

# **Heartbeat City**

## **Ad hoc Apartment Owners Association**



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Heartbeat City, Sector 107, Noida 201304, Uttar Pradesh

**NOTICE INVITING TENDER**  
**FOR “SECURITY MANAGEMENT SERVICE”**

**TENDER DOCUMENT**  
**For Providing Security Manpower & Comprehensive Security Audit**

**1. Invitation for Bids (IFB)**

The Ad hoc **Association of Apartment Owners (AOA)** of Heartbeat City Sector 107 residential society invites sealed tender bids from **reputed, experienced, and licensed Private Security Agencies** for providing **comprehensive security services**, including deployment of **100+ trained security personnel** and conducting a **detailed security audit** of the society.

The selected agency shall be responsible for round-the-clock security, access control, surveillance, emergency response, and advisory services aimed at ensuring the safety of residents, assets, and common areas.

The interested agencies may visit the site any day before 14<sup>th</sup> April 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.

**2. Scope of Work**

**A. Security Manpower Deployment**

The agency shall provide trained and verified security personnel, including but not limited to:

- Security Guards (Unarmed)
- Armed Guards (if required / approved)
- Security Supervisors
- Lady Guards (for specific locations)
- Quick Response Team (QRT)
- Reliever / Standby Guards

\*\*Indicative Strength:

- Total manpower requirement shall be **100+ guards**, including supervisors and relievers.
- Deployment shall cover **21 residential towers, 3 main entry/exit gates, 2 basement levels**, clubhouses, amenities, and full perimeter.
- **One (1) Armed Guard** (licensed, ex-serviceman preferred) shall be deployed at a location designated by the AOA (main gate / critical asset).

**B. Duties & Responsibilities**

- 24x7 manning of all entry/exit gates
- Visitor management and access control
- Patrolling of common areas, basements, fire exits, and periphery
- CCTV monitoring and coordination with control room
- Emergency response (fire, medical, security incidents)
- Coordination with local police, fire, and civic authorities
- Enforcement of society by-laws and security SOPs
- Incident reporting and daily occurrence registers.

### 3. Comprehensive Security Audit (Mandatory)

The bidder must conduct a **detailed, professional security audit** of the entire society within **7 days of award of LOI after opening of bid**, covering:

#### A. Audit Coverage

- Entry/exit gates and access points
- Boundary walls and periphery fencing
- CCTV camera coverage, blind spots, and DVR/NVR rooms
- Fire safety systems and evacuation routes
- Basements and parking areas
- Lifts, staircases, and service shafts
- Clubhouse and common facilities
- Emergency preparedness and disaster response

#### B. Audit Deliverables

- Detailed **Risk Assessment Report**
- Identification of vulnerabilities and gaps
- Recommendations for manpower optimization
- Suggestions for technological upgrades (CCTV, access control, boom barriers, etc.)
- SOPs for normal operations and emergency situations
- Compliance check with local laws and best practices

The audit report shall be submitted in **hard copy and digital format** and presented to the Adhoc AOA Governing Body.

### 4. Eligibility Criteria

The bidder must meet the following minimum eligibility requirements (Uttar Pradesh specific):

1. Valid **PSARA (PASARA) License** issued for the **State of Uttar Pradesh**
2. Minimum **5 years of experience** in providing large-scale residential / township security
3. Experience of deploying **100+ guards at a single site**
4. GST registration
5. EPF & ESI registration and compliance
6. PAN and Income Tax returns for last 3 years
7. Police verification of all deployed personnel
8. Training processes followed or MoU with training institute

### 5. Statutory & Legal Compliance

The agency shall strictly comply with:

- Private Security Agencies (Regulation) Act, 2005
- Minimum Wages Act
- EPF, ESI, Bonus, Gratuity, and Labour Laws
- Local Police and State Government guidelines

Any non-compliance shall be treated as **material breach of contract**.

### 6. Uniform, Equipment & Technology

#### Armed Guard Requirements (Mandatory)

- Valid individual arms licence as per UP Police norms
- Weapon to be provided by the agency

- Mandatory police verification and antecedent check
- Regular firing practice and refresher training
- Standardized uniform with photo ID cards
- Hand-held metal detectors, torches, batons
- Wireless communication devices
- Logbooks, visitor registers, and incident registers
- Optional integration with visitor management apps / systems

## **7. Transition from NBCC & Contract Period**

### **A. Transition from NBCC**

The selected agency shall facilitate security transition from **NBCC and its existing security arrangements** for a smooth and disruption-free transition of security services upon takeover by the Ad hoc AOA. All layouts, access protocols, CCTV locations, and security SOPs handed over by NBCC shall be studied and integrated.

### **B. Contract Period**

- Initial contract period: **12 months**
- Extendable based on performance and mutual consent
- Termination clause with 30 days' notice

## **8. Commercial Bid (Price Bid)**

The commercial bid shall clearly mention:

- Cost per guard per month (inclusive of wages, EPF, ESI, uniforms, training, admin charges and expressing separately each)
- Supervisor charges
- Armed guard charges (if applicable)
- GST breakup
- Any one-time charges (audit, transition, equipment, etc.)

**L1 will not be the sole criterion; technical competence and audit quality will also carry weightage. The decision of Ad hoc AOA shall be final and binding**

## **9. Evaluation Criteria**

Bids shall be evaluated based on:

- Technical capability and experience
- Quality of proposed security audit
- Compliance with statutory requirements
- Past performance and references
- Commercial competitiveness

## **10. Service Levels & Enforcement Matrix**

As per **Annexure A**

## **11. Confidentiality & Code of Conduct**

All information, layouts, and security arrangements of the society shall be treated as **strictly confidential**. Any breach shall result in immediate termination.

## **12. Submission of Bid**

- Technical Bid as per **Annexure B** is to be deposited separately
- Commercial bids as per **Annexure C** is to be submitted separately

- Last date of submission:15<sup>th</sup> April 2026
- Pre-bid meeting (if any): any time before 14<sup>th</sup> April 2026
- Address / Email for any query: [hbcaoa@gmail.com](mailto:hbcaoa@gmail.com)
- Site office: AOA office, A tower, Flat no 102 1st floor , HBC , Phase 1 , Noida, Pin-201304

### **13. Rights of Ad hoc AOA**

The Ad hoc AOA reserves the right to:

- Accept or reject any or all bids without assigning reasons
- Modify scope or manpower requirements
- Cancel the tender at any stage

Note:

The contract is being made in accordance with the established principles of WST (Warning, Suspension and Termination).

1. All daily data is to be provided in prescribed format to the HBC security advisor.
2. Investigation shall be undertaken by the HBC Security Manager, Estate Manager & HBC Management with Ad hoc AoA rep. The decision shall be final and binding to all.
3. An average strength of guards to be provided shall be mentioned in the contract, however, the numbers could change depending upon requirements of society or construction site and a 24 hrs or more notice shall be accorded by HBC
4. The Amplifying remarks as follow
  - \* The strength would be variable as per contract or as per requirements demanded 24 hrs or more in advance by HBC. The strength for penalties shall be as per physical muster or placement of guards and not as per daily data forwarded.
  - \*\*The complainant and the HBC rep shall be the final authority to declare a guard to be intoxicated and the penalties. He may be asked to undergo on the spot physical test , eye test, speech test & behavioral tests and a medical examination may not be necessarily carried out unless it warrants a police investigation.
  - \*\*\* The absence of guard from the place of duty, irrespective of reason, shall be considered an absence. Physical presence of A GUARD/ REPLACEMENT can only prevent penalty
  - \*\*\*\* CCTV footage or a camera photo with a lodged complaint could be considered as a valid proof for levying penalties in the clause.
  - # Complainant reporting with investigation report involving HBC rep, Security Officer from FM company, Security agency Manager, complainant and concerned guard shall be the basis of award of penalties in the clause.
  - ## The decision to announce untidy uniform will solely the responsibility of Shift security supervisor and the complainant. In case of contradiction in views of complainant and security supervisor, the decision of HBC shall be final and binding
  - ### The decision of HBC shall be final and binding

### **ANNEXURE- A**

#### **SLA and Enforcement Matrix / Reporting**

This Process Manual is generally applicable to all types of Security Services at Client sites being

managed by HBC ad hoc AOA or its representing agency. The indicative but not exhaustive list is as under:

- (a) Deployment of trained and uniformed security personnel to safeguard residents, visitors, assets, and property.
- (b) Round-the-clock manning of all **gates, basement parking areas, towers, club house, swimming pool, and common areas.**
- (c) Monitoring of entry/exit of vehicles and individuals.
- (d) Enforcement of society rules including visitor entry management, vendor regulation, and delivery management.
- (e) Patrolling inside society premises, particularly during night hours.
- (f) Assistance during emergencies such as fire, medical, lift breakdowns, and law & order issues.
- (g) Coordination with local police, fire, and hospital authorities when required.
- (h) Support in operating access control systems, CCTV monitoring, boom barriers, and other security infrastructure.
- (i) Immediate reporting of any theft, accident, or unusual incident to the HBC ad hoc AOA /Management.
- (j) Maintenance of proper logbooks/registers/digital records as per HBC ad hoc AOA instructions.
- (k) Material Inward/Outward.
- (l) Visitors Movement within Client site premises/campus
- (m) Fire Fighting Equipment & Fire Alarm System Operation and accountability.
- (n) Parking/Vehicle Movement
- (o) Key Management
- (p) Firefighting Procedure and employability
- (q) Emergency Evacuation Procedure
- (r) Transport Operations Security (if within FM Agency SOW/SLA)
- (s) Reports
  - Guard Strength & Deployment Report
  - Screening & Verification Report
  - Manpower Readjustment & Redeployment Plan (MRRP)
  - Training Plan (Firefighting, Lift Rescue, Emergency Response)
  - Contingency Plan for Shortage
  - Monthly Penalty & Complaints Status Report
  - CCTV Monitoring & SOP Compliance Report

Monthly performance review by AOA shall be conducted and recorded.

## **ANNEXURE – B**

### **TECHNICAL BID PROFORMA** **(Bidder may add extra Rows , if required)**

<b>PART - I – BASIC INFORMATION ON ELIGIBILITY</b>
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Ser	Particulars	Response	Proof Enclosed?
1	Name of the Company		
2	Registered office Address		
3	Website (if any)		
4	E-mail id for Correspondence		
5	Contact No(s)		
6	Date of incorporation/ registration as security service provider (or equivalent) under Indian Companies Act1956.		
7	Details of Tender purchase done		
8	Number of Residential Societies being managed in Noida & Greater Noida		
9	Number of Residential Societies being managed PAN India		
10	Turnover in (INR Crore):		
	2022-23		

	2023-24		
	2024-25		

	Average Turn Over		
11	Have you suffered any loss 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:-		
	PAN Card No		Copies to be attached
	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		NA
16	List of Machinery, equipment, necessary items used to enhance security services. (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 related to security.		NA





**PART – II – SECURITY 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)**

<b>Ser</b>	<b>Particulars</b>	<b>Response</b>
1	Do you have your permanent employees on your own payroll or outsourced service providers for the following: -	
	a. Management Staff	a.
	b. Security Manager/ GM Security	b.
	c. Security Officer/Assignment Manager (Security)	c.
	d. Security Supervisors & Gunman	d.
	e. Security Guards	e.
2	Do you have a training establishment for imparting regular training to your own as well as outsourced manpower?	
3	If you do not have a training establishment, how do you ensure the Security related training carried out efficiently	
4	What is the system of marking daily attendance of staff & workers – Manual/Card swiping/biometric ?	
5	What Visitors management system do you use?	
6	What Accounting software (ERP) do you use?	

7	Which major equipment can you maintain at your own (not requiring an AMC)?	
8	How do you measure/monitor the quality of service in Security Services.	
9	How do you measure/monitor the quality of service in Security services.	
10	Do you have qualified and experienced professionals and capability to undertake security audit of the site as a precursor to take over from the builder?	
<b>VALUE ADDED SERVICES</b>		
11	Apart from the mandatory services listed in the RFP document, what other value addition can you provide Free of Cost- or Cost-Plus basis.	
12	Do you provide free legal consultancy on AOA related disputes?	
13	What special labor-saving devices (machinery/equipment) do you use to enhance the quality and efficiency of your security services?	
14	What special equipment do you use to detect/diagnose/rectify to address discrepancies in security services	

**COMMERCIAL BID PROFORMA**

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

MANPOWER COSTING						
Ser	Manpower description	Qty.	Qualification	Deployment and Costing details		
				Nos	Rate INR	Amount Total INR
	<b>Administrative staff</b>					
1	Security Officer					
2	Security Supervisor					
3	Security Guard					
4	Walky Talky (FOC)					
5	Walky Talky (chargeable)					
6	Security Tools & Tackles (with detailed list)					
	<b>TOTAL</b>					
	<b>Taxes etc.</b>					

**Notes :-**

- 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.
- Manpower deployment should not be outsourced by any means and the exact manpower cost to be quoted. With all breakups detailed CTC including in hand salary, management fee etc.
- In case of consumables, tools and tackles, equipment and machinery cost, a lumpsum cost may be quoted including the Walky talky rental charges if any.
- Free services may also be added in this section but cost may be indicated as NIL.

\*In the last row of each table, the detailed breakdown of applicable taxes, duties etc, with rates must be indicated