum workforce (in-house/outsourced) of 1000 in the NCR region.	Copy of the latest PF challan of those employees

ANNEXURE I

GENERAL CONDITIONS OF CONTRACT

General Instructions

1. Issuance of this Bid, your preparation, and submission of a response, and the subsequent receipt and evaluation of your response by HEARTBEAT CITY Ad hoc AOA does not commit HEARTBEAT CITY Ad hoc AOA to award the contract to any bidder, even if all requirements stated are met.
2. Mere submission of information does not entitle the bidder to meet an eligibility criterion. HEARTBEAT CITY Ad hoc AOA reserves the rights to vet and verify any or all information submitted by the bidder.
3. If any claim made or information provided by the bidder in the bid or any information provided by the bidder to any subsequent query by HEARTBEAT CITY Ad hoc AOA, is found to be incorrect or misinterpretation of facts, then the bid will be liable for rejection. HEARTBEAT CITY Ad hoc AOA is not bound to give any justification to disqualify or reject any bid.
4. After the selection, the successful bidder must be able to commence the operations **within 15 days after the award of the Letter of Intent** or as decided by the HEARTBEAT CITY Ad hoc AOA.
5. All rates and lump-sum amount, if any, shall be firm throughout the duration of the contract and no deviations shall be entertained by HEARTBEAT CITY Ad hoc AOA in this context. The rates shall remain firm for at least 3 years without any escalation, except for Govt taxes, duties and manpower costs linked to minimum wages. HEARTBEAT CITY ad hoc AOA reserves the right to terminate and/or renew the contract as per the performance of the IFMS agency at any point by giving a 60 days' notice period.
6. The bidders shall deploy adequate manpower, machinery, and resources to ensure completion of work as per stipulated operational timings.
7. HEARTBEAT CITY ad hoc AOA reserve right to add any new areas of work not envisaged as being part of this Tender document, the prices for the new areas of works shall be mutually agreed upon between the HEARTBEAT CITY ad hoc AOA and the bidders based on the actual rate analysis or as per the prevailing rates
8. HEARTBEAT CITY ad hoc AOA shall provide an office space free of cost to the selected Facility Management Service Provider only for enabling the bidder to render the services effectively to HEARTBEAT CITY ad hoc AOA
9. The bidder would be responsible for all mandatory compliances for labor laws, physical safety, social, safety, and environmental issues related to the performance of the service provider in the HEARTBEAT CITY Ad hoc AOA premises.
10. HEARTBEAT CITY Ad hoc AOA reserves the right to remove any person found unfit to work in the premises and bidder will implement all such directions of HEARTBEAT CITY Ad hoc AOA on priority basis.

Other Instructions

11. **Site Visits.** Intending bidders shall visit the site by prior appointment and shall get them thoroughly acquainted with the local site condition.
12. **Validity of the Proposal.** Bids shall be valid for a period of 90 days from the last date of submission of the bid to HEARTBEAT CITY Ad hoc AOA.
13. **Validity of Contract.** The contract shall be valid for a two-year period w.e.f date of signing the contract whereas probation period will be 4 months to assess the performance of bidder. However, it will be extendable for a further period of one/two years (maximum tenure of 03 years from the date of initial contract), on yearly basis, on the same rates and terms and conditions, subject to satisfactory performance by the Service Provider (selected vendor). HEARTBEAT CITY Ad hoc AOA will have the right to cancel or terminate the contract at any stage of execution with 60 days of advance notice with or without assigning any reason, thereof during the normal term of the contract or the valid or de-facto extension of the contract.
14. **Bid Security/Performance Guarantee.** The successful bidder would be required to sign the agreement and furnish the performance or Service guarantee at the time of signing of the Agreement. This amount is to be submitted in form of a bank guarantee or a Bank Draft, before the commencement order is given to the successful bidder and it shall remain valid during the tenure of the contract period. The value of the performance/service guarantee will be proportional to (10% of) the Annual Tender Value by the successful bidder as decided by the HEARTBEAT CITY Ad hoc AOA before signing of the agreement. This performance/service guarantee deposit money shall be refunded after 60 days of the expiry of the contract provided there is no breach of contract during the period of the contract.
15. **Force Majeure Clause:** Both parties shall be indemnified against any delay in execution of their obligations for reasons beyond their control, provided that this clause is invoked within 24 hrs. of occurrence of such eventuality.
16. **Penalty Clause.:** If HEARTBEAT CITY ad hoc AOA finds any violations of the terms of the contract, it would have full right to forfeit the contract and seize the security deposit/forfeit the bank guarantee with immediate effect.
17. **Taxes and Duties.** The bidder must include in their bids all duties, royalties, and GST, sales/service taxes, or any other taxes as applicable. The HEARTBEAT CITY Ad hoc AOA will entertain no extra claim on this account. In case of any variations in the taxes, the same shall be charged to HEARTBEAT CITY Ad hoc AOA after producing the government notification.
18. **Employees/Manpower.** The contractors must employ Qualified/competent/experienced and police verified personnel. The contractors shall comply with the provisions of all applicable labor legislation but not limited to the following acts: -
 - (a) Minimum Wages Act as per Uttar Pradesh Government Notification
 - (b) Employer Liability Act including ESIC, EPF Acts
 - (c) Workmen Compensation Act
 - (d) Industrial Disputes Act
 - (e) Child Labor Act (Regulation and abolition)
 - (f) Contract Labor Act (Regulation & Abolition)
 - (g) Apprentices Act
 - (h) All labor laws compliance applicable to provide service

ANNEXURE II**STATISTICS OF HEARTBEAT CITY**

1	Total Area	17.5 acres for both phases
2.	No. of Towers, Flats, club house and shops	21 Towers, One club house and 84 Shops spread in two places Approximately 66 in phase 2 and 28 in phase 1.
3.	Lifts (Total No. with Make including club	101 including 2 in club.
4.	No. of Apartments and parking	21 (9 in phase 1 and 12 in phase 2)
5.	Total Super area	33 lacs sq feet (residential area only) excluding 55000 sq feet club area.
6.	Green Area	Peripheral boundary wall has plantations. Centrally located park, parks and lawns around the Towers. 2-3 acre approximately
7.	Internal Roads size in width and length	06MT & 05 MT X 2.2 km approx.
8.	Club House	55000 sq feet Club House with Restaurant, bar , Library, banquet, Gym, sports rooms, board rooms, Studio suite rooms, Air conditioning system rooms, open areas, basement parking , lifts inside the club.
9.	Sports Facilities	Tennis court (hard), Badminton Court, Basketball etc. Kids play zone
10.	Swimming Pool	One Main Pool and one kid pool.

11.	Number of Gates	03 (Two exit gate each in the two phases and one centrally located entry gate at the Centre of phase 1 and 2
12.	Basement Area	Two levels of parking each for phase 1 and Phase 2 with 2400 parking slots
13.	Generators	Total DG Sets – 3 in phase 1 and 4 in Phase 2 with all the infra and compliant Pollution Norms in place.
14.	Sanctioned Load	2800 KVA in phase 1 and 4800 KVA in phase 2
15.	Control system	-----
16.	Sewerage Treatment Plant	Capacity – 02 in No.
17.	Water Tanks Capacity	Terrace Tanks water tanks capacity Fire – KL, Domestic – KL, flushing tank – KL, with quantity
18.	Fuel Tankage	HST Yard / Drums used for storing the HSD
19.	Transformers	3 each in both phases.
20.	Fire Fighting System	Fire Jockey Pumps Hydrant pumps Diesel Driven Pump FAS related items and accessories, Fire hoses with nozzles Smoke and fire alarm system Portable fire extinguishers etc.
21.	Other systems	Water harvesting, exhaust for basement, wi-fi (OFC based) by TATA, Airtel and JIO etc., surveillance camera network, Remote metering system for DG / Grid Power (UPPCL).
22.	Site Estate Office and washrooms etc.	02 and 8-10 washrooms

ANNEXURE – III

SCOPE OF WORK AND DELIVERABLES

1. This scope of work essentially indicates Operations & Maintenance services pertaining to upkeep & smooth working of the equipment, machinery, and plants deployed at the site. Required Preventive Maintenance will be carried out for the equipment at the facility as per bench marked maintenance practices /OEM (Original Equipment Manufacturer) manuals. The summary of the comprehensive scope of work is mentioned in this document. HEARTBEAT CITY Ad hoc AOA will share the details and complete scope of work will be discussed before/at the time of signing of the agreement.

Management Services

2. The vendor shall be responsible for the complete administration, operation and maintenance of the facility, regardless of whether the sub-services, manpower or material resources are provided by them or outsourced and whether these are included in the costing or are on cost-plus basis. The security services shall however be managed directly by HEARTBEAT CITY Ad hoc AOA
3. Specifically, the scope of Management Services shall include, but not restricted to, the following: -
 - (a) Collection and accounting of CAM & Electricity charges or any other charges as defined by the HEARTBEAT CITY Ad hoc AOA.
 - (b) Facilitating AMCs of major equipment and contracts with other agencies like Manpower agencies, material suppliers, consultants etc.
 - (c) Procurement of consumables (on cost plus or cost included basis as agreed).
 - (d) Inventory management (procurement, care, custody and accounting) of permanent/consumable stores.
 - (e) Manning and operation for the Engineering services, continuous monitoring of call sand complaints, work allocation to shift technicians and follow-up on work progress.
 - (f) Generation of reports for Maintenance, maintaining & analyzing equipment operation logs.
 - (g) Implementing preventive maintenance as per schedules & Manuals.
 - (h) To liaison with all Govt authority for filing returns, NOC renewal, licenses etc to maintain the day-to-day operations.
 - (i) To introduce “Best Practices” and cost-saving initiatives.
 - (j) To arrange for the Building Insurance of the site Heartbeat City.
 - (k) To have insurance for labor compensation to cater for any accident at the site.

- (l) To provide technical and legal advice on various matters related to administration of the society.
- (m) Ensure discipline and good conduct of all manpower employed in the society.

4. Technical Operations & Maintenance

- i. The vendor shall provide all tools and tackles, instruments, appliances as well as consumable stores (such as emery/sandpaper, cleaning agents, insulation tapes, silicone gel, Teflon tapes, small washers etc.) for undertaking the technical O & M in a professional and aesthetic manner. All technical maintenance personnel must be provided with the standard tool kits.
- ii. All technical personnel (except helpers) must be ITI (or equivalent) qualified with a minimum of 03 years' experience in similar jobs and be trained regularly to ensure good workmanship. The site engineer should have at least a diploma in electrical/mechanical engineering from a recognized institution.
- iii. Defect rectification should be done with an aim to restore the condition to near original state. Poor workmanship in form of loose or missing screws, lose hanging wires, improper insulation, exposed joints, leaky pipe joints, uneven masonry work etc. would not be accepted.
- iv. The vendor shall maintain a log of all customer complaints with details of the nature of defect, time taken to respond to the complaint, time taken to resolve the complaint, spares used etc. The vendor shall ensure that the mean time to respond and recurrence of defects are kept to a minimum. On an average, a defect should be attended to the same day, if reported before 1100 hrs. and by the next day if after 1100 hrs. Emergency defects like rupture of water pipes, lift getting stuck, short circuiting etc should be attended to within 30 min.

O & M in Common Area. The scope of work shall include the following: -

- (a) Maintenance and repair including Engineering services in common areas - Civil, Mechanical, Carpentry and electrical etc.
- (b) O & M of installed machinery, plants, systems and equipment (such as DG Sets, Electric Supply and distribution systems, Water Treatment Plant & Pump room and associated tankage, Sewage Treatment Plant, Firefighting systems, water harvesting system etc), as per prescribed manuals and industry best practices. This includes PPM, Condition Based Maintenance (CBM) and Breakdown Maintenance.

(c) Super intendance of maintenance routines and defect rectification being undertaken by AMC agencies for plants/machinery and equipment agreed to be maintained through AMC. The following plants/Machinery/equipment would be outsourced under AMC on cost plus basis (vendor may also offer his services as an AMC agency at the stage of AMC vendor selection):-

- (i) DGs
- (ii) Lifts
- (iii) Sewage Treatment Plant & Water Treatment plant
- (iv) Boom Barrier and RFID System.
- (v) Electrical billing system – Meter only
- (vi) My gate/NoBrokerHood or equivalent app
- (vii) Pest Control.
- (viii) Swimming Pool O & M.
- (ix) Horticulture and landscape.

(d) Water supply (including maintenance and periodic cleaning of the underground reservoirs, pipelines plumping to underground and overhead tanks and procurement of water tankers in case of shortage), and procurement of water tankers in case of shortage. Cleaning of rainwater harvesting pits including their resuscitation from time to time.

(e) Managing WTP as well as operation and routine maintenance.

(f) Upkeep, operation, and management of complete Electrical power supply system of society including incoming supply from UPPCL time to time liasioning with authority power supply distribution to apartments, common area including metering system, billing and CAM collection on behalf of HEARTBEAT CITY ad hoc AOA.

(g) Upkeep, operation, handling, and management of HSD yard, DG Sets Complete Fire Alarm and firefighting system. Fuel would be procured on cost-plus basis.

(h) Masonry work for repairs of damages (material on cost plus basis).

(i) Painting in common areas for normal maintenance.

(j) Management of various third vendor-provided services including but not limited to Data/telecom.

O & M inside Flats. Will provide electrical, plumbing, carpentry, masonry repair services inside the flats, material will be provided by the flat owner, except minor items like, screws, nut/bolts, small washers.

- (k) The services shall include the following: -
- (i) Repairs in MSB
 - (ii) Replacement of switches and sockets.
 - (iii) Removal of fans for repairs and reinstalling post repairs
 - (iv) Checking earthing / loose connections
 - (v) Leakages in taps.
 - (vi) Blockage in drainage
 - (vii) Minor faults in cistern
 - (viii) Replacement of faucets.
 - (ix) Minor Defects in doors, windows, hinges and latches.
 - (x) Drilling holes in brick wall as well as concrete for fixing appliances etc.
 - (xi) Replacement/repair of door locks, window panes.
 - (xii) Seepages investigation, rectification and regrouting of leaky joints.
 - (xiii) Fixing broken tiles
 - (xiv) Emergency assistance/rescue work.
 - (xv) Patch repairs of plaster work.

L) The services shall NOT include the following: -

- (xvi) Repairs of furniture/fittings installed by the resident.
- (xvii) Specialized services like repairs/replacement of fan, AC, or replacement of cisterna etc.
- (xviii) Replacement of granite platforms, retiling of floors, internal painting / putty.
- (xix) Replacement of door frames

2. Housekeeping Services

Areas to be Covered. The housekeeping shall be provided in the following areas: -

- (a) Internal Roads (Asphalt) and footpath
- (b) Walking Area (non-green) in Central Park
- (c) Basement Parking Area
- (d) Maintenance Office
- (e) Security Gates and cabins
- (f) Streetlight poles and traffic furniture
- (g) Drainage in basement and Central Park
- (h) Floors, staircases, lifts and roof tops in all towers/buildings
- (i) Clubhouse including swimming pool area
- (j) Sports area

3. Nature of Work.

(a) Dusting, sweeping, mopping and polishing of common areas and equipment fitted thereon, like corridors, staircases, terraces, internal & external roads and pathways, Clubhouse (including kitchen and toilets) and all areas designated as a common area, but not interiors of residences.

(b) Garbage removal (Once a Day) from residents' doorsteps and daily disposal as per Uttar Pradesh Govt. Norms.

(c) Maintenance of drainage systems including periodic de-silting.

(d) Pest Control.

(e) Miscellaneous support activities during events.

(f) Emergency responses.

4. Maintenance Schedule

	Service Area	Job	Frequency
A	Internal Roads (Asphalt), walking areas (cement tiles),	Brooming	Daily
B	Footpath and walking area in central park (Kota stone)	Brooming and Mopping	Daily
C	Footpath and walking area in central park (Kota stone)	Washing and scrubbing	Weekly
D	Floors, staircases, lifts in all Towers	Brooming and Mopping	Daily
E	Floors, staircases, lifts in all Towers	Washing and scrubbing and removal of Cobwebs	Monthly
F	Basement	Brooming	Weekly
G	Basement	Washing	Monthly
H	Basement & Floors on Towers	Removal of cobwebs	Monthly
I	Drainage in Central Park & Basement	Cleaning	Bi-monthly
J	Club house	Brooming Mopping of floors & dusting of furniture	Not applicable
K	Club house	Dry/wet wiping of Doors windows	Not applicable
L	Club house	Vacuum cleaning of sofa	Not applicable
M	Club house	Toilet Cleaning	Not applicable
N	Terrace of all Towers and Clubhouse	Brooming	Monthly
O	Maintenance Office/Security Gates	Dusting, brooming and mopping	Daily
P	Electric Poles, traffic furniture and signage's	Dry or wet wiping	Monthly
Q	All flats	Garbage collection	Daily
R	Garbage bins	Clearing bins	Daily
S	Club house, security cabin and entrances of all towers	Glass cleaning	Monthly
T	Entire common Area in basement and on surface	Fogging	Weekly and Twice a week during infestation Seasons
U	Misc. support Works	Helping in arrangements for meetings/events	During meetings/event s

V	Emergency response	Manual effort	during any contingency
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14. Machinery/Equipment to be Provided. Appropriate number of machines/ equipment to be stationed permanently at site at the cost of vendor as per requirements. Some of such machines are listed below: -

S. No	Description of Equipment	Qty.	Remarks
(i)	Single Disc Scrubbing Machine SDTROOPER	4	Hard floor area (marble, granite etc.)
(ii)	Washroom Foam Cleaning & Sterilization Machine	1	
(iii)	Steam Cleaner	1	Deep cleaning & sanitation of toilet area
(iv)	Any other machine (like manual flipper etc. that can save manpower) as per site requirement may be provided		
(V)	Pressure pump for jet cleaning	1	

15. Consumable Housekeeping Stores. Other consumable items and gears required for efficient and good quality of housekeeping are to be provided by the bidder at their own cost. Bidders are to provide a list of such materials with the technical bid. The broad category of such items is listed below for example: -

- a) Duster and Gloves
- b) Scrubs and Sponges
- c) Broom and Dust Pan
- d) Waste Segregating Dustbin
- e) Bucket and Mop
- f) Bathroom Cleaner Kit
- g) Surface Wipes
- h) Squeegee
- i) Plunger
- j) Leather and Wood Cleaning Products
- k) Disinfectants, Detergents and fumigation agents
- l) Glass Cleaner
- m) Grout Cleaner
- n) Lime scale Remover
- o) Surgical Spirit
- p) Bleach
- q) Sanitizers and Sprays
- r) Air and Water Purifiers

15. Horticulture Services

Area to be Covered. Vendors may check the extent of green areas in the society during their site visit. Broadly, the area has a Central Park, green areas around the towers and on the side of internal roads and walkways. The green areas have landscaping, turf, trees, various types of plants, medicinal plants etc.

- i. The scope of work includes:
1. Upkeep of garden turf. Watering, grass cutting and removal of weeds.
 2. Planting seasonal flowers as per approved annual calendar.
 3. Watering the trees/plants and trimming of trees and hedges.
 4. Maintaining own nursery.
 5. Generating compost from green garbage.
 6. Advising on improvement in the design of horticulture lay out and landscaping.

16. Equipment/Appliances to be Used. Proper equipment and appliances are to be used for undertaking the works defined above. The equipment is to be provided by the vendor at their cost. Choice of equipment should be based on the matching saving in manpower and enhancement in quality of output.

ANNEXURE – IV**TECHNICAL BID PROFORMA**

Dear Sirs,

Kindly refer to the RFP vide your Tender Notice on your website for providing the Facility Management Services to Heartbeat City Apartment Owners Association, Heartbeat City (GHS), Sector 107, Noida UP. We take this opportunity to submit our Technical Bid as follows: -

PART - I – BASIC INFORMATION ON ELIGIBILITY			
Ser	Particulars	Response	Proof Enclosed?
1	Name of the Company		
2	Registered Address		
3	Website (if any)		
4	E-mail id for Correspondence		
5	Contact No(s)		
6	Date of incorporation/ registration as IFM service provider (or equivalent) under Indian Companies Act1956.		
7	Details of EMD		
8	Number of Residential Societies being managed in NCR delhi		
9	Number of Residential Societies being managed in Noida		
10	Turnover in (INR Crore):		
	2022-23		
	2023-24		
	2024-25		

	Average Turn Over		
11	Have you suffered any loss in either of the two FY namely FY 2023-24 & 2024-25		CA's Certificate
12	Do you have all the license approvals to manage the facility?		Copy to be attached
13	Indicate the following :-		Copies to be attached
	PAN Card No		
	GST No		
	ESI Registration No		
	PF Registration No		
	Labour License No		
14	Number of Employees in your company on (a) permanent Payroll (b) Outsourced		Proof (pay roll etc)
15	Details of the Directors of the company		
16	List of Machinery, equipment, implements, material, and consumables proposed to be used (Attach separate list)		List
17	Proposed Organization Chart at site level along with escalation matrix. (Attach separately)		Chart
18	Bank details and copy of cancelled cheque		Copy of cancelled cheque
19	Please confirm that you would provide tools, tackles and instruments for the effective discharge of the duties by all the three departments viz, Technical, horticulture and		NA

	housekeeping.		
20	Please confirm that the initial snagging would be Free of Cost.		

PART – II – TECHNICAL COMPETENCE (TO BE EVALUATED)			
(Please note that any details given by you here would be considered as a commitment and would be incorporated in the contract without any extra cost implications unless otherwise stated here. Please attach extra sheets wherever required)			
Ser	Particulars	Response	
21	Do you have your permanent employees on your own payroll or outsourced service providers for the following:-		
	a. Management Staff	a.	
	b. Supervisors	b.	
	c. Electromechanical (Technical manpower)	c.	
	d. Horticulture staff	d.	
	e. Housekeeping staff	e.	
22	Do you have a training establishment for imparting regular training to your own as well as outsourced manpower?		
23	If you do not have a training establishment, how do you ensure the technical competence of your workers/supervisors/management staff?		
24	What is the system of marking daily attendance of staff & workers – Manual/Card swiping/biometric?		
25	What Visitors management system do you use?		
26	What Accounting software (ERP) do you use?		

27	Which major equipment can you maintain at your own (not requiring an AMC)?	
28	How do you measure/monitor the quality of service in electromechanical department?	
29	How do you measure/monitor the quality of service in Housekeeping department?	
30	How do you measure/monitor the quality of service in Horticulture department?	
31	Do you have qualified and experienced professionals and capability to undertake snagging/ technical audit of the existing systems as a precursor to take over from the builder?	
VALUE ADDED SERVICES		
32	Apart from the mandatory services listed in the RFP document, what other value addition can you provide Free of Cost or Cost Plus basis.	
33	Do you provide free legal consultancy on RWA related disputes?	
34	What special labour saving devices (machinery/equipment) do you use to enhance the quality and efficiency of your services?	
35	What special equipment do you use to detect/diagnose/rectify the seepage problems in the apartments?	

Declarations:-

I certify that:-

1. I _____ am authorized to submit this technical Bidon behalf of the Company namely _____.
2. My company assures that they accept all the Terms and Conditions set forth in the RFP Document and they are aware that these terms and conditions shall form part of the final Service contract.

3. All the particulars given above are true to the best of my knowledge and belief. I understand that in the event of any of the above information being found to be incorrect, the bid may be cancelled, and earnest money shall be forfeited.
4. Neither any of the Directors of the Company, nor the Company itself, has ever been convicted for any financial offense, fraud or any other criminal offence by any court of law or tribunal.
5. No one in our company is a family member of any of the Office-Bearers of the Governing Body of Heartbeat Ad hoc City Apartment Owners Association.

Date: _____

Signature & company Seal.

Place _____

ANNEXURE – V**COMMERCIAL BID PROFORMA****Notes :-**

1. All costs must be quoted on monthly basis unless specifically mentioned otherwise. The breakdown of the costs shall be used for deductions in case of absenteeism or non-performance.
2. For Manpower costs, please quote the estimated cost on not exceeding basis, if the manpower would be outsourced. In case manpower is provided by the bidder, the exact manpower cost to be quoted.
3. In case of outsourced manpower, the contract with manpower agency would be directly between HEARTBEAT CITY AOA and the manpower agency (facilitated by the bidder) but the bidder would ensure that the rate is not more than that quoted in this commercial bid.
4. In case of consumables, tools and tackles, equipment and machinery cost, a lumpsum cost may be quoted.
5. In Miscellaneous Service (Part IV), any other cost items may be included, which are not covered in the preceding sections. Free services may also be added in this section but cost may be indicated as NIL.
6. The Optional Services (Part V) may or may not be subscribed by HEARTBEAT CITY AOA. These would not be counted for determination of the winner.
7. Bidder shall submit the costing in excel as well, when demanded (If qualified at Technical Evaluation Stage).
8. In the last row of each table, the detailed breakdown of applicable taxes, duties etc, with rates must be indicated

PART I - MANAGEMENT SERVICES

(Bidder may not provide all the manpower listed here. Extra Rows may be added, if required)

MANPOWER COSTING						
Sl. No.	Manpower description	Qty.	Qualification	Deployment and Costing details		
				Nos	Rate (Rs)	Amount Total (Rs.)
	Administrative staff					
1	Senior Estate Manager					
2	Technical Manager					
3	Admin & Soft Services Manager					
4	Accountants executive					
5	Shift Engineer					
6	Electrical Supervisor					
7	Help Desk					
8	Housekeeping Executive					
9	Miscellaneous Office Expenses including stationery and contingency.					
	TOTAL					
	Taxes etc					
	Grand Total					

PART II - A - TECHNICAL SERVICES – MANPOWER & MISC SERVICES

(Bidder may not provide all the manpower listed here. Extra Rows may be added, if required)

MANPOWER COSTING					
Sl. No.	Manpower description	Qualification	Deployment and Costing details		
			Nos	Rate (Rs)	Amount Total (Rs.)
Engineering manpower					
1	Supervisor (Technical) / Shift Engineer				
2	MST+ Electricians (1+5)				
3	DG Operators				
4	Lift Technicians				
5	Fire Technicians				
6	Plumber / WTP Operators				
7	Plumbing Supervisors				
8	Painters				
9	Carpenters				
10	Mason				
11	GYM Trainer				
12	Technical Assistant / Helper				
13	Tools & Tackles, Technical equipment, Consumables etc.	Provide List			
14	Compliances, NOC'S, CTO, Licenses etc.				
15	Any other Item				
16					
	TOTAL				
	Taxes etc				
	Grand Total				

PART II - B - TECHNICAL SERVICES (AMCS)

(Kindly indicate whether you would be providing these services by yourself (Repair and Maintenance without spares cost). In case you want to provide it without AMC, please quote your cost. But if you propose AMC to a third party, the cost need not be quoted. ExtraRows may be added, if required)

S No	Details	Will it be Provided by Bidder (Y/N)?	Cost of Service (R & M only without spares)	Remarks (ifany)
AMCs				
1	Diesel Generators			
2	STP O&M			
3	LIFTS			
4	Fire Detection System CAMC, Refilling, NOC etc.			
5	AMC of ACB, VCB, HT Line, Panels excluding spares			
6	AMC metering system and server Rental			
7	Boom Barrier &RFID Systems			
8	Pest Control			
9	Mygate / NoBrokerHood or equivalent app			
10	Swimming Pool O&M			
11	AMCs of CCTV Cameras			
12	Any other items			
	TOTAL			
	Taxes etc			
	Grand Total			

PART III – HOUSEKEEPING & HORTICULTURE SERVICES

MANPOWER & MISC COSTING - SOFT SERVICES					
Sl. No.	Manpower description	Qualifications	Deployment and Costing details		
			Nos	Rate (Rs)	Amount Total (Rs.)
A	Housekeeping manpower				
1	Housekeeping Supervisor				
2	Housekeeping Boys				
3	HK Material/Equipment/ machines	Provide List			
4	Any other Item				
	TOTAL A				
B	Horticulture manpower				
1	Supervisor / Gardner				
2	Mallis				
3	Material / machines	Provide List			
4	Any other Item				
	TOTAL B				
	TOTAL (A+B)				
	Taxes etc				
	Grand Total				

PART IV – MISCELLANEOUS –

Please provide costing in our own format and detailed bifurcated cost breakup of CTC including in hand salary to be provided as per company standard format.

Any other cost items may be included, which are not covered in the preceding sections. Free services may also be added in this section but cost may be indicated as NIL.

PART V – OPTIONAL SERVICES :

Pease list services that you want to provide at a cost, over and above services defined in the RFP. HEARTBEAT CITY AOA may or may not subscribe them. These would not be counted for determination of the winner.