

## NOTICE INVITING TENDER

### Orchid Island Residents Welfare Association

Sector-51, Gurugram - 122018, Haryana  
 estatemanager@orchidislandrwa.com | 8448790101 | www.orchidislandrwa.com

#### Invitation to Tender

Orchid Island RWA invites sealed tenders from Registered Contractors holding a valid PSARA License (applicable for Security only, having minimum 6 months residual validity) and licensed under the Contract Labour (Regulation & Abolition) Act, 1970, under a two-bid system — (a) Technical Bid and (b) Commercial (Price) Bid — for providing Security, Housekeeping, and Horticulture Services at Orchid Island, Sector-51, Gurugram.

<b>Name of Work(s)</b>	Providing Security, Housekeeping, and Horticulture Services at Orchid Island, Sector-51, Gurugram
<b>Contract Duration</b>	12 months from the date of commencement, with a 3-month trial period. Extendable by mutual consent.
<b>Earnest Money Deposit (EMD)</b>	Demand Draft / Pay Order for EMD of Rs. 3,00,000/- for Security, Rs. 2,00,000 for Housekeeping, and Rs. 1,00,000/- for Horticulture services. EMD of Rs. 5,00,000/- for submitting tender for all the three services. Favouring 'Orchid Island Resident Welfare Association'. No interest payable. Refundable after 90 days or completion of vendor selection, whichever is later.
<b>Security Deposit</b>	5% of total annual contract value, subject to a minimum of Rs. 2,00,000/-, to be submitted at the time of LOI.
<b>Cost of Tender Document</b>	Rs. 1000/- (non-refundable) — payable at Maintenance Office or by enclosing a DD, if downloaded from website.
<b>Last Date &amp; Time for Submission</b>	1700 hours on 09-June-2026
<b>Date &amp; Time of Opening</b>	1100 hours on 10-June-2026
<b>Place of Submission &amp; Opening</b>	Maintenance Office, Orchid Island, Sector-51, Gurugram - 122018
<b>Email / Contact</b>	estatemanager@orchidislandrwa.com   8448790101
<b>Alternate Email Contact</b>	oirwa51@gmail.com
<b>Website</b>	www.orchidislandrwa.com

# TENDER DOCUMENT FOR PROVIDING SECURITY, HOUSEKEEPING & HORTICULTURE SERVICES IN ORCHID ISLAND, SECTOR-51, GURUGRAM- 122018 (HARYANA)

## About Orchid Island

Orchid Island is a low-rise residential gated colony spread across 34 acres in Sector-51, Gurugram, Haryana. The colony comprises ground + 2 storey apartment blocks with four entry/exit gates, four maintained parks (the largest being approximately 2 acres), extensive roadside kerb plantations, designated residents/visitor parking, and substantial common area infrastructure.

**The services may be provided by a different agency separately across the entire colony for each service or by single agency for all the three services across the entire colony.**

## Eligibility / Qualifying Criteria

Bidders applying for one or more service categories must satisfy the eligibility criteria applicable to the respective service(s). Documentary proof in support of each criterion must be enclosed with the Technical Bid in specific category.

S. No.	Eligibility / Qualifying Criteria	Security Services	Housekeeping Services	Horticulture Services	Documentary Proof Required
1	Valid license/registration required for the respective service category.	Valid PSARA License with minimum residual validity of 6 months from the last date of bid submission and ensure validity for the contract period.	Applicable statutory registrations.	Applicable statutory registrations.	Copy of valid license/registration certificates
2	Registration under ESIC, EPF, Shops & Establishment Act, and valid Labour License.	Applicable			Copies of registration certificates and Labour License
3	Valid GST Registration Certificate and Certified Standing Orders of the company duly certified by Labour Commissioner.	Applicable			GST Registration Certificate and certified Standing Orders
4	ESIC and EPF challans for the last six (6) consecutive months.	Applicable			Copies of ESIC & EPF challans
5	Minimum average annual turnover during the last three (3) consecutive financial years.	Rs. 15 Crore or above	Rs. 5 Crore or above	Rs. 1.5 Crore or above	GST Annual Returns and/or CA-certified Turnover Certificate

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S. No.	Eligibility / Qualifying Criteria	Security Services	Housekeeping Services	Horticulture Services	Documentary Proof Required
6	Minimum experience in providing Services to Residential RWAs.	Minimum 5 years' experience in Security Services with at least one work order involving deployment of minimum 50 security personnel at a time.	Minimum 5 years' experience in Housekeeping Services with at least one work order involving deployment of minimum 40 housekeeping personnel at a time.	Minimum 5 years' experience in Horticulture Services with at least one work order involving deployment of minimum 20 horticulture personnel at a time.	Copies of work orders/contracts/agreements
7a	Continuous service experience with a single RWA.	Minimum 3 continuous years	Minimum 3 continuous years	Minimum 3 continuous years	Experience Certificate / Agreement Copy
7b	Proof of experience.	Two (2) such work orders/contracts/agreements of different societies	Two (2) such work orders/contracts/agreements of different societies	Two (2) such work orders/contracts/agreements of different societies	Copies of work orders/contracts
9	Training infrastructure requirement.	PSARA-registered training centre mandatory for security personnel training.	Not Applicable	Not Applicable	Documentary proof of training centre registration/approval
10	Affidavit regarding blacklisting status.	Applicable			Notarized affidavit on stamp paper confirming the agency is not blacklisted by any Government Department, PSU, RWA, or public authority
11	Retention/replacement of existing manpower.	Successful bidder may retain only 20–25% of existing manpower; remaining manpower must be replaced with fresh and trained personnel.			Undertaking on company letterhead
12	Consequence of furnishing false information/documents.	Furnishing false or misleading information/documents shall render the bid/contract liable to rejection/cancellation without notice, and forfeiture of Security Deposit.			Undertaking by Authorized Signatory

**Mode of Submission of Tender**

Tenders shall be submitted in a Three-Envelope system as described below:

**Envelope 1 — Technical Bid**

Sealed envelope superscribed as "TECHNICAL BID: Security, Housekeeping & Horticulture Services — Orchid Island", containing:

- Demand Draft / Pay Order for EMD of Rs. 3,00,000/- for Security, Rs. 2,00,000 for Housekeeping, and Rs. 1,00,000/- for Horticulture services. EMD of Rs. 5,00,000/- for submitting tender for all the three services. Favouring '**Orchid Island Resident Welfare Association**'.

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1. Tender cost DD for Rs. 1000/- (if not paid at office) favouring '**Orchid Island Resident Welfare Association**'.
2. Copy of valid PSARA License, only for Security services.
3. Copy of PAN Card.
4. Copy of GST Registration Certificate.
5. Copy of ESIC & EPF registrations and last 6 months' challans.
6. Copy of Labour License.
7. CA-certified turnover certificate for last 3 years.
8. Affidavit of non-blacklisting on stamp paper.
9. Company profile and office address (registered/nearest branch).
10. Copies of two qualifying work orders/agreements each financial year for last three years.
11. Clarifications sought by vendor, if any.
12. Performance certificate for last three-year projects.

### **Envelope 2 — Commercial (Price) Bid**

Envelope 2 will comprise of separately sealed envelopes superscribed as "COMMERCIAL BID: Security— Orchid Island", "COMMERCIAL BID: Housekeeping— Orchid Island", and "COMMERCIAL BID: Horticulture Services — Orchid Island", filled as per the format at Annexure A. Commercial Bid will be opened only for Technically Qualified Bidders after Evaluation of Technical Bids separately for Security, Housekeeping, and Horticulture services.

### **Envelope 3 — Outer Envelope**

A sealed outer envelope of adequate size, containing Envelope 1 (Technical Bid) and Envelope 2 (Commercial Bid – containing three different sealed envelopes of Security, Housekeeping, and Horticulture service/s as per Tender/s applied endorsed on the outside as:

- "TENDER FOR SECURITY, HOUSEKEEPING & HORTICULTURE SERVICES — ORCHID ISLAND RESIDENT WELFARE ASSOCIATION, SECTOR-51, GURUGRAM-122018"
- Name, email ID and contact number of the bidder

**Note: Commercial Bid of each category, that is, Security, Housekeeping, and Horticulture should be submitted separately.**

### **Opening of Tender**

1. Envelope 3 will be opened at the Maintenance Office on the date and time specified in the Notice, in the presence of authorized representatives of bidders who wish to attend.
2. Envelope 1 (Technical Bid) will be opened first. Tenders not accompanied by all requisite documents as specified above shall be summarily rejected and Envelope 2 will be returned unopened.
3. Envelope 2 (Commercial Bid) will be opened only for technically qualified bidders after evaluation of Technical Bids of Service, Housekeeping, and Horticulture services, separately.
4. If the opening date falls on a declared holiday, tenders will be opened on the next working day at the same scheduled time.
5. Each page of the tender document must be signed by the authorized signatory of the bidder.

### **Validity of Tender & Contract**

Rates quoted shall remain valid for 90 days from the last date of submission. The contract shall be for 12 months from the date of commencement, subject to a satisfactory 3-month trial period. If performance during the trial period is found unsatisfactory, the contract shall be terminated without notice or compensation. The decision of the Competent Authority i.e., the Governing Body of the Society shall be final and binding in this regard. The contract may be extended by mutual consent under the same terms and conditions.

Tender for Security, Housekeeping & Horticulture Services

## PART A — SCOPE OF WORK: SECURITY SERVICES

### A.1 Site Overview & Security Architecture

Orchid Island operates a two-layered security architecture:

Layer	Description
Layer 1	Colony-level access control at 4 perimeter gates. One dedicated gate for residents, guests, delivery persons, and domestic helps; one additional gate for residents and domestic helps only; all four gates accessible to residents with vehicle sticker/RFID. Visitor management, vehicle logging, and resident verification at all entry points.
Layer 2	Block-level security deployed at various residential blocks as per plan. Guards to monitor common entries, staircases, parking areas, terraces/rooftop access at each block.

### A.2 Deployment Requirements — Security

S. No	Staff Category	Deployment	Shift (Hrs)	Education	Age (Yrs)	Exp (Yrs)	Police Verif.
1	Security Supervisor	2 per shift (4 total)	12 Hrs	12th Pass	35–45	05+	Mandatory
2	Security Head Guard	2 per shift (4 total)	12 Hrs	10th Pass	22–40	04+	Mandatory
3	Security Guard (Male)	25 per shift (50 total)	12 Hrs	10th Pass	20–40	03+	Mandatory
4	Security Guard (Lady)	2 per day shift	12 Hrs	10th Pass	25–40	03+	Mandatory

*Note: All security personnel will be properly trained. No security personnel shall perform duty for more than 12 hours at a stretch. Deployment numbers may be revised based on operational requirements and electronic security enhancements. The Governing Body reserves the right to increase or decrease posts.*

Earnest Money Deposit (EMD)	Demand Draft / Pay Order for EMD of Rs. 3,00,000/- for Security, Rs. 2,00,000 for Housekeeping, and Rs. 1,00,000/- for Horticulture services. EMD of Rs. 5,00,000/- for submitting tender for all the three services. Favouring <b>'Orchid Island Resident Welfare Association'</b> . <b>No interest payable. Refundable after ninety days or completion of vendor selection, whichever is later.</b>
Security Deposit	Five per cent of total annual contract value subject to a minimum Rs. 2,00,000/- only to be submitted at the time of LOI.

### A.3 Gate Protocols

The following gate-specific protocols shall be strictly followed:

Gate	Permitted Users	Protocol
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Gate 1 (Main Gate)	Residents, guests, delivery persons, cabs, domestic helps.	All visitors to be logged with name, purpose, host resident number, and time in/out. Delivery vehicles to be allowed inside. Domestic helps to be registered with employer details and issued entry passes. MyGate App will be used for guests, domestic helps and delivery persons' control.
Gate 2	Residents and Domestic helps only.	MyGate App will be used for domestic helps. No vendors or delivery persons.
Gate 3 & Gate 4 (Resident Gates)	Residents and their vehicles only.	Vehicle sticker / RFID-based access. No visitors or domestic helps. Boom barrier/ gate control. Tailgating prevention enforced.

**A.4 Duties & Responsibilities — Security Staff**

16. Maintain round-the-clock, 365-day coverage at all security points without exception.
17. Verify resident identity via sticker/RFID; ensure no unauthorized vehicle entry at resident-only gates.
18. Maintain the entries in MyGate App for all visitors, cabs, delivery persons and domestic helps.
19. Ensure no visitors, cabs, delivery persons or domestic helps enter the society without proper authorisation from the resident concerned.
20. Control boom barriers/gates at all times; gates shall not be left unattended even for a moment.
21. Conduct regular patrol on cycle within the colony, covering all blocks, parking areas, parks, and perimeter wall at least once per hour during night shifts.
22. Guard rooftop/terrace access at each block; terrace doors to be locked from inside at night and checked during rounds.
23. Immediately report any suspicious activity, trespass, theft, fire, or emergency to the Security Supervisor and Estate Manager.
24. Security Supervisors to conduct surprise checks on all posts at least twice per shift.
25. Monitor CCTV feeds; report camera malfunctions immediately.
26. Enforce no-parking in fire lanes, access roads, and designated no-parking zones.
27. Maintain emergency response team and assist residents in emergency situations including medical emergencies, fire, and accidents.
28. Lady Guard to be deployed at Gate 1 during day shift for frisking/verification of female visitors and domestic helps where required.
29. Maintain a Daily Occurrence Register (DOR) and submit shift handover reports to the outgoing and incoming supervisor.
30. Ensuring safety of residents from any stray animals/reptiles such as dogs, cats and snakes etc and also co-ordination with agencies for safety and safe exit of these animals/reptiles from society.(if needed).
31. Assign a member to maintain regular liaison with the jurisdictional police station and assigned beat officers. Person shall ensure periodic coordination meetings with local police to enhance security preparedness and compliance and required verifications.

**A.5 Equipment to be Provided by Vendor — Security**

- Uniform with name badge and designation for all security personnel (3 Sets)
- Lathi / baton for each guard
- Torch for each guard (during night shift)
- Walkie-talkie / handheld radio sets for supervisors and gate in-charge (minimum 10 sets).
- Patrolling cycle/motorcycle for night rounds (minimum 2).
- Metal detector (hand-held) for high-footfall gate (One each at Gate 1 and Gate 2)
- Reflective safety vest for road-crossing duty near gates night at gate 1 & 2.

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- Duty mobile phones-3
- Vehicle based QRT.
- Under-vehicle scanner mirror – 3.
- Fire Fighter Training
- Assign a manager for Security Staff

## A.6 Penalty for Security Deficiency

The following penalty schedule shall apply, recoverable from monthly dues:

S.No	Deficiency	Penalty Per Incident
1	Guard found sleeping on duty	Rs. 500/-
2	Guard absent without replacement	Daily wages deducted + Rs. 200/- penalty
3	Visitor gate left unattended	Rs. 1,000/- per instance
4	Unauthorized person/vehicle allowed entry	Rs. 2,000/- per instance
5	Supervisor absent during surprise check	Rs.1,000/- per instance
6	Loss/theft due to guard negligence	Full replacement cost of loss
7	Guard without proper uniform/equipment	Rs. 500/- per instance
8	Overall manpower shortfall > 10% on any day	Rs. 5,000/- per day
9	Person on duty for more than 12 hours	Rs. 500/- per instance

## PART B — SCOPE OF WORK: HOUSEKEEPING SERVICES

### B.1 Scope Overview

The vendor shall provide trained housekeeping staff for the cleaning, maintenance, and sanitation of all common areas within Orchid Island. The colony is a 34-acre low-rise complex. The scope covers colony roads, residential block common areas (staircases, lobbies, terraces/rooftops), parking areas, parks, drains, garbage collection, minor masonry jobs and related consumables.

### B.2 Deployment Requirements — Housekeeping

S.No	Staff Category	Deployment	Shift (Hrs)	Education	Age (Yrs)	Exp (Yrs)	Police Verif.
1	Housekeeping Supervisor	1	8 Hrs / 30 Days	12th Pass	30–45	15+	Mandatory

2	Housekeeper	35	8 Hrs / 30 Days	8th Pass	25-35	05+	Mandatory
3	Sewerage/Drain Cleaner	2 Nos	8 Hrs / 30 Days	8th Pass	25-35	03+	Mandatory

### **B.3 Daily Housekeeping Tasks**

#### **Roads & Common Pathways**

32. Sweeping and washing of all internal roads and pathways within the colony daily.
33. Removal of litter, stray debris, and fallen leaves from roads throughout the day.
34. Cleaning of speed breakers, road medians, and kerb areas.

#### **Residential Block Common Areas**

35. Daily sweeping and mopping of all staircases, railings, landings, and lobby areas in every block.
36. Cleaning of block entrance porch and shafts.
37. Cobweb removal from staircases and block exteriors weekly.
38. Cleaning of terrace/rooftop of each block — sweeping, removal of debris, and ensuring drainage outlets are clear — minimum twice per week and after every rain event.

#### **Parking Areas**

39. Daily sweeping of all open parking areas within the colony.
40. Removal of oil stains, debris, and litter from parking bays.
41. Ensure drainage channels in parking areas and road are clear of blockage.

#### **Garbage Collection & Disposal**

42. Door-to-door garbage collection from every apartment in the colony, once daily (morning by 9:30 AM).
43. Use of colour-coded bags to segregate dry waste (blue) and wet/organic waste (green) at source.
44. Transport collected garbage to the designated waste collection point within the colony using wheeled garbage bins.
45. Maintenance of the garbage collection area in a clean and odour-free condition; application of disinfectant regularly. Cleaning the garbage collection bins once a week.
46. Coordination with municipal waste collection agency for timely lifting of waste from collection point.
47. No garbage to be dumped at roadsides, parks, or open spaces within the colony.
48. Any other area within the boundary of the colony.
49. Hand picking of garbage/ litter within the colony.
50. Any other work as assigned.

#### **Drains & Sewerage**

51. Regular cleaning and desilting of all open surface drains and gullies within the colony.
52. Monthly inspection of all manholes and sewerage chambers; desilting and cleaning as required.
53. Immediate response to drain/sewer blockages — target clearance within 4 hours of complaint.
54. Application of mosquito/pest repellent in drain channels periodically as directed.
55. Toilets/Bathrooms in the common area to be cleaned every day.

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**Minor Civil/Masonry Jobs**

- 56. Routine minor masonry repairs (plastering, tile-fixing, kerb repairs, pothole patching) under the direction of the Estate Manager.
- 57. Painting of kerb stones, speed breakers, and direction markings as directed.

**B.4 Periodic/Weekly Tasks — Housekeeping**

- Deep cleaning of garbage collection area — weekly.
- Cleaning of water sump area, pump room, and electrical room exteriors — monthly.
- Removal of poster/graffiti from colony walls — as and when noticed.
- Cleaning of boundary wall and compound areas — monthly.

**B.5 Equipment & Consumables to be Provided — Housekeeping**

- PPE for housekeeping staff: gloves, masks, safety shoes, reflective vests where required.
- Drain cleaning tools and sewerage rods.

**B.6 Penalty for Housekeeping Deficiency**

S.No	Deficiency	Penalty Per Incident/Day
1	Roads not swept by 1600 hrs	Rs. 500/- per day
2	Block staircases/lobbies not cleaned	Rs. 500/- per block per day
3	Rooftop/terrace cleaning missed	Rs. 1,000/- per block per fortnight
4	Door-to-door garbage not collected	Rs. 1,000/- per day
5	Garbage accumulation at roadside / parks	Rs. 1,000/- per instance
6	Drain blockage not cleared within 4 hours	Rs. 500/- per instance
7	Staff without proper uniform on duty	Rs. 300/- per staff per day
8	Overall manpower shortfall > 10% on any day	Rs. 3,000/- per day
9	Worker absent without replacement	Daily wages deducted + Rs. 200/- penalty

**PART C — SCOPE OF WORK: HORTICULTURE SERVICES**

**C.1 Scope Overview**

Orchid Island has four maintained parks (the largest approximately 2 acres), extensive roadside kerb plantations, ornamental plants at block entrances, seasonal flowerbeds, and mature trees throughout the 34-

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acre colony. The vendor shall deploy trained horticultural staff to maintain all green areas in pristine condition year-round.

## C.2 Deployment Requirements — Horticulture

S.No	Staff Category	Deployment	Shift (Hrs)	Education	Age (Yrs)	Exp (Yrs)	Police Verif.
1	Horticulture Supervisor	1	8 Hrs / 30 Days	12th Pass (Botany/Hort pref.)	30–45	10+	Mandatory
2	Mali / Gardener	12	8 Hrs / 30 Days	8th Pass	25–35	05+	Mandatory

## C.3 Area-wise Horticulture Scope

### Parks (4 Parks — Largest approx. 2 Acres)

58. Daily sweeping/cleaning of all four parks including removal of fallen leaves, litter, and debris every morning before 1000 hrs.
59. Mowing and edging of all lawn areas — minimum twice per month or as required to maintain uniform grass height.
60. Irrigation of all park lawns and plants — daily during summer (April–September) and every alternate day during winter (October–March), adjusting as per rainfall.
61. Fertilisation of lawns using appropriate organic/chemical fertiliser — as per seasonal schedule approved by the Estate Manager.
62. Aeration and de-thatching of lawns — annually.
63. Seasonal flower bed development and replanting twice a year (summer and winter seasons).
64. Maintenance of all benches, pathways, and boundary hedges within parks.
65. Hedge trimming and topiary shaping — minimum once per month.
66. Pest and disease control treatment for all park plants and lawns — as required.
67. Maintenance of park signage and plant name boards.

### Roadside Kerb Plantations

68. Daily removal of fallen leaves and debris from all roadside kerb planters and beds.
69. Watering of kerb plants — daily during summer, alternate days during winter.
70. Pruning of kerb shrubs to maintain uniform height and shape — fortnightly.
71. Replacement of dead/diseased kerb plants promptly.
72. Application of mulch to kerb beds — seasonally.

### Trees

73. Regular inspection of all trees for dead branches, diseased limbs, or structural hazard.
74. Pruning of overhanging and dead branches — as required, with prior approval of Estate Manager for major pruning.
75. Deep watering of established trees during dry periods.
76. Application of appropriate tree guards for young/newly planted trees.
77. Treatment for pest/disease infestation with approved pesticides.

### **Block Entrance & Common Area Plants**

78. Maintenance of potted plants, planters, and ornamental shrubs at common area.
79. Daily watering and grooming of potted plants.
80. Replacement of dead/wilted potted plants promptly.

### **Nursery & Sapling Development**

81. Maintain an on-site nursery as a rolling stock for growing seasonal flower saplings and shrub cuttings.
82. Develop seasonal flower saplings for park bedding and kerb areas in-house to reduce procurement cost.
83. Maintain a live record/register of plants, species, and replacement schedule.

## **C.4 Periodic/Seasonal Tasks — Horticulture per quarter**

- Soil testing and soil amendment of all park lawns and major planters — annually.
- Composting of fallen leaves and garden waste within the society for reuse — ongoing.
- Deployment of adequate manpower during festive seasons for special decoration with flowers.
- Monsoon preparedness: pre-monsoon pruning of overhanging branches, clearing of park drainage channels.

## **C.5 Equipment & Materials to be Provided — Horticulture**

- All horticultural tools: mowers, hedge trimmers, pruning shears, rakes, spades, hoes, sprayers.
- Watering equipment: hose pipes, sprinkler heads, watering cans — sufficient for entire colony.
- PPE for horticultural staff: gloves, dust masks.
- Fertilisers, pesticides, soil amendments, mulch as required per approved schedule.
- Compost bins / pit infrastructure for on-site composting.
- Seasonal bedding plants and saplings as per planting schedule.
- The agency will ensure all equipment are in workable condition and shall maintain equipment. The cost shall be reimbursed by orchid management.

## **C.6 Penalty for Horticulture Deficiency**

S.No	Deficiency	Penalty Per Incident/Day
1	Parks not cleaned by 1000 hrs	Rs. 500/- per park per day
2	Lawns not mowed as per schedule	Rs. 500/- per park per occurrence
3	Plants found wilted due to missed watering	Rs. 500/- per occurrence
4	Fallen leaves not cleared from kerbside by 1200 hrs	Rs. 300/- per day
5	Tree pruning/hazard not addressed within 48 hrs	Rs. 500/- per instance
6	Overall manpower shortfall > 10% on any day	Rs. 2,000/- per day
7	Gardener/Mali absent without replacement	Daily wages deducted + Rs. 200/-penalty

## **General Terms and Conditions**

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84. The vendor shall not sub-let any portion of the contract without prior written consent of the Governing Body. Violation shall entitle the Society to rescind the contract and forfeit the security deposit.
85. **The vendors must inspect the site and acquaint themselves with all local conditions, infrastructure, and scope before submitting the bid. Post-award claims due to ignorance of site conditions shall not be entertained.**
86. The entire management of deployed personnel — including leave, replacement, discipline, welfare, PF/ESIC compliance, and statutory dues — shall be the sole responsibility of the vendor.
87. The vendor shall ensure all staff wear prescribed uniforms with name badges and designation at all times while on duty. Accessories and PPE as specified must be worn.
88. The vendor shall make good all absences on the same day. In addition to deducting the absent employee's wages, a penalty as per the relevant schedule shall apply.
89. The Governing Body / Estate Manager shall conduct surprise audits and inspections of staff performance at any time. The vendor shall facilitate all such inspections.
90. In the event of a bandh, strike, or natural calamity, the vendor shall ensure a minimum of 80% manpower is deployed. Failure to do so shall attract penalty.
91. The vendor shall rotate staff deployed at specific posts at least once in every 3–4 months to prevent familiarity-based lapses. Prior intimation to the Society management is required before any rotation.
92. Bills shall be raised by the vendor on a monthly basis, accompanied by proof of salary disbursal, PF/ESIC challans for the previous month, and all other requisite documents. Payment will be made within 30 working days of submission of a complete and correct bill.
93. The successful vendor must deposit 5% of the total annual contract value, subject to a minimum of Rs. 2,00,000/-, as Security Deposit (Performance Guarantee) by Demand Draft at the time of issuance of the Letter of Intent (LOI). The EMD shall be adjusted towards this. No interest is payable on the Security Deposit. In case of default on the part of vendor to perform and observe any covenant, conditions and provisions herein contained, it shall be lawful for Governing Body of the Society in its absolute discretion to forfeit the whole of the security deposit or a part thereof without prejudice to any other right or remedy that may be available to it against the vendor under this agreement, for such breach. The security deposit will be refunded only after satisfactory fulfilment of the contract. In case the vendor abandons the contract or leaves the contract unperformed, the security deposit shall be liable to be forfeited.
94. All compensation and penalties payable by the vendor may be deducted from the monthly bill or security deposit. Amounts deducted from the security deposit must be replenished by the vendor within 10 working days.
95. The Society shall provide water and electricity from existing sources free of cost for the purpose of carrying out contracted services.
96. On award of work, the vendor shall furnish full particulars of all deployed staff and obtain identity cards. Society security staff reserve the right to check all vendor personnel entering/leaving the premises.
97. All vendor staff shall be disciplined, polite, and courteous. Misbehaviour with residents, RWA staff, or fellow workers shall be grounds for immediate removal. The vendor shall be fully responsible for any theft, damage, or mischief by their staff.
98. The contract period is 12 months from commencement date. The Governing Body may terminate the contract by giving 30 days' written notice, while the Contractor of the Service will give a 60 days written notice for contract termination. The Governing Body may also terminate the contract immediately in case of gross misconduct or repeated breach without any compensation to the vendor.
99. The Governing Body reserves the right to accept or reject any tender in whole or in part without assigning any reason whatsoever.
100. The Governing Body reserves the right to award the contract to other vendors in the priority list if the selected vendor's services are found unsatisfactory.
101. Rates quoted shall remain firm throughout the contract period and shall not be subject to any escalation.

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102. The vendor shall maintain all statutory compliances including minimum wages, PF, ESIC, bonus, gratuity, and any other Labour Law obligations. Any liability arising from non-compliance shall be borne entirely by the vendor.
103. The vendor shall submit a monthly compliance report covering wages disbursed, PF/ESIC deposits, and any incidents/accidents involving deployed staff.
104. ORCHID GOVERNING BODY may terminate this Agreement if:  
in the opinion of ORCHID GOVERNING BODY, Service Provider becomes or is in jeopardy of becoming insolvent or bankrupt, or ceases to do business in normal course, or subject of any proceedings related to its liquidation or insolvency (whether voluntarily or involuntarily) which is not dismissed within 90 calendar days or has a Receivers order made against it, or compounds with its creditors, or any of them by giving 7 days' notice to Service Provider;
105. Even in case of early closure or termination of Service for whatsoever reason, ORCHID GOVERNING BODY will not pay any additional cost nor reimburse any cost to the Service Provider for any reason whatsoever including but not limited to claims/losses in respect of expenses and investment incurred by the Service Provider pursuant to this Agreement.
106. **FORCE MAJEURE:**  
All contractual obligations of either Party and performance of the Services hereunder by Service Provider will be suspended for so long as and only to the extent that fulfilment of obligations and performance of the Services is prevented by reason of Force Majeure. In the case of suspension by reason of Force Majeure, the affected Party will promptly notify the other and shall use its best endeavours to remedy the Force Majeure event as soon as possible.
107. **INDEMNITY**  
Service Provider shall defend, indemnify and hold ORCHID GOVERNING BODY, its employees, directors and officers harmless against any and all liabilities, losses, third party claims (including reasonable attorneys' fees) which ORCHID GOVERNING BODY may incur, by reason of: -  
a) improper performance of the Services by the Service Provider, or  
b) negligence or intentional misconduct or inaction attributable to the Service Provider, or  
c) breach of any representations or warranties made by the Service Provider under this Agreement or any law prevailing in the territory.
108. **COMPLIANCE WITH ANTI-CORRUPTION LAWS**  
Service Provider understands that ORCHID MANAGEMENT is required to and abides by any and all applicable laws, within and outside India, prohibiting corruption or bribery (collectively referred to as the "Anti-Corruption Laws")
109. The service provider shall install and maintain the punching machine on their own cost from ORCHID GOVERNING BODY approved vendor.
110. Service provider shall inform & display emergency contact details (Name, Designation, Phone, Email address & Postal Address) of Senior officers/ Consultants of Service provider organization up to the chairman/managing director/owner. In case of any change in the details, the same will be amended by in-charge immediately.
111. The service provider shall take Term Life Policy of Rs. 5,00,000/- per person. All insurance policies shall be renewed time to time and shall attach copy of the same along with monthly bills.  
a) Service provider shall also ensure to amend/ update the beneficiary/ nominee details in all insurance policies as and when required.  
b) The insurance claim amount/ benefit under the applicable insurance policy shall be borne by the contractor, if the policy is not obtained/renewed by the contractor on time or any claim is rejected/ not submitted/ not approved by the insurance company due to a mistake or any negligence at the contractor's end.
112. Service provider shall proceed with Full and Final Payment of all the left/ relieved employees within 30 days or as per applicable statutes from the date of relieving.
113. Service provider shall issue credit notes against any penalty, recovery, damage, or miscalculation of the bill amount or as per terms of the agreement.
114. Service provider shall be transparent with ORCHID GOVERNING BODY regarding the cost breakup of manpower, machinery and other cost.

115. Service provider shall give police verification of each employee.
116. The Service provider shall ensure the availability of manpower round the clock which includes workmen, operators, helpers, supervisors. Deployment shall be in accordance to ORCHID GOVERNING BODY shift schedule.
117. The Service provider shall depute the facility manager for manage the whole activities according to ORCHID GOVERNING BODY contract.
118. The manpower under various heads can be increased or decreased based on requirement of the society with due permission of Governing Body.
119. The Service Provider shall control the absenteeism & attrition rate. The Service provider shall not allow the overtime against the shortage of manpower.
120. The Service provider shall submit the last month salary payment slip/record to ORCHID GOVERNING BODY, with current month invoices.
121. The service provider shall prepare a schedule for training sessions for all employees regarding ORCHID GOVERNING BODY procedures, safety, and other guidelines, ensuring compliance.
122. Documents/records to be maintained in form of check sheets. Additional check sheets or check points can be introduced as required by ORCHID GOVERNING BODY.

## **Grounds for Tender Rejection**

1. Tender received after the scheduled date and time of submission shall not be opened or considered.
2. Tender submitted without proof of tender cost payment shall be rejected.
3. Tender not accompanied by requisite documents in Envelope 1 shall be rejected and Envelope 2 returned unopened.
4. Tender submitted with conditional or qualified commercial rates shall be rejected.
5. Tender where the bidder is found to have submitted false information shall be rejected and the EMD forfeited.
6. Tender where the bidder does not meet the eligibility criteria shall be rejected at the technical evaluation stage.

## **Basis of Selection**

7. Technical Bids shall be evaluated first for compliance with eligibility criteria and completeness of documentation. Commercial Bids of only technically qualified bidders shall be opened.
8. The Governing Body reserves the right to negotiate with the lowest bidder(s) before final award.
9. The Governing Body is not bound to accept the lowest bid and may reject any or all bids without assigning any reason.
10. Each page of the tender document must be initialled by the authorised signatory of the bidder.
11. For any further information, contact the Estate Manager, Orchid Island RWA, Sector-51, Gurugram at [estatemanager@orchidislandrwa.com](mailto:estatemanager@orchidislandrwa.com) / 8448790101.

Tender for Security, Housekeeping & Horticulture Services

**Annexure A — Commercial Bid Format**

Name of Work: Contract for providing Security, Housekeeping, and Horticulture Services at Orchid Island, Sector-51, Gurugram. **(Please fill only one, two or all of the following service relevant to you).**

S.No	Description	Duty Hrs/Days	Rate (Rs/Month)	Nos.	Qty (Months)	Amount (Rs)
<b>A. SECURITY STAFF</b>						
1	Security Supervisor	12 Hrs / 30 Days			12	
2	Security Head Guard	12 Hrs / 30 Days			12	
3	Security Guard (Male)	12 Hrs / 30 Days			12	
4	Security Guard (Lady)	12 Hrs / 30 Days			12	
5	Torch / Lathi / Walkie-Talkie etc.	Per Month			12	
6	Patrolling Bike / E-Scooter	Per Month			12	
<b>Total (A) — Security:</b>						
<b>B. HOUSEKEEPING STAFF &amp; CONSUMABLES</b>						
1	Housekeeping Supervisor	8 Hrs / 30 Days			12	
2	Housekeeper	8 Hrs / 30 Days			12	
3	Sewerage / Drain Cleaner	8 Hrs / 30 Days			12	
5	Housekeeping Materials (bags, chemicals, consumables)	Per Month			12	
<b>Total (B) — Housekeeping:</b>						
<b>C. HORTICULTURE STAFF &amp; MATERIALS</b>						
1	Horticulture Supervisor	8 Hrs / 30 Days			12	
2	Mali / Gardener	8 Hrs / 26 Days			12	
3	General Equipment (mowers, trimmers, sprayers etc.)	Per Month			12	
4	Fertilisers, Pesticides, Soil Amendments, Plants	Per Month			12	
<b>Total (C) — Horticulture:</b>						
<b>Insurance charges for workers(D)</b>						
<b>Grand Total (A+B+C+D) — Before Management Fee</b>						
<b>Management Fee (%)</b>						
<b>GST @ 18%</b>						
<b>Total Contract Value (Annual)</b>						

Signature of Vendor: \_\_\_\_\_ Date: \_\_\_\_\_

Name, Designation & Seal: \_\_\_\_\_

Company Name & Address: \_\_\_\_\_

*Tender for Security, Housekeeping & Horticulture Services*

Tender No.:		Security, Housekeeping, and Horticulture work at Orchid Island, Sector 51, Gurugram			Tender Date:		
<b>Technical Offer Data Sheet</b>							
Sn.	Item	Parameters	Requirement/Details	Bidder Confirmation			
1	Project Location	District	Gurugram	Accepted			
		State	Haryana				
		Near Highway	Near Golf course extension road, NH48				
		Postal address	Orchid Island, Sector 51				
		Area Pin Code	122018				
2	Scope	Horticulture works	As per project requirement	Accepted			
		Security services					
		Housekeeping		Included in Bidder Price Offer	Accepted		
3	Price Basis:	FOR Orchid Island and FIRM AND FIXED					
4	Payment Terms	As per RFQ	Confirmation required from Bidder	Accepted			
5	GST	Include in Price offer.					
6	Any Other Taxes apart from GST	Include in Price offer.	Confirmation required from Bidder	Accepted			
7	Currency	INR unless specified specially by Orchid Island	Quote in Rs.				
8	Tender General Conditions duly signed & stamped copy	Orchid Island General Condition of Contract (GCC) / RFP	Bidder to Attach and Confirm	Attached & Accepted			
		Notice Inviting Tender (NIT) Letter					
9	Guarantee	As per GCC	Confirmation required from Bidder	Accepted			
10	Time Schedule (In days / month)	Total Duration	12 Months	Accepted			
11	Offer Validity	Minimum 90 days from submission of price bid.					
12	Labour Registration	Govt. Registration Required before start of work (Form V will be issued by Orchid Island after 30 days from Contractor submission of all document)	Confirmation required from Bidder	Available			
13	Pasara license	As per tender document	Confirmation required from Bidder	Submitted			
14	PF Compliance	As per Tender Document	In the in-Bidder Scope & Offer	Accepted			
15	ESI Compliance	As per Tender Document					
16	Labour Accommodation	Should be Outside Orchid Island Premises					
17	Power/Water Supply	As per Tender Document	Confirmation required from Bidder (At One Point by Orchid Island)	Accepted			
18	Safety	Helmet, Safety Shoes, Safety Jacket, Safety Belt, safety goggles etc. as per SHE Policy Mandatory for all	In the Bidder Scope & Offer	Accepted			
		Distribution Board (DB) as per applicable standard & Orchid Island specifications					
		Safety equipment (Ladder, scaffolding, harness, welding machine etc.) as per standard & Orchid Island specifications					
		Height Work: Man lift/Scaffold mandatory for work at more than 1.8 meter high	Confirmation required from Bidder				
		Orchid Island She Policy (SHE)	Bidder to Attach and Confirm	Attached & Accepted			
19	Company Financial (Attach evidence)	Financial Year		FY 21-22	FY 22-23	FY 23-24	
		Annual Turnover (in INR) (Financial Data Certified by CA to be attach as per Annex-4 TEN-03)	Bidder to Fill Details & Attach				
		Working Capital (in INR) (Financial Data Certified by CA to be attach as per Annex-4 TEN-03)					
		Profit After Tax (in INR) (Financial Data Certified by CA to be attach as per Annex-4 TEN-03)					
		Bank Credit Facility	Current FY Certificate to be attach	NA	NA	NA / Attached	
		Solvency Certificate issued by Bank	Current FY Certificate to be attach	NA	NA	Attached	
		ITR Last 3 Years	Bidder to attach	Attached	Attached	Attached	
		Balance Sheet Last 3 Year		Attached	Attached	Attached	
20	Past performance	Enclose work done in last 5 years	Attach as per Tender Document Format	Attached			
		Enclose affidavit for past contractual performance.					
21	Company Registration No. (Attach Evidence)	EPF No	Bidder to Fill Details & Attach	_____, Attached			
		Pan No.	Bidder to Fill Details & Attach	_____, Attached			
		GST Registration No.	Bidder to Fill Details & Attach	_____, Attached			
		MSME Registration No.	Bidder to Fill Details & Attach	_____, Attached			
22	Any deviation	Enclose statement of deviation					
23	NDA	Non- Disclosure Agreement	Bidder to attach				
24	Attach duly signed & stamped documents	List of Sub Contractors if any	Bidder to attach if any	Not Applicable / Attached (Please Tick One of the above)			
		Power of Authority/Authorization Letter by Authorized person	Bidder to attach	Attached			
24	EMD	Submission of EMD as per NIT	As per NIT				

*Tender for Security, Housekeeping & Horticulture Services*

## **Letter of Submitting Tender (To be Submitted with Technical Bid)**

**To,**  
**The President,**  
**Orchid Island Residents Welfare Association,**  
**Orchid Island, Sector-51, Gurugram - 122018, Haryana.**

Dear Sir,

1. With reference to the Tender invited by you for the work "Security, Housekeeping, and Horticulture Services at Orchid Island, Sector-51, Gurugram - 122018, Haryana", I/We do hereby offer to execute the work under contract at the respective rates mentioned in the Commercial Bid (Annexure A) enclosed herewith. I/We have inspected the site and understood all the general, special, and technical conditions. I/We agree to execute the work as per specifications and terms and conditions given in the Tender Documents.

2. I/We have deposited Earnest Money for Security Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_) by Demand Draft / Pay Order No. \_\_\_\_\_ dated \_\_\_\_\_ drawn on \_\_\_\_\_ Bank.

3. I/We have deposited Earnest Money for Housekeeping Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_) by Demand Draft / Pay Order No. \_\_\_\_\_ dated \_\_\_\_\_ drawn on \_\_\_\_\_ Bank.

4. I/We have deposited Earnest Money for Horticulture Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_) by Demand Draft / Pay Order No. \_\_\_\_\_ dated \_\_\_\_\_ drawn on \_\_\_\_\_ Bank.

5. I/We confirm that all documents required in Envelope 1 are enclosed and all statements made therein are true to the best of my/our knowledge and belief.

6. I/We understand that the Governing Body is not bound to accept the lowest or any tender received.

Yours faithfully,

Authorised Signatory: \_\_\_\_\_

Name & Designation: \_\_\_\_\_

Company Name & Address: \_\_\_\_\_

Seal of Company: \_\_\_\_\_

Date: \_\_\_\_\_