



HEARTBEAT CITY

APARTMENT OWNERS ASSOCIATION (Ad hoc)

23-JAN-2026

LETTER OF INTENT (LOI) CUM MEMORANDUM OF UNDERSTANDING (MOU) (Convertible into Work Order)

This Letter of Intent-cum-Memorandum of Understanding ("LOI-MOU")
is executed on this ___ day of _____ 2026,

BETWEEN

Heartbeat City Residential Society (Represented through its duly authorised representatives / Ad-hoc Association of Apartment Owners Heartbeat City, Sector-107, Noida, Gautam Buddha Nagar, Uttar Pradesh – 201304 (hereinafter referred to as the "Society", which expression shall, unless repugnant to the context, include its successors, office bearers, and authorised representatives)

AND

Commando Security Services A security services agency duly incorporated / registered under applicable Indian laws, having its registered office at _____ (hereinafter referred to as the "Vendor", which expression shall include its proprietors, partners, successors, and permitted assigns)

1. Purpose of this LOI-MOU

1.1 This LOI-MOU records the **intent of the Society** to engage the Vendor for providing **professional manned security services at Heartbeat City Township**, a large residential township comprising Phase-1 and Phase-2 residential towers and common areas.

1.2 This document is issued to:

- Define the **broad commercial, operational, and legal framework**
- Enable commencement of services on a **probationary basis**
- Serve as a **binding operational understanding**, convertible into a **formal Work Order / Agreement** upon satisfactory performance.

2. Scope of Security Services (Indicative)

The Vendor shall provide, inter alia:

- Trained security guards (male/female as required)
- Gate management & visitor control
- Access control & patrolling (tower-wise & common areas)
- CCTV monitoring support (where applicable)
- Emergency response & incident reporting
- Coordination with Society office, residents, and local authorities
- Compliance with Society SOPs, security manuals, and instructions issued from time to time
- Detailed deployment numbers, shift patterns, and locations shall be finalised separately and annexed to the Work Order.

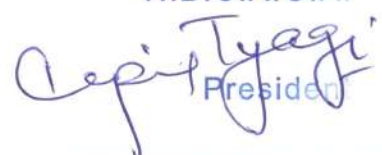
3. Probation Period

3.1 The engagement shall commence with a **probationary period of minimum 3 (three) months and maximum 6 (six) months**.

3.2 During the probation period:

- Performance, discipline, responsiveness, and resident feedback shall be evaluated
- The Society reserves the **unilateral right to discontinue** services with a notice of **15 days** if performance is unsatisfactory
- No long-term commitment shall be deemed to arise unless confirmed in writing.

H.B.C.A.O.A.


President

4. Commercial Understanding

4.1 Commercials (rate per guard, supervisor, reliever, statutory components, GST, etc.) shall be mutually agreed and documented in the **Work Order**.

4.2 Payments shall be subject to:

- a) Submission of proper invoices
- b) Proof of statutory compliances
- c) Attendance and deployment verification

4.3 No escalation, bonus, or additional charges shall be applicable unless expressly approved in writing by the Society.

5. Statutory & Legal Compliance (Mandatory)

The Vendor shall **strictly comply** with all applicable Indian laws, including but not limited to:

- a) Contract Labour (Regulation & Abolition) Act, 1970
- b) Minimum Wages Act
- c) EPF & ESI Acts
- d) Payment of Wages Act
- e) Shops & Establishments Act
- f) Private Security Agencies (Regulation) Act (PSARA), where applicable
- g) GST laws
- h) Labour Codes as notified from time to time

All personnel shall remain **employees of the Vendor only**, and **no employer-employee relationship** shall arise between the Society and the Vendor's personnel.

6. Indemnity & Risk

6.1 The Vendor shall indemnify and hold harmless the Society against:

- a) Acts of negligence, misconduct, or breach by Vendor personnel
- b) Theft, misbehaviour, or security lapses attributable to Vendor staff
- c) Statutory non-compliances

6.2 The Vendor shall maintain adequate **insurance coverage** as required under law.

7. Confidentiality & Conduct

- a) Vendor personnel shall maintain strict confidentiality of Society affairs
- b) Behaviour with residents must be professional, respectful, and disciplined
- c) Alcohol, narcotics, or unauthorised absence shall attract immediate action.

8. Conversion into Work Order

8.1 Upon successful completion of the probation period, this LOI-MOU may be:

- a) Converted into a **formal Work Order / Agreement**
- b) Extended, modified, or discontinued at the Society's discretion.

8.2 Till such conversion, this LOI-MOU shall remain **operationally binding** to the extent of services rendered.

9. Termination

Either party may terminate this arrangement by giving **30 days' written notice**, except during probation where **15 days' notice** shall suffice.

10. Governing Law & Jurisdiction

This LOI-MOU shall be governed by the **laws of India**, and courts at **Noida / Gautam Buddha Nagar, Uttar Pradesh** shall have exclusive jurisdiction.

11. Non-Exclusivity

This LOI-MOU does not create exclusivity, partnership, or agency between the parties.

H.B.C.A.O.A.
Rep. Tyagi
President

12. Acceptance

This LOI-MOU is issued in good faith to enable commencement of services and reflects the mutual understanding between the parties as on date.

For Heartbeat City Residential Society

(Ad-hoc AQA / Authorised Signatory)

Name: _____

Designation: _____

Contact: _____

Signature: _____

Date: _____

For Commando Security Services

Name: _____

Designation: _____

Contact: _____

Signature: _____

Date: _____

ANNEXURE – A

Indicative Deployment Matrix

(To LOI-cum-MOU between Heartbeat City Residential Society & Commando Security Services)
This matrix is indicative and may be modified by the Society based on occupancy, security assessment, and operational requirements.

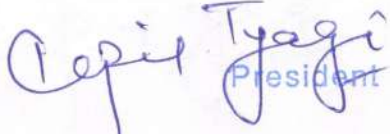
1. Project Details

- **Project Name:** Heartbeat City Township
- **Location:** Sector-107, Noida, Gautam Buddha Nagar, UP – 201304
- **Type:** Gated Residential Township (Phase-1 & Phase-2)

2. Deployment Structure (Indicative)

| Location / Function | Shift | No. of Guards | Remarks |
|-----------------------------|-----------------------|-----------------------|--------------------------------------|
| Main Entry Gate(s) | 3 Shifts (8 hrs each) | 2 per shift | Visitor control, access verification |
| Secondary / Service Gate(s) | 3 Shifts | 1 per shift | Vendor & service movement |
| Tower Lobbies (Phase-1) | 3 Shifts | 1 per tower per shift | Access & monitoring |
| Tower Lobbies (Phase-2) | 3 Shifts | 1 per tower per shift | As per occupancy |
| Basement / Parking Area | 2 Shifts | 1 per block | Night focus |
| Common Areas / Club / Parks | Day Shift | 1-2 | As required |
| CCTV Monitoring Room | 3 Shifts | 1 per shift | If CCTV active |
| Night Patrolling | Night Shift | 1-2 | Rounds & incident response |
| Security Supervisor | General Shift | 1 | Reporting & coordination |

H.B.C.A.O.A.


President

| | | | |
|------------------------|-------------|-----|-----------------------------|
| Reliever / Float Guard | As required | 1-2 | Weekly off / absentee cover |
|------------------------|-------------|-----|-----------------------------|

Total manpower shall be finalised prior to commencement and reflected in the Work Order.

3. Guard Categories

- a) Unarmed Security Guards
- b) Lady Guards (where required)
- c) Security Supervisor

4. Uniform & Equipment (Vendor Responsibility)

- a) Prescribed uniform with ID cards
- b) Baton / torch / whistle
- c) Communication device (as agreed)
- d) Attendance & deployment register

5. Reporting

- a) Daily attendance & deployment report
- b) Incident register
- c) Monthly compliance statement (EPF, ESI, wages)

ANNEXURE – B

Standard Operating Procedures (SOPs) – Security Services

1. General Conduct & Discipline

- a) Guards must be **well-groomed, alert, courteous**, and in uniform
- b) No sleeping, loitering, mobile misuse, or unauthorised absence
- c) Zero tolerance for alcohol, narcotics, or misconduct
- d) Immediate reporting of any suspicious activity

2. Access Control & Visitor Management

- a) Entry only after verification through:
- b) Resident confirmation / visitor register / digital system (if any)
- c) Domestic staff & vendors to carry valid ID
- d) Delivery personnel restricted to designated areas
- e) Night-time entry to be strictly monitored

3. Patrolling SOP

- a) Regular patrolling of:
- b) Towers
- c) Staircases
- d) Basements
- e) Fire exits
- f) Common areas
- g) Patrolling logs to be maintained
- h) Immediate escalation of unlocked doors, dark zones, or hazards

4. CCTV Monitoring (Where Applicable)

- a) Continuous monitoring during assigned shift
- b) No unauthorised access to footage
- c) Immediate reporting of:
- d) Camera failure
- e) Suspicious movement
- f) Security breach

H.B.C.A.O.A.

Deep Tyagi
President

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5. Emergency Response SOP

- a) **Medical Emergency:**
- b) Inform Society office / resident
- c) Assist ambulance access
- d) **Fire / Electrical Incident:**
- e) Raise alarm immediately
- f) Inform fire department & Society authorities
- g) Assist evacuation
- h) **Law & Order Situation:**
- i) Inform local police
- j) Secure area and avoid confrontation

6. Incident Reporting

- a) All incidents to be:
- b) Logged in Incident Register
- c) Reported to Security Supervisor
- d) Escalated to Society office within the same shift

7. Coordination with Society

- a) Guards to follow instructions of:
- b) Authorised Society representatives
- c) Facility Management team (if appointed)
- d) Vendor supervisor to attend review meetings when called

8. Statutory Compliance SOP

- a) Timely payment of wages (as per Minimum Wages Act)
- b) EPF, ESI & GST compliance
- c) Submission of monthly compliance proof to the Society
- d) Police verification of guards (where applicable)

9. Replacement & Continuity

- a) Immediate replacement of:
- b) Absent guards
- c) Guards found unsuitable
- d) No disruption in services under any circumstances

10. Confidentiality & Data Protection

- a) No sharing of resident details
- b) No photography / video recording inside premises
- c) Breach to attract immediate termination

H.B.C.A.O.A.
Rajiv Tyagi
President