



Request for Proposal
Security Services of Residential Society ACE Divino

RFP: AOA/25-26/Security/A-1
Dated 03rd March 2026

Issued By:

ACE Divino Apartment Owners Association
Basement 1, Maintenance Office
ACE Divino, Plot No. GH-14A,
Sector 1, Greater Noida West,
Uttar Pradesh 201306

RFP Document Fee: ₹ 5,000/- + GST
(In the form of Demand Draft or Bank Transfer)
In the name of “ACE Divino Apartment Owners Association”
(TO BE SUBMITTED WITH BID)

Contact:

Goutam Prasad: 9810753838
Siddharth Shukla: 8010820509
Email: tender.AOA@gmail.com

TABLE OF CONTENTS

Sl. No.	Sections/ Annexures etc.	Content	Page No.
1		Disclaimer and Confidentiality	3 - 4
2		Invitation for Bids	5 – 19
3		Annexure A [Ace Divino Project Layout]	20
4		Annexure B [Minimum Manpower Requirement]	21 - 22
5		Annexure C [Technical Assessment]	23 - 41
	Form – T1	Covering Letter	23 - 25
	Form – T2	Mandatory Information Table	26 - 28
	Form – T3	Power of Attorney	29
	Form – T4	Past experience of the Bidder	30 - 35
	Form – T5	Undertaking	36
	Form – T6	Scope & Understanding of Work	37 - 39
	Form – T7	Commitment for proposed Equipment	40
	Form – T8	Anti Collusion Certificate	41
6		Financial Proposal	
	Form – F1	Financial Proposal Submission Form	42 – 43
	Form – F2	Detail Break up of Financial Offer	44

Disclaimer and Confidentiality

This Request for Proposal Document (hereinafter referred to as RFP) has been prepared by ACE DIVINO APARTMENT OWNERS ASSOCIATION (hereinafter referred to as AOA) solely for the purpose of providing information to potential bidders. It is provided on a confidential basis and is not to be distributed or reproduced in whole or in part without the prior written consent.

The information contained in this RFP or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of AOA or any of their employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by AOA to the prospective Bidder(s). The purpose of this RFP is to provide interested bidder(s) with information that may be useful to them in preparing their proposal i.e. Eligibility/Technical Proposal, Documents and Financial Proposal (the "Bid") pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by "AOA" or their advisors in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. It is intended to be used as a guide only and does not constitute advice, including without limitation, investment or any other type of advice. This RFP may not be appropriate for all persons, and it is not possible for "AOA", its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP including annexures/ attachments/ amendments and obtain independent advice from appropriate sources. "AOA" and its advisors assume that any person who reads or uses this document can evaluate the merits and risks of any investment or other decision with respect to a financial/property transaction, operation, its suitability and its financial, taxation, accounting and legal implications without any reliance on this document.

Information provided in this RFP to the Bidder/s is on a wide range of matters, some of which depend upon interpretation. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law.

This document may contain few information prepared by any third party. Figures, calculations and other information contained in this document that has been provided to "AOA" by such third parties have not been independently verified by "AOA". Any projections or analyses represent best estimates only and may be based on assumptions, which, while reasonable, may not be correct. Past performance of any property or market information, if any, described in this document is not a reliable indication of future performance of such property. Bidders should not rely on any information contained in this document as a

statement or representation of fact and must make their own enquiries to verify and satisfy themselves of all aspects of such information, including without limitation, any income, fee/rentals, dimensions, areas, zoning and permits. While the information in this document has been prepared in good faith and with due care, no representations or warranties are made (express or implied) as to the accuracy, currency, completeness, suitability or otherwise of such information. "AOA", its advisors, officers, employees, subcontractors and agents shall not be liable (except to the extent that liability under statute or by operation of law cannot be excluded) to any person for any loss, liability, damage or expense arising directly or indirectly from or connected in any way with any use of or reliance on such information.

"AOA" accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein. "AOA", its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way during the Bidding Process.

"AOA" also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

"AOA" may in its absolute discretion at any time, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP. "AOA" may also withdraw or cancel the RFP at any time without assigning any reasons thereof.

"AOA" reserves the right, without any obligation or liability, to accept or reject any or all applications, at any stage of the selection process, to cancel or modify the process or any part thereof, or to vary any or all the terms and conditions at any time, without assigning any reason whatsoever.

The issue of this RFP does not imply that "AOA" is bound to select service provider or to appoint the successful service provider. "AOA" reserves the right to reject all or any of the Bidder/s or Bids without assigning any reason whatsoever. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by "AOA" or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will be sole responsibility of the Bidder and "AOA" shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the Bidding Process

INVITATION FOR BIDS

1. Introduction

ACE Divino Apartment Owners Association (AOA) invites interested organisations to submit proposals for **Security Services** for the **ACE Divino** Society, located in the Greater Noida (West) region. AOA aims to select a reliable and experienced Security Service Agency to ensure the smooth operation of the society's common facilities and maintenance of society premises other than security services.

Overview of the **ACE Divino** Society to be maintained:

- The ACE Divino is a luxury residential society spread across 11 acres of land in Greater Noida (West).
- The society includes residential area consists of 11 towers with 1572 apartments and a commercial area contains 26 commercial shops.
- Common area includes but not limited to park, green areas, 13th floor garden, internal roads, waterbodies, guest rooms, club, indoor & outdoor sports facilities, tower lobbies, basements, other amenities and any area that is not internal area of any flat/ shop.
- The Commercial Area is an integral part of the society complex.

2. Indicative Scope

The Broad Scope of services required through this RFP, shall be inter alia as briefed below:

A. Access control and visitor management

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

B. Surveillance and patrols

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

C. Emergency and incident response

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

D. General security and property protection

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

3. Bid Schedule/ Significant Information

The Bidding Process in question will be responded to or entertained as per following schedule:

Sl. No.	Particulars	Value
1	Mode of Submission	Hard Copy only
2	Contract Period	03 (Three) Years
3	Tender Document Cost (non-refundable)	₹5,000 (Rupees Five Thousand Only) + GST (if applicable) as the cost of the RFP document. The payment shall be made in the form of a Demand Draft/ NEFT in favour of “ACE Divino Apartment Owners Association”, payable at Noida/Greater Noida”

		<p>AOA Bank Account Details Beneficiary Name: ACE Divino Apartment Owners Association Account Number: 60551990977 Account Type: Saving Bank: Bank of Maharashtra Branch: Greater Noida West, Sector 1 Primary IFSC: MAHB0002733 Alternate IFSC (if any issue occurs): MAHB0001294</p> <p>(Cash will not be accepted)</p>
4	Interest Free EMD	<p>₹2,00,000 (Rupees Two Lacs Only) payable to AOA Bank account (as mentioned above) before the bid submission. (Cash will not be accepted)</p>
5	Performance Security	<p>Selected bidder may have to submit Performance Security of the amount equal to EMD as per mutual agreement between AOA and the chosen bidder.</p>
6	Date of issuance of Tender	<p>03rd March 2026 through mygate notification.</p>
7	Inspection of Ace Divino Society by bidders	<p>From 03rd March 2026 to 12th March 2026 between 11.00 am to 5.00 pm</p>
8	Pre-bid Meeting	<p>07th March 2026 at 12:00 pm</p>
9	Last date of submission of queries, if any	<p>12th March 2026 up to 17:00 pm</p>
10	Last date and time for submission of bid (Bid Due Date)	<p>14th March 2026 up to 17:00 pm or extended date and/or time, if circulated in due course in case of any unforeseen circumstances. In such an event decision of AOA will be final.</p>
11	Price Escalation	<p>The Security Service Agency (the bidder) shall not make any request for price escalation for this assignment for first two years from date of award of assignment except that is related to increase in basic wages as per Minimum Wages Act as applicable in state of Uttar Pradesh and quantified thereunder.</p>

		<p>Note: Except as otherwise provided above, for first two years AOA will not accept any such request forthwith, whatsoever be the circumstances.</p> <p>The Security Service Agency may request for price escalation for third year at least 60 days prior to the end said period of two years. However, Approval of such request will be sole discretion of AOA and it will not approve any such request beyond average CPI for 12 month's period immediately preceding to the date of such request.</p>
12	Annual Comprehensive Security Service Cost.	<p>Lowest financial bid quoted by the bidder.</p> <p>Payments for the Annual Comprehensive Security Service Cost shall be made by the AOA on equal-monthly instalments basis during contract period.</p> <p>Note: AOA will make payment of monthly service costs to Security Service Agency within 40 days of receipt of such invoices along with valid proof of payments made to the employees/ staff hired by the bidder along with other legal compliances related to labour laws, which can be raised only after end of the month for which the same is raised.</p>
13	Mode of Submission	<p>Sealed Envelope-1 Technical Bid (Including EMD, Technical Documents, Authorisation Letter, Mandatory Information, Terms & Conditions or any other technical document related to Bid.</p> <p>Sealed Envelope-2 Financial Bid (Only price bid)</p> <p>Note: DD for Tender Fee has to be submitted separately while submission of the documents.</p> <p>Note: Bids in sealed envelopes can only be submitted physically. Digitals copies will not be accepted.</p>
14	Date and time of opening of Technical Bid	<p>15th March 2026 at 12:00 AM at Second Floor of Club Spade, Ace Divino.</p> <p>During opening of technical bid, Authorised Representative of bidders must be present for presentation of Knowledge & understanding of Ace Divino - Site specific innovative ideas and suggestions for strengthening the Security of Society.</p>

		In case of extension of last date and time for submission of bid, 11:00 AM of the day following Sunday of the revised last bid submission date.
15	Date and time of opening of Financial Bids	15th March 2026 at 03:00 PM at Second Floor of Club Spade, Ace Divino. In case of extension of last date and time for submission of bid, 01:00 PM of the day following Sunday of the revised last bid submission date.
16	Validity of Financial Bid	180 days of Bid Opening Date
17	Special Condition with respect to labour laws compliance	Quotation of Financial Bid must comply new labour laws that are effective from 21 st November 2025. Note: As AOA is demanding Financial Bid Quotation based on the same, no request of modification on such ground will be entertained in future.
18	Signing of Service Contract	Within one week from the date of issuance of Letter of Award at the sole discretion of AOA
19	Mobilization Period and Commencement of Service:	Within 45 days of signing of Service Contract, the Security Services Agency will mobilize all resources to onboard their services.

4. Brief Description of the Bidding Process

- A. AOA has adopted a two Stage bidding process (collectively referred to as the "**Bidding Process**") for selection of the Bidder for award of the Services. The selection process involves technical qualification of interested Bidders in accordance with the provisions of the RFP document. The AOA shall open the financial bids of those Bidders who score at least 70 marks based on Clause 8 of this RFP which determines Bid Evaluation Mechanism.
- B. The Bidder shall pay to the AOA a non-refundable sum of Rs.5,000/- (Rupees Five Thousand Only) + GST (if applicable), as the cost of the RFP document. The payment shall be made in the form of a Demand Draft in favour of "ACE Divino Apartment Owners Association" payable at Greater Noida or by NEFT to AOA Bank Account as stated above.
- C. Data/ Quotation/Rate provided in the Bids shall be valid for a period of not less than 180 (One Hundred and Eighty) days from the Financial Bid Opening Date.
- D. Bidding Documents include the Request for Proposal (RFP) and any Corrigendum or Addendum issued after this RFP Document before the last date of bid submission, as extended, if any.
- E. The EMD will not carry any interest.
- F. EMD submitted along with the Proposal will remain valid for a period of 45 days beyond validity period of the Bid, including any extensions thereof.

- G. EMD of the unsuccessful Bidders will be returned within 30 days (thirty days) from the Financial Bid Opening Date.
- H. EMD of the successful bidder will be adjusted in Performance Security Deposit to be given by them.
- I. **Forfeiture of EMD:** Amount of EMD can be forfeited if the successful bidder –
- i. Fails to accept the letter of award within 5 days of date of Award for any reason whatsoever.
 - ii. Fails to furnish the Performance Security in accordance with the RFP, if required.
 - iii. Fails to sign, fulfil or execute any other condition precedent to the execution of the Service Contract within one week from the date of issuance of Letter of Award.
 - iv. If the Information/ documents submitted by the bidder in the bid is found to be false/ forged
- J. Bids are invited for the project based on BOQ attached to this document of AOA. The qualification assessment of the Bidder (the “**Successful Bidder**”) shall be through a Quality and Cost Based Selection (QCBS) process as mentioned in the RFP (refer Bid Evaluation Process).
- K. Notwithstanding any other condition/ provision in the tender documents, bidders are required to submit **complete documents pertaining to the techno commercial qualification criteria (QC)** along with their offer. Failure to meet the QC may render the bid to be rejected. AOA reserves the right to complete the evaluation based on the details and documents furnished by the bidder, with or without seeking any additional supporting documents /clarifications.
- L. **Signatory of the Security Services Agencies:**
- i. It is clarified that the individual signing the documents connected with proposal must certify whether he/she is signing as authorized signatory or proprietor or duly authorized partner in case of partnership firm or a director in case of company or such other authorised person.
 - ii. The authorization shall be provided through a Power of Attorney, which must accompany the Proposal. This may be executed either on a non-judicial stamp paper of value ₹100/- or on the official letterhead of such Agency.
 Note: In case of company, a copy of appropriate board resolution authorising one director to sign on documents and otherwise deal with AOA along with the above requisite documents would be a must.
- M. **Costs. If any, in the Bid Submission** - The Security Service Agency shall bear all costs associated with the preparation and submission of their bids on their own and the AOA accepts no liability to reimburse such cost regardless of any circumstances.
- N. **Work Site Visit by Bidders** – The Security Services Agencies are advised to visit/ survey the Ace Divino Society and acquaint themselves with the operational system and environment along with infrastructure/ plant & machinery at their own cost and expenses. Once the bid is submitted, it shall be presumed that the Agency has undertaken a physical visit of the Ace Divino society and is aware of the operational conditions prior to the submission of their proposal. After submission bids, none of the claim by such agency related to non-awareness of operational system and environment of society will be entertained by AOA.
- O. **Abnormal Rates:** The bidder is expected to quote rate after careful analysis of cost involved considering all specifications and conditions of contract. In case it is noticed that the rates quoted by the bidder are unusually high or unusually low, it will be a sufficient ground for rejection of the tender unless the reasonableness of the rates is convincing. For scrutiny, the analysis for such rates is to be furnished by the bidder.
- P. **Clarifications on RFP Document** –
- i. The Security Services Agency can ask clarifications in writing to the authorised representatives of the AOA, on the RFP document before submission of their bids.

- ii. Except for any such written clarification by the AOA which is expressly stated to be an addendum to the present RFP, no other written or oral communication, presentation or explanation shall be taken to bind AOA under any condition.

Q. Only one Proposal –

Each bidder will submit only one proposal. Any form of Alternative bid is not allowed. Consortium / Joint venture of any form is not allowed under this bidding process

R. Taxes -

The financial proposal /bid shall be exclusive of applicable Goods & Services Tax (GST).

As a condition, precedent for reimbursement of the GST, the AGENCY shall provide a valid GSTIN and raise **GST compliant Tax Invoice** to the AOA.

The financial liability on account of any other applicable taxes, as may be applicable on the amounts received by the Security Services Agency from AOA shall be solely borne by the Agency. The Security Services Agency alone shall be responsible in all respects for the payment to all taxes including Income Tax, etc. in a timely manner and filing the returns in respect thereof as per the applicable laws. AOA shall not bear any responsibility in this regard.

However, towards compliance with the applicable Tax laws, AOA shall deduct TDS as applicable from the payments to be made by Client to Security Service Agency, and a certificate shall be made available to the Agency in support of the evidence.

5. Bid Evaluation Process

5.1 Short-listing of Bidders: The Bidders who will score minimum 70 marks out of 100 marks, as per the Point 8 Technical Qualification, will be considered technically qualified and will be eligible to be shortlisted for opening and evaluation for financial bid. The weightage given to the technical proposal is 70% for the selection of Bidder under Quality and Cost Based Selection (QCBS) method.

5.2 Opening of Financial Bid and Auction Process: After opening of the sealed Financial Bid the same shall be read in audience including all bidders. Thereafter, all bidders will be given an opportunity to participate in a 30-minute auction, wherein bidders will have opportunity to reduce their quote.

5.3 Evaluation of Financial Proposal: For financial evaluation, the financial quote indicated in the Financial Proposal (After Auction Process as aforesaid) of the technically qualified bidder shall be considered. The Financial Proposal with the lowest Evaluated Total Price (ETP) will receive the maximum score of 100 marks. The score for each other Financial Proposal will be inversely proportional to its ETP and will be computed as follows:

$$SF = 100 \times FM / F$$

where:

SF is the financial score of the Financial Proposal being evaluated

FM is the ETP of the lowest priced Financial Proposal

F is the ETP of the Financial Proposal under consideration

The weightage given to the financial proposal is 30% under Quality and Cost Based Selection (QCBS) method.

The AOA shall determine whether the Financial Proposals are complete, unqualified and unconditional. The cost indicated in the Financial Proposal

shall be deemed as final and reflecting the total cost of services (excluding taxes). The Bidder should give clear breakup of taxes as applicable on services offered. Omissions, if any, in costing any security related component shall not entitle the Bidder to be compensated and the liability to fulfil its obligations as per the BOQ within the total quoted price shall be that of the Bidder.

The AOA will correct arithmetical errors during evaluation of Financial Proposals on the following basis:

- a) if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
- b) if there is any discrepancy between words and figures, the amount whichever is less, that shall be prevail.

If the Bidder does not accept the correction of errors, its proposal shall be disqualified

5.4 Combined and final evaluation:

After determining the financial score, the shortlisted Bidders will be given total score which will be determined as under:

$$\text{Total Score (TS)} = \text{Technical Score (ST)} \times 0.7 + \text{Financial Score (SF)} \times 0.3$$

Proposals of the post qualified Bidders during the process of evaluation of the technical bid will finally be ranked according to the total score.

The selected Bidder shall be the first ranked (whose total score as calculated above is the highest). The second ranked Bidder shall be kept in reserve and may be invited for negotiations in case the first ranked Bidder withdraws or fails to comply with the requirements specified in the RFP document.

6. Eligibility Criteria

	Criteria for the Security Service Agency	To be verified from
1.	The bidder should be registered under appropriate provisions of law. Any one of the following - <ul style="list-style-type: none"> • Indian Companies Act 2013 • Indian Partnership Act 1932 • The Societies Registration Act 1860. • Limited Liability Partnership Act 2008. 	Copy of Certificates of Incorporation/ Registration issued by the competent Authority
2.	The Security Service Agency should have an average annual turnover of not less than ₹1,80,00,000,00/ (Rupees One Eighty Crores only) over last three financial years.	Audited Financial Statements
3.	Minimum 5 years' experience in the field of Security Services (not MTS & others) in at least 5 residential societies in Delhi/ Noida/ Greater Noida/ Ghaziabad along with the satisfactory/ performance certificate/ Completion certificate with minimum 40 manpower deployment. No relaxation is being given to bidders with valid MSME Certificates.	The bidder should submit documentary proof of providing security services to reputed residential societies in the form of Work Orders

4.	The Security Service Agency should have completed any of following in last three financial years as on 31/03/2025, with profit (not loss) after tax.	Order Copies and Satisfactory performance certificates
	a) Two similar assignments for Multi-Storey Residential Complexes with number of flats more than 1000 in Noida/ Greater Noida each costing not less than Rs. 12,00,000/- (Rupees Ten Lakh only) per month	
	Or	
	b) One similar assignment for Multi-storey Residential Complex with number of flats more than 1800 in Noida/ Greater Noida costing not less than Rs.30,00,000/ (Rupees Thirty Lakh only) per month.	
5.	The Services of Security Services Agency has not been terminated by any Multi-Storey Residential Complexes costing not less than Rs. 10,00,000/- (Rupees Ten Lakh only) per month in less than two years of consecutive service to such complex from date of inception of the service. Note: For this clause non-renewal of SECURITY contract after expiry of tenure mentioned in the executed contract and termination due to will of SECURITY Agency will not be considered as termination.	Declaration to said effect on non-judicial stamp paper of Rs,100/- duly notarised.
6.	It must have a corporate office located in Delhi/ NCR and a registered office anywhere in India.	Address proof
7.	It must have appropriate training centre for training of Security Personnel.	Proof in respect of existence of Training Centre along with declaration to said effect on non-judicial stamp paper of Rs,100/- duly notarised.
8.	Valid registration under the PF Act, 1952 shall be part of the technical bid.	Copy of Certificate
9.	Valid registration under the ESI Act, 1948 shall be part of the technical bid.	Copy of Certificate
10.	Valid registration for GST shall be part of the technical bid.	Copy of Certificate
11.	Valid PAN number shall be part of the technical bid.	PAN Copy
12.	IT returns of last three financial years shall be part of the technical bid.	ITR Copies
13.	Labor license of running works issued under Contract Labour (Regulation & Abolition) Act, 1970 shall be part of the technical bid.	License copy
14.	The security services agencies participating in the tender should have a valid PSARA (Private Security Agencies Regulation Act) license in Uttar Pradesh	Copy of PSARA license
13.	Agency should have submitted the invoice through E-invoicing.	Any Proof thereof
14.	Agency should not have any labour union.	An affidavit duly notarised with register entry

15.	Overall manpower on company pay roll more than 500.	An affidavit duly notarised with register entry
16.	Agency shall not engage any other agency or transfer the complete or partial contract/work to any other person or entity in any manner without prior permission from AOA before sub-contracting.	Undertaking in the form of an affidavit duly notarised with register entry
17.	The Security Services Agency intending to bid have not been blacklisted by any residential society in India for whatsoever be the reason.	Undertaking in the form of Affidavit duly notarised with register entry
18.	Must not have any pending judicial proceedings for any criminal offence against the Partner/ Director/ Persons to be deployed by the Service Provider	Undertaking in the form of Affidavit duly notarised with register entry

7. Mandatory Information Table: (To be submitted along with technical bid)

The bidder shall submit Mandatory Information regarding themselves as per FORM-T2 prescribed at Annexure C to this RFP.

8. Bid Evaluation Mechanism

S.No.	Eligibility Requirement	Marks	Supporting Documents/ Action Required
1	Similar work Experience and currently providing security services in at least 5 different residential societies with number of flats equal to or more than 1000 in Delhi/ Noida/ Greater Noida/ Ghaziabad a) ≥ 25 manpower = 4 marks b) ≥ 40 manpower = 8 marks c) ≥ 55 manpower = 12 marks d) ≥ 70 manpower = 16 marks	16	Copies of order and Satisfactory performance certificates
2	Serving in any Residential Society having number of flats equal to or more than 1000 with manpower deployment of 40 persons or more for a continuous period of more than 5 years without any interruption in Noida/ Greater Noida a) ≥ 3 societies = 5 marks b) ≥ 5 societies = 10 marks	10	Copies of order and Satisfactory performance certificates
3	Knowledge & understanding of Ace Divino - Site specific innovative ideas and suggestions for strengthening the Security of Society.	14	Bidders will be provided with opportunity to do 10 minutes presentation during Technical Bid Opening.

S.No.	Eligibility Requirement	Marks	Supporting Documents/ Action Required
4	Number of years of uninterrupted service of the oldest Residential Society having number of flats equal to or more than 1000 in Noida/ Greater Noida associated with bidder.	15	Declaration in Affidavit duly notarised duly notarised with register entry.
	a) ≥ 3 Years = 5		
	b) ≥ 6 Years = 10		
	c) ≥ 9 Years = 15		
5	Dedicated Training Centre and documented Training Module for training of Security Personnel of the bidder. Note: Type of training will be evaluated through the provided module.	10	Evidence of Training Centre and Copies of Training Module to be submitted.
5	Net addition of number of the residential societies in Noida/ Greater Noida having flats not less than 1000 in the business of Security Agency in the financial year 2024-25 over the immediate previous year i.e. 2023-24	10	Copies of new orders/ contract along with declaration of fact of losing business/ termination, if any
	≥ 2 societies = 5 marks		
	≥ 4 societies = 10 marks		
6	Percentage of Residential Society Exposure out of total Security Service business in India	15	Declaration in Affidavit duly notarised duly notarised.
	$\leq 30\%$ = 5 marks		
	$\leq 50\%$ = 10 marks		
	$\leq 70\%$ = 15 marks		
7	Submission of recommendation letters from AOA/ Promoters/ Management Team of at least 5 Residential Societies having number of flats more than 1000 in Noida/ Greater Noida.	10	Original Recommendation Letters.
	TOTAL	100	

9. Detailed Scope of Work

- 9.1 The Security Service Agency shall provide comprehensive security services to Ace Divino by deploying adequately trained and well-disciplined security personnel to safeguard the entire building, moveable and immovable assets, equipment's, and other items of any kind at the society from any thefts, pilferage or damage and ensure safety of the residents, employees, visitors, guests or any other persons.
- 9.2 The security personnel shall be deployed round the clock at the society to effectively safeguard the premises.
- 9.3 The bidder/ Agency shall be responsible for opening/closing of the building, rooms and temple as necessitated/directed by AOA on working days or otherwise.
- 9.4 The Agency shall ensure that water taps/lights/ACs are not left open/ switched on otherwise than the prescribed hours on any day.

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

9.23 The chosen bidder will have to prepare a proper reporting mechanism of their services to the Estate Manager and AOA.

10. Manpower Criterion

10.1 Security Officer

Qualification: Graduate must.

Experience: Minimum 10 years including three years in managing security services in a Residential Society of similar standard.

Physical Fitness:

- Medically Fit
- Capable of continuous Patrolling or standing continuously.
- Capable of emergency response including fire, lift, etc.
- Trim Waistline (No Belly Fat)
- Not suffering from any medical condition affecting alertness or mobility

Responsibility:

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

10.2 Shift Supervisor

Qualification: Graduate preferred / 12th Pass with strong experience of 7 years in Security Services.

Age Limit: 28 Years to 50 Years

Physical Fitness:

1. Height: 5'7" or more
2. Other Requisites
 - Medically Fit
 - Capable of continuous Patrolling
 - Capable of emergency response including fire, lift, etc.
 - Trim Waistline (No Belly Fat)
 - Not suffering from any medical condition affecting alertness or mobility

Experience:

- a. Minimum 05 years (07 years in case of 12th pass) including three years in managing security services in a Residential Society of similar standard.
- b. Good communication skills both in English and Hindi.
- c. Familiarity with App based attendance, incident reporting, visitor management, etc.
- d. Working knowledge of CCTV Monitoring.
- e. Adaptive to working environment and having patience to remain calm during interaction with residents.

10.3 Other Guards including Executive Guards

Qualification: 12th Pass preferable / 10th Pass with more than 3 years of Residential experience in Security Services.

Age Limit: 22 Years to 50 Years.

Physical Fitness:

1. Height: 5'7" or more (For Guards at Gates minimum height will be 5'10" and for Lady Guards posted anywhere minimum height will be 5'4")
2. Other Requisites
 - Medically Fit
 - Capable of continuous Patrolling or standing continuously.
 - Capable of emergency response including fire, lift, etc.
 - Trim Waistline (No Belly Fat)
 - Not suffering from any medical condition affecting alertness or mobility

Experience:

- a. 01 years of experience as Security Guard in a Residential Society of similar standard is desirable. 70% Security Guards out of total guards to be deployed should meet this criterion.
- b. Working knowledge of App based Security log mechanism.
- c. Adaptive to working environment and having patience to remain calm during interaction with residents.

Note:

1. All Security Personnel are required to either maintain proper bread or remain clean shaven and trimmed hair.
2. All Security Personnel are required to remain in disciplined posture during working hours.
3. Use of Gutkha, Cigarettes, Bidi or alcohol (including under influence of alcohol) during office hours will remain prohibited for all Security Personnel.

ANNEXURE - A

ACE DIVINO PROJECT LAYOUT

- LEGEND:**
1. SITE ENTRY
 2. COMMERCIAL AREA
 3. CLUB
 4. SWIMMING POOL
 5. TOWER DROP OFF
 6. KIDS PLAY AREA
 7. AMPHITHEATRE
 8. MANDIR
 9. STEPPED SITTING
 10. FLOATING TREE COURT
 11. FLOATING PAVILIONS
 12. HIBISCUS COURTS
 13. WATER BODY
 14. MEDITATION LAWN
 15. SCULPTURE PLATFORM
 16. CRICKET PITCH
 17. TENNIS COURT
 18. HALF BASKETBALL COURT
 19. BADMINTON COURT
 20. CHESS BOARD
 21. SNAKES AND LADDERS
 22. CROQUET COURT
 23. CLUB ENTRY
 24. BASEMENT RAMPS



ANNEXURE - B

Minimum Manpower Requirement

S.NO.	POST	DESIGNATION	DAY	NIGHT
1	ALL OVER	SECURITY OFFICER	1	1
2	GATE NO.1	GUARD	2	1
		Head Guard	1	1
		ARMED GUARD	0	1
		SUPERVISOR	1	1
3	GATE NO.-2	GUARD	1	1
		Head Guard	1	1
		LADY GUARD	1	0
		ARMED GUARD	1	0
4	GATE NO.-3	GUARD	1	1
		LADY GUARD	1	0
5	COMMERCIAL	GUARD	1	0
6	IN RAMP GROUND	GUARD	1	1
7	OUT RAMP GROUND	GUARD	1	0
8	GARDEN/TEMPLE/PLAY AREA	GUARD	1	1
9	CLUB GROUND FLOOR	EXECUTIVE GUARD	1	1
10	CLUB FIRST FLOOR	LADY GUARD	1	0
11	BASEMENT-1	GUARD	1	1
12	BASEMENT-2	GUARD	1	
13	MAINTENANCE/AOA OFFICE	GUARD	1	0
14	T-1	EXECUTIVE GUARD	1	1
15	T-2	EXECUTIVE GUARD	1	1
16	T-3	EXECUTIVE GUARD	1	1
17	T-4	EXECUTIVE GUARD	1	1
18	T-5	EXECUTIVE GUARD	1	1
19	T-6	EXECUTIVE GUARD	1	1
20	T-7	EXECUTIVE GUARD	1	1
21	T-8	EXECUTIVE GUARD	1	1
22	T-9	EXECUTIVE GUARD	1	1
23	T-10	EXECUTIVE GUARD	1	1
24	T-11	EXECUTIVE GUARD	1	1
25	PATROLLING/ RELIVER	GUARD	2	1
TOTAL			33	24

ROLE	DAY	NIGHT
SECURITY OFFICER	1	1
SUPERVISOR	1	1
ARMED GUARD	1	1
Head Guard	2	2
GUARD	13	19
LADY GUARD	3	0
EXECUTIVE GUARD	12	0
TOTAL	33	24

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

ii. Manpower related to various branches of security services are also required to be deployed as per requirement at site.

iii. The manpower required for efficient security services will be on pay roll of the bidder.

iv. The tentative duration of working hours/operational hours will be complying of law of land.

v. Police verification of the manpower deployed by the Security Service Agency should be complete and AOA can ask to share the information with as many times, if required.

vi. State minimum wages will be applicable for manpower deployment and shall be sole responsibility of the bidder.

vii. The bidder will comply with the new wage laws which has become from 21st November 2025 or as amended up to date.

viii. *AOA will verify a specific percent about the status of deposit of EPF and ESI information of the deployed manpower every month on random basis*

ANNEXURE - C

Technical Assessment

- i. Bidders need to submit all required information with supporting documents as per Form **T1 to T10** and as per instructions provided in this RFP.
- ii. If necessary, additional sheets can be added by the Bidder.
- iii. Each page of technical and qualification information shall be duly signed by the Bidder or his authorized representative.
- iv. Cost incurred by Bidder(s) in making this offer, in providing clarifications or attending discussions, conferences, or site visits shall not be reimbursed by the AOA.
- v. Incomplete bids shall be summarily rejected.
- vi. The language for submission of application shall be English.
- vii. The enclosed forms should be filled in completely and all questions should be answered. If any particular query is not relevant, it should be replied as 'not applicable'.
- viii. Financial data, Project/Work costs, value of works, etc. should be given in Indian Rupee only.
- ix. If the bid is made by a firm in partnership, it shall be signed by all the partners of the firm along with their full names and current addresses, or by a partner holding the power of attorney for the firm for signing the application. In such a case a certified copy of the power of attorney should accompany the application. A certified copy of the partnership deed, current address of the firm and the full names and current addresses of all the partners of the firm shall also accompany the application.
- x. If the bid is made by a limited company or a limited corporation, it shall be signed by a duly authorized person holding the power of attorney for signing the application, in which case a certified copy of the power of attorney should accompany the application. Such limited company or corporation will be required to furnish satisfactory evidence of its existence before the contract is awarded. The information furnished must be sufficient to show that the bidder is capable in all respects to successfully complete the envisaged work.

FORM-T1: COVERING LETTER

(On the Bidder's Letter Head)

*[Location,
date]*

To,

**The Secretary
Ace Divino Apartment Owners Association
Basement 1, Maintenance ACE Divino, Plot No. GH-14A
Sector 1, Greater Noida West
Uttar Pradesh 201306**

Sub: Selection of Agency for providing Comprehensive security Services for entire Ace Divino situated at Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306

Dear Sir,

With reference to your Request for Proposal dated 18th November 2025, I have examined all relevant documents and understood their contents, hereby submit our Technical and Financial Proposal for **“Selection of Agency for providing Comprehensive Security Services at Ace Divino, Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306.**

1. All information provided in the Proposal and in the Appendices is true and correct and all documents accompanying such Proposal are true copies of their respective originals. This statement is made for the express purpose of appointment as the Contractor for the aforesaid Assignment.
2. I shall make available to AOA any additional information it may deem necessary or require for supplementing or authenticating of the Proposal.
3. I acknowledge the right of AOA to reject our proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
4. I certify that in the last five years, we or any of our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial Client or a judicial pronouncement or arbitration award against the Bidder nor been expelled from any project or contract by any public Client nor have had any contract terminated by any public Client for breach on our part.
5. I declare that:
 - a. I have examined and have no reservations to the RFP Documents, including any Addendum issued by AOA.
 - b. I do not have any conflict of interest in accordance with the prescriptions in the RFP Document.
 - c. I have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the Client or any other public sector enterprise or any government, Central or State; and
 - d. I hereby certify that we have taken steps to ensure that in conformity with the provisions of the RFP, no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice

6. I agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall I/we have any claim or right of whatsoever nature if the Assignment is not awarded to me/us or our proposal is not opened or rejected.
7. I agree to keep this offer valid for 180 (One Hundred Eighty) days from the Proposal Due Date specified in the RFP Document.
8. In the event of my company/ firm being selected as the Service Provider, I agree to enter into an Agreement in accordance with the form which shall be provided by AOA. I further agree not to seek any changes in the aforesaid form and agree to abide by the same.
9. I agree and undertake to abide by all the terms and conditions of the RFP Document. In witness thereof, I/we submit this Proposal under and in accordance with the terms and conditions of the RFP Document

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory:

Name of Firm: Address:

FORM-T2: MANDATORY INFORMATION TABLE

A. BIDDER'S ORGANISATION

Sl. No.	Mandatory criteria	Bidder's Response
1	Primary Contact Information of Bidder	
A	Name	
B	Parent Company Name	
C	Mailing Address	
D	Contact Person During Bidding Process:	
	• Name	
	• Mobile Number	
	• Landline Number	
	• E-Mail	
2	Local Presence	
A	How many offices does the bidder has:	
	• In India	
	• In NCR	
B	What is the total headcount of the bidder:	
	• In India	
	• In NCR	
C	How many manpower vendors are working under bidder for Security Services:	
	• In India	
	• In NCR	
D	What is the total number of sites managed by bidder:	
	• Globally	
	• In India	
	• In NCR	
E	How many residential societies are currently being served by bidder:	
	• In India	
	• In NCR	
	• In Noida/ Greater Noida	
F	Details of experience in serving high-end/ luxury housing projects, if any	
3	Service Capability	
A	Are you/have you been associated with AOA? If so, mention your engagement in detail	
B	What is the core business focus for the bidder?	
C	Provide three key current clients with a similar property profile:	
	• In India	
	• In NCR	

Sl. No.	Mandatory criteria	Bidder's Response
D	Provide details of recent business growth (last 12-18 months). This can include new business or extension(s) of existing work.	
E	How does the bidder manage resources effectively when involved with multiple projects? Provide examples	
F	Describe procurement capability and demonstrate how bidder's organization shall be able to help AOA in getting most economical and best class of equipment like Walkie-Talky, Handheld Scanners, etc.	
G	Describe bidder's ability to deliver Services or extend support at short notice	
H	Detail key bidder's personnel with their relevant experience and expertise, skills and current responsibilities within bidder's organization.	
4	Other Details of Bidder	
A	GSTIN	
B	PAN	
C	TAN	

Checklist of Technical Forms

Forms no.	Title	Submitted (Yes/No)
FORM-T1	COVERING LETTER	
FORM-T2	INFORMATION ABOUT THE BIDDER	
FORM-T3	POWER OF ATTORNEY	
FORM-T4	PAST EXPERIENCE OF THE BIDDER	
FORM-T5	UNDERTAKING	
FORM-T6	SCOPE OF WORK	
FORM-T7	COMMITMENT FOR PROPOSED EQUIPMENT/S AND MATERIALS	
FORM-T8	ANTI COLLUSION CERTIFICATE	
ANNEXURE	TRAINING MODULE FOR SECURITY PERSONNEL	
	FINANCIAL CAPACITY OF THE BIDDER	

I understand that in case we do not submit required information in given formats along with the supporting documents, AOA may treat our proposal as non-responsive.

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

B. FINANCIAL CAPACITY OF BIDDER

Bidders are required to provide the information about the annual turnover from the similar service during the last 05 years as per the following prescribed format:

[To be provided on the Bidder Letter Head]

<Name of Bidder>

FINANCIAL CAPACITY OF BIDDER

S. No.	Period (Last 5 FYs)	Financial Turnover from the similar service in INR	Average Turnover from the similar service in INR
1.			
2.			
3.			
4.			
5.			
Certificate from the Statutory Auditor			
This is to certify that [Insert name of the bidder with detail address] has the annual turnover against the respective FY on account of providing similar service.			
Seal and Signature of the Auditor			

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

FORM-T3: POWER OF ATTORNEY

(On a Stamp Paper of Rs.100/-)

POWER OF ATTORNEY FOR AUTHORISED SIGNATORY

Know all men by these presents, we _____ (name and address of the registered office) do hereby constitute, appoint and authorize Mr. /Ms. _____ (name and address of residence) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for **Selection of Agency for providing Comprehensive Security related Services in Ace Divino. Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306.**

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all Acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Executant

Signature of Attorney

(Name, Title and Address of the Attorney)

Attested

Executant

Notes:

- 1. To be executed by the Bidder.*
- 2. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*
- 3. Also, where required, the executants(s) should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*
- 4. In case the Proposal is signed by an authorized Director of the Bidder; a certified copy of the appropriate resolution / document conveying such Client may be enclosed in lieu of the Power of Attorney.*

FORM-T4: PAST EXPERIENCE OF THE BIDDER

Name of Bidder

Details of the similar assignments undertaken / completed during the last Five years:

Project 1

Sl. No.	Particulars	Answer of the Bidder
1	Name of the Residential Society	
2	Name of Authorised Person of Residential Society with address and contact numbers	
3	Date of Award of Contract	
4	Period of Service	
5	Total Number of Flats in Society	
6	Total Number of Security Manpower	
7	Monthly Contract Value (in INR)	
8	Description of Services provided	

Project 2

Sl. No.	Particulars	Answer of the Bidder
1	Name of the Residential Society	
2	Name of Authorised Person of Residential Society with address and contact numbers	
3	Date of Award of Contract	
4	Period of Service	
5	Total Number of Flats in Society	
6	Total Number of Security Manpower	
7	Monthly Contract Value (in INR)	
8	Description of Services provided	

Project 3

Sl. No.	Particulars	Answer of the Bidder
1	Name of the Residential Society	
2	Name of Authorised Person of Residential Society with address and contact numbers	
3	Date of Award of Contract	
4	Period of Service	
5	Total Number of Flats in Society	
6	Total Number of Security Manpower	
7	Monthly Contract Value (in INR)	
8	Description of Services provided	

Project 4

Sl. No.	Particulars	Answer of the Bidder
1	Name of the Residential Society	
2	Name of Authorised Person of Residential Society with address and contact numbers	
3	Date of Award of Contract	
4	Period of Service	
5	Total Number of Flats in Society	
6	Total Number of Security Manpower	
7	Monthly Contract Value (in INR)	
8	Description of Services provided	

Project 5

Sl. No.	Particulars	Answer of the Bidder
1	Name of the Residential Society	
2	Name of Authorised Person of Residential Society with address and contact numbers	
3	Date of Award of Contract	
4	Period of Service	
5	Total Number of Flats in Society	
6	Total Number of Security Manpower	
7	Monthly Contract Value (in INR)	
8	Description of Services provided	

Project 6

Sl. No.	Particulars	Answer of the Bidder
1	Name of the Residential Society	
2	Name of Authorised Person of Residential Society with address and contact numbers	
3	Date of Award of Contract	
4	Period of Service	
5	Total Number of Flats in Society	
6	Total Number of Security Manpower	
7	Monthly Contract Value (in INR)	
8	Description of Services provided	

Project 7

Sl. No.	Particulars	Answer of the Bidder
1	Name of the Residential Society	
2	Name of Authorised Person of Residential Society with address and contact numbers	
3	Date of Award of Contract	
4	Period of Service	
5	Total Number of Flats in Society	
6	Total Number of Security Manpower	
7	Monthly Contract Value (in INR)	
8	Description of Services provided	

Project 8

Sl. No.	Particulars	Answer of the Bidder
1	Name of the Residential Society	
2	Name of Authorised Person of Residential Society with address and contact numbers	
3	Date of Award of Contract	
4	Period of Service	
5	Total Number of Flats in Society	
6	Total Number of Security Manpower	
7	Monthly Contract Value (in INR)	
8	Description of Services provided	

Project 9

Sl. No.	Particulars	Answer of the Bidder
1	Name of the Residential Society	
2	Name of Authorised Person of Residential Society with address and contact numbers	
3	Date of Award of Contract	
4	Period of Service	
5	Total Number of Flats in Society	
6	Total Number of Security Manpower	
7	Monthly Contract Value (in INR)	
8	Description of Services provided	

Project 10

Sl. No.	Particulars	Answer of the Bidder
1	Name of the Residential Society	
2	Name of Authorised Person of Residential Society with address and contact numbers	
3	Date of Award of Contract	
4	Period of Service	
5	Total Number of Flats in Society	
6	Total Number of Security Manpower	
7	Monthly Contract Value (in INR)	
8	Description of Services provided	

Project 11

Sl. No.	Particulars	Answer of the Bidder
1	Name of the Residential Society	
2	Name of Authorised Person of Residential Society with address and contact numbers	
3	Date of Award of Contract	
4	Period of Service	
5	Total Number of Flats in Society	
6	Total Number of Security Manpower	
7	Monthly Contract Value (in INR)	
8	Description of Services provided	

(Note: Please add your desired number of projects)

N.B.: Copies of the Work Orders / Completion Certificates from the respective authorities needs to be furnished by the Bidder along with the technical proposal as proof of evidence.

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

FORM-T5: UNDERTAKING

[On the Stamp Paper of Rs.100/- regarding Ineligibility of the Bidder and non-blacklisting]

I/we, hereby undertake that, our company has not been blacklisted / debarred by any of the Central / State Government Ministry / Department/ Office or by any Public Sector Undertaking (PSUs) and I/we are not blacklisted by any authority or any other Residential Societies during the recent past.

Yours sincerely,

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

FORM-T6: SCOPE & UNDERSTANDING OF WORK

A. Declaration of understanding of Security services to AOA

I/we, hereby declare that I/we have read and understood detailed scope of Security services to be provided to Ace Divino, Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306 as mentioned in clause 9 of RFP.

I/we further declare that I/we have inspected the complete Ace Divino Premises and have understood its need related to comprehensive security services from perspective of that mentioned in clause 9 of RFP and beyond.

I/We further declare that I/we understand that there may be requirement of few other works too in the interest of general security of the said society, which might be left to be mentioned inadvertently. I/We on behalf of the bidder hereby confirms that such services will be provided by the us.

I/We further declare that I/we have clearly understood that non-assignment or transfer or sub-contract of any rights and obligations of work awarded under this RFP will essence of award. Hence, I/We will not do so in any case. It has been made clear to me/us that AOA will not permit sub-contracting for security services.

B. Service Level Operations Management & Penalty

Sl. No.	Service Level Agreement	Penalties for Breach		
		1 st Instance	2 nd Instance	3 rd Instance
1	If the employee of bidder is found to have done any misconduct or misbehaved in any manner or resort to any violent behaviour etc. with residents, guests, public or employees of the AOA or other employees of bidder	Replacement of security personnel and One day Salary due to the employee concerned for the day.	Replacement of security personnel and One day Salary due to the employee concerned for the day along with Rs 500/- fine.	Replacement of security personnel and One day Salary due to the employee concerned for the day along with Rs 750/-.
2	Security personnel not found displaying Photo ID	Warning to the individual	Penalty equivalent to One day Salary due to the employee concerned	Penalty equivalent to One day Salary due to the employee concerned along with Rs.250/- fine.

Sl. No.	Service Level Agreement	Penalties for Breach		
		1 st Instance	2 nd Instance	3 rd Instance
3	Security personnel not in proper uniform	Warning to the individual and one day salary due to the employee concerned for the day	Warning to the individual and one day salary due to the employee concerned for the day along with Rs.500/- fine.	Warning to the individual and one day salary due to the employee concerned for the day along with Rs.750/- fine.
4	Security personnel indulging in drinking/sleeping	Immediate removal of the security personnel apart from deduction of salary for one day of the employee concerned	Immediate removal of the security personnel apart from deduction of salary for one day of the employee concerned along with Rs.1000/- fine.	Immediate removal of the security personnel apart from deduction of salary for one day of the employee concerned along with Rs.1500/- fine.
5	If the resource is absent or takes leave without informing or taking prior approval and if bidder fails to provide a substitute	Deduction of salary for the day of absent employee and penalty on bidder as per shortage Matrix		
6	In case of expiry of any of the licenses required for performing the services such as PSRA, etc.	Termination of the contract in case the renewal letter or the renewed license is not provided within 60 days from date of expiry of such licenses. Note: In such cases, bidder will be required to share copy of application for such renewal with the Customer before the date of expiry.		
7	Delay in payments of take-home remuneration by the bidder to resources employed, Delay in deposit of EPF and ESI (both employee and employer share)	Rs 1000/- for each default.		
8	In case of violation any Labour Laws as applicable from time to time applicable for the services	Penalty of Rs 5000 for default in addition to termination of contract and all responsibility on account of violation shall be responsibility of the bidder		

Sl. No.	Service Level Agreement	Penalties for Breach		
		1 st Instance	2 nd Instance	3 rd Instance
9	In case any of the open main gates of society left unmanned by the Security personnels at any point of time	Penalty of Rs 5000/- for default in addition to option of termination of contract and all responsibility on account of violation shall be responsibility of bidder.		
10	In case any child below the age of 14 years moves out of gate alone without accompanied by parents or guardian / appropriate permission from them	Penalty of Rs 2500/- for default in addition to option of termination of contract and all responsibility on account of violation shall be responsibility of bidder.		
11	In case of failure to take immediate action on emergency situations like fire or issues in lift as per the SOP provided by the Customer	Penalty of Rs 5000/- for default in addition to option of termination of contract and all responsibility on account of failure shall be responsibility of bidder.		

Shortage Matrix	
Achieved Manpower Count	Penalty on Billing Value
95 - 100%	No penalty
85 - 95%	1% of Billing Value
<85%	2% of Billing Value

In case of repetitive instances of non-performance regularly, the AOA may take necessary action for termination of Contract and forfeiture of Performance Security after issuing a maximum of 1 month notice.

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

FORM-T7: COMMITMENT FOR PROPOSED EQUIPMENTS

1. List of Proposed Equipment:

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

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

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____

FORM-T8: ANTI COLLUSION CERTIFICATE

(On letterhead of Bidder)

1. We certify that this Proposal is made in good faith and that we have not fixed or adjusted the amount of the Proposal by, or under, or in accordance with any agreement or arrangement with any other person. We also certify that we have not and we undertake that we will not, before the award of any contract for the work:
 - (i) (a) Communicate to any person other than the AOA /or person duly authorized by it in that behalf (as prescribed by AOA i.e. through sealed envelope) the amount or approximate amount of the Proposal, or Proposed Proposal, except where the disclosure, in confidence, of the approximate amount of the Proposal was necessary to obtain premium quotations required for the preparation of the Proposal
 - (b) Enter into any agreement or arrangement with any person that they shall refrain from bidding, they shall withdraw any Proposal once offered or vary the amount of any Proposal to be submitted.
- (ii) Pay, give or offer to pay or give any sum of money or other valuable Considerations directly or indirectly to any person for doing or having done or having caused to be done in relation to any other Proposal or proposed Proposal for the work, any act or thing of the sort described at (i) (a) or (i) (b) above.
2. We further certify that the principles described in paragraphs 1 (i) and (ii) above have been or will be, brought to the attention of all sub-contractors, suppliers and associated companies providing services or material connected with the Proposal and any contract entered into with such sub-contractors, suppliers, or associated companies will be made on the basis of compliance with the above principles by all parties.
3. We are not part of any “Anti-competitive practice” such as collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of The Competition Act, 2002 as amended from time to time, between two or more bidders, with or without the knowledge of the Procuring Entity (Client), that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels,
4. In this certificate, the word "person" includes any persons or anybody or association, corporate or unincorporated; “any agreement or arrangement” includes any transaction, formal or informal and whether legally binding or not; and "the work" means the work in relation to which this Proposal is made.

Dated this _____ Day of _____ 2026

Name of the Bidder: _____

Signature of the designated person: _____

Name of the designated person: _____

ANNEXURE – D
FINANCIAL PROPOSAL

FORM F1: FINANCIAL PROPOSAL SUBMISSION FORM

(On the Bidder's Letter Head)

[Location,
date]

To,

The Secretary
Ace Divino Apartment Owners Association
Basement 1, Maintenance ACE Divino, Plot No. GH-14A
Sector 1, Greater Noida West
Uttar Pradesh 201306

Sub: Selection of Agency for providing Comprehensive Security Services for necessary security of entire Ace Divino situated at Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306.

Dear Sir,

I/We, the undersigned, is pleased to provide our financial offer for **providing Comprehensive Security Services at Ace Divino. Plot No. GH-14A, Sector 1, Greater Noida West, Uttar Pradesh 201306** in accordance with your Request for Proposal No. **AOA/25-26/SECURITY/A-1 Dated 28th February 2026** and our Technical Proposal

Having gone through the RFP and having fully understood the scope of work for the captioned assignment as set out in the RFP; we are pleased to quote the following lump sum fees (exclusive of applicable taxes) for the proposed service for a period of two years from the date of execution of requisite contract as:

Sl. No	Name of the Complex	Quoted Price (per month)	Details	Remarks
1	Ace Divino			
Total				
In Words				
In Figures				

Note:

- 1. Tax will be paid as per prevailing applicable rates.*
- 2. All payments to the service provider will be subjected to deduction of taxes at source as per applicable laws.*
- 3. Financial bid would mean monthly Comprehensive Security Service Cost for two years (as*

provided by the bidder in Sl. No: 1 in the above table) payable to Security Service Provider. Conditional price bid will be out rightly rejected

4. *Escalation on Monthly Comprehensive Security Service Cost would not be applicable until specifically mentioned in this RFP*
5. *Bidder would not be paid any other costs apart from the services mentioned in RFP unless prior approval is there in writing.*
6. *This RFP is for providing comprehensive security services as per the Service Level Requirements. The man-power indicated by the Client in this RFP is minimum required manpower, however the bidder is expected to evaluate cost of all services, manpower, overheads, equipment and consumables (except fuel) etc. required for providing the services as per the scope of work defined in the RFP and provide a lump-sum quote in the financial bid.*
7. *Bidder will be shortlisted as per criteria mentioned in this RFP. The financial bids would be ranked/compared as per the quoted amount exclusive of GST.*

On behalf of the Security Service Agency, I/ we hereby confirms that our Financial Bid shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Bid.

I/ We understand you are not bound to accept any Bid you receive.

Yours sincerely,

Authorized Signature

[In full and initials]

Name and Designation of Signatory:

Name of Bidder:

Complete Address:

**FORM F2: DETAILED BREAK UP FOR THE
FINANCIAL OFFER**

*[In this format, the bidder shall provide detailed breakup of their
cost proposals for the Security Services]*

Signature: _____

Name and Designation of Signatory: _____

Name of the Bidder: _____