

ARAVALI VIEW RAIL VIHAR ALLOTTEES' WELFARE ASSOCIATION
(REGD. NO. 217 OF 01 FEBRUARY 2013)
PLOT NO. - 43 -44, SECTOR 56, GURUGRAM – 122011 (HARYANA)
Tel. No. 0124-4207880/2385961, Mob. 9871711551, E-MAIL: avrvawa56@gmail.com

No.: AVRVAWA/Security/2025

Dated: 23.06.2025

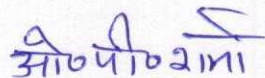
Subject: QUOTATION FOR SECURITY ARRANGEMENT AT ARAVALI VIEW RAIL
VIHAR ALLOTTEES WELFARE ASSOCIATION, SECTOR 56,
GURUGRAM.

Sealed quotations are invited from Security Agencies registered with Haryana Government for providing of Security arrangement at Rail Vihar, Plot No. 43 and 44, Sector 56, Gurugram-122011. Quotations should reach in the office of Aravali View Rail Vihar Allottees Welfare Association **on or before 06.07.2025** up to 03:00 PM (in proper Letter Head of Agency only) which shall be opened on the same day at 03:30 PM in presence of participants who may like to be present.

The criteria of selection will be Rates, Profile of the company, Clientage & Performance. The Committee has all the right to reject any offer without assigning any reason.

The Bill of Quantity, details of Duties and Responsibilities as per **Annexure – A** and General terms & conditions as given in **Annexure - B** enclosed.

The validity of the offer will be for 60 days from last date of submission.


Secretary/AVRVAWA
Secretary

Aravali View Rail Vihar

Allottees' Welfare Association

**Note: This tender document can also be downloaded from our website
www.railvihar56.com This document shall not be modified by the
Agency, any modification in our uploaded document will call for
rejection of the tender. If it is noticed on a later date, wording of the
original document shall remain final.**

ANNEXURE A**SCOPE OF WORKS:****BILL OF QUANTITY**

S. No.	Description	Nos.	Rate (For 12 hrs/day) per month (Rs.)	Amount (Rs./month)
1	Supervisors	2		
2	Guards	7 (1 Female + 6 males)		
	TOTAL	9		

Total amount/month in words: Rs.

The above amount is excluding GST which will be paid separately as per actual.

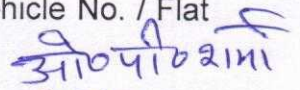
The of Supervisor/guards shown above shall be deployed on all 364 days of the year in Rail Vihar. It will be the responsibility of the Agency to provide suitable rest giver /leave reserve as per prevailing laws. Cost of provision of leave reserve and weekly rest giver shall be borne by the Agency.

DUTIES AND RESPONSIBILITIES**GENERAL:**

- Always remain in proper turnout. The shoes of the guards are to be neatly polished, shirt and pants to be clean and properly pressed, all buttons properly closed, belt properly tightened, clean shaved, hair properly cut and the Cap properly put on head.
- The guards should reach post 05 minutes prior to start of shift.
- Within shortest time you should be able to recognize the Officials of the AVRVAWA, the Residents and other staff members by their names and designations or flat numbers.
- Keep in mind the special orders passed by your SO/ SUPERVISOR from time to time.

(A) Duties of Security Guards:**1. Access Control & Visitor Management:**

- a. Shall maintain a visitor log (manual or digital) as per the requirement of AVRVAWA with details of all non-residents entering the premises.
- b. Verify the details and enter details of visitors, delivery personnel, and service providers before granting entry to premises.
- c. To allow access to cars with correct parking stickers only.
- d. To control access of regular/part time staff for house hold work, car washing, car drivers with Identity Card & Entry Pass (issued by management).
- e. To control access of other cars/vehicles by recording Vehicle No. / Flat No. / entry and exit time with vehicle on Register.

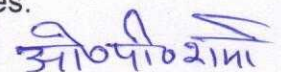

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- f. To control access of home delivery personnel, courier, AMC maintaining staff by noting Name/Flat No. they are visiting/purpose of visit/ entry and exit time with their signature.
 - g. To control access and departure of baggage vehicles for those shifting in/ shifting out.
 - h. To record all unusual occurrences in daily diary for the Management.
 - i. Deny unauthorized or suspicious personnel, entry and report any concerns to management.
 - j. The Guard shall help & assist the children and their ward while boarding/alighting from the school bus.
2. Emergency Response & Crisis Management
- a. Be trained in handling emergencies like fire, theft, medical incidents, and altercations.
 - b. Assist in evacuations and crowd control during emergencies.
 - c. Shall take immediate action to extinguish any fire outbreak by using and operating fire extinguishers and fire hydrants provided in the complex and summon fire brigade and other assistance needed.
 - d. **Take action immediately to rescue the resident trapped inside the lift.**
 - e. Immediately report thefts, suspicious activities, or security breaches to authorities.
 - f. The supervisor on duty shall also monitor the CCTV camera screen to be provided in Security control room
3. Parking & Traffic Management
- a. Ensure only authorized vehicles are parked inside the premises.
 - b. Prevent unauthorized parking in visitor areas/reserved parking slots/ blocking of driveways/passages/roads at incorrect locations and ensuring visitors vehicles are parked in visitor parking only.
 - c. Monitor and guide the movement of vehicles to avoid congestion.
 - d. Prevent unauthorized parking of vehicles (such as cabs, goods/parcel vehicles etc.) on service road front side of the society, so as to ensure smooth movement of vehicles on it.
4. Package & Courier Handling
- a. Maintain a record of deliveries.
5. Enforcement of Society Rules
- a. Ensure quiet hours and other society rules (no smoking, prohibition of eating Gutaka/Taboko and spitting on common areas/walls, pet rules, etc.) are followed.
 - b. Ensure that the motor vehicles are not exceeding nominated speed restriction of 10 KMPH in side society.
 - c. Prevent unauthorized gatherings or use of facilities by outsiders.
 - d. Assist in implementing security policies set by the Aravali View Rail Vihar Allottees Welfare Association (AVRVAWA) or Management Committee.
6. Assisting Residents & Providing Information
- a. Guide visitors and new residents politely and help them finding the location of the flat in a courteous manner.
 - b. Assist elderly or disabled residents as & when needed.
 - c. Maintain a professional and courteous demeanor at all times.



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7. Stray dogs

To keep a watch on entry of Stray dogs into the society.

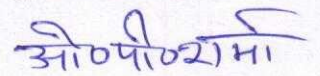
8. Reporting & Record-Keeping

- a. Log daily security reports and incidents.
- b. Immediately report damaged security equipment (gates, cameras, lights) to management.
- c. Hand over duties properly during shift changes.

The Supervisor will ensure asses control, record keeping, daily diaries, liaison with Police, lodging complaints, ensuring CCTV records are not tampered etc. Supervisor will guide guards on duty in case of any eventuality/ exigency/ turmoil etc.

(B) Duties of Patrolling Guards:

- For starting patrolling, reach the terrace by lift. Then come down using Staircase by minutely looking on each floor for any abnormality. Keep special care of those flats whose owners / Residents have gone out after informing the Control Room. Check their doors, locks and windows for any breakage.
- Look for any garbage kept here and there which may cause fire hazard. In case you find it, inform the house keeping to remove it immediately.
- On completion of each Patrolling round Submit written report regarding abnormalities found during the patrolling to the Control Room.
- Ensure that vehicles in parking area are properly parked. Their doors and windows are properly closed/ locked. Whether anyone is trying to cause theft or damage to the vehicles parked? In case you find any abnormality, inform Control Room and the owner concerned.
- Do not allow children to play in parking areas. While playing they may cause damage to vehicles.
- Check the list of Electricians, Plumbers, Couriers carriers, Mechanics, News Paper vendors etc from the Register maintained with the Guards.
- While patrolling. If any Resident gives any advice, suggestion or complaint, bring it to the notice of Control Room in writing.
- While patrolling, if you come across any person with doubtful movement or character, enquire thoroughly for his presence inside the premises. If not satisfied, hand him over to Control Room. If required, Police assistance may be taken.
- Check the lift from time to time whether it is functioning properly and there is no breakage or damage to its fittings.
- Do not have fixed time for patrolling. It should be sudden and at random. While patrolling follow the "LOOK BACK", "DOUBLE BACK" & "UP & DOWN" tactics/ procedures to cause fear among the people who might be looking for an opportunity for theft or misdoing in the premises. They should have fear that the Patrolling Guard may come back at any time.
- While patrolling a Security Person should always keep his Eyes, Ears, Touch, Taste and Smell like senses open and be attentive.
- Always keep LATHI & TORCH with you while on Patrolling duty.
- LOOK for Corridors, Lift and Staircase lights, if they are not lighting, ensure that they are functional soon.

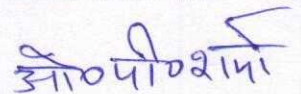

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Section 51.0

GENERAL TERMS & CONDITIONS

1. The Agency should have a minimum annual turnover of Rupees 50 Lakh (Rs. Fifty Lakh only) per annum during each of last 3 years. A certificate issued by the registered CA shall be submitted along with Tender.
2. The successful Agency is required to deposit **refundable interest free Security Deposit** equal to one month's cost, after adjusting EMD amount, which would be refunded after 15 days of completion of contract period.
3. The contract shall be for a period of one year from **01.08.2025 to 31.07.2026**. The same maybe extended further for a maximum period of one year on mutually agreed terms and conditions.
4. The Agency should be a **licensee and registered with Labour Commissioner, Haryana**. The Agency should observe and conform to all rules, regulations and bye-laws of the local authorities of Gurugram and comply with all statutory regulations as applicable, specially relating to Minimum wages, Employees Provident Fund, ESI etc., registered with GST department and other laws in any way relating to Agency, as applicable. Agency's affidavit in this regard shall be submitted with Tender.
5. The Agency shall **keep indemnified** AVRVAWA against any loss, damages, fines, premium, levies, costs, charges and expenses that AVRVAWA may suffer or incur on account of breach of any law, rules and regulations of the Government or any local authority or breach of any term or covenant of the contract or of these present. The indemnity bond shall be on Rs. 100/- (Rs. One Hundred Only) stamp duty paper duly notarised.
6. The Agency should be Income Tax payee for last 3 years and should submit a CA's certificate to this effect along with a copy of **PAN, Aadhar card and voter id of Director/Owner, after getting letter of Award and before signing of agreement**.
7. The Agency should pay all local and other taxes, rates and other levies in respect of their business to the Government or any other local authority.
8. Agency and its staff will not involve in activities at AVRVAWA premises which are considered as outside the scope of the offered arrangements of this agreement. If found guilty of the same, the contract is liable to be terminated.
9. There shall be no change of staff without the prior approval of AVRVAWA. However, AVRVAWA shall have the right to recommend, with proper reasons, for the change of any person within 24 hours. Short term relief arrangement not exceeding three days in a month shall however be allowed at the discretion of the Agency.
10. The Agency should pay all existing and future taxes, rates, Cess, charges, assessments, outgoings and impositions of every description for the time being payable in respect of Service provider.
11. If any theft/damage is found to have taken place due to negligence of staff on duty, in such case the amount of damage/theft shall be recovered from the Agency.

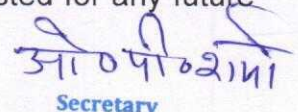


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12. The Agency shall ensure compliance to all applicable laws, rules and procedures as prescribed from time to time by appropriate authorities. Agency shall also ensure "safe working" by its staff at all times.
13. The Agency will raise the monthly bill of previous month on AVRVAWA within 1st week of next month along with proof of depositing statutory charges, as applicable, such as PF etc. for the previous month. AVRVAWA will make the payment within 15 days from the presentation of bill by cheque or other bank instruments after deducting charges as per penalty clause and taxes. However, the Agency will ensure to make the monthly salary to the work force as per prevailing laws & rules, to protect the principal employer's interest.
14. The staff deployed by the Agency should be in the age group of 20 to 45 years, physically and medically fit, and able to read and write. The Agency will ensure the character and antecedents of its staff. They should be minimum 10th class pass.
15. Preference will be given to retired Defence personnel upto age of 55 years for position of supervisor only.
16. The staff deputed as guards/supervisor must be trained personnel as per requirements of Private Security Agencies (Registration Act 2005) (Training Certificate required).
17. The agency should have valid PSARA license.
18. **Exclusively Indian and only Indian Nationals should be employed and deployed.**
19. All the staff to be issued identity card by the Agency and counter signed by official of AVRVAWA. A list of such staff is to be submitted in the office.
20. During working hours, the Security staff shall wear **uniform** with identity card.
21. The Agency shall produce police verification of staff, to be deployed in Rail Vihar, to AVRVAWA office, failing which they will not be allowed to enter Rail Vihar.
22. A non-refundable processing fee of Rs. 500/- (Rs. Five Hundred only) and Administrative charges of Rs. 500/- (Rs. Five Hundred only) in the form of Demand Draft shall be deposited with the Manager/AVRVAWA.
23. An Earnest Money of Rs. 10,000/- (Rs. Ten Thousand only) to be deposited along with the Tender by Demand Draft favoring AVRVAWA. For successful agency, it will be adjusted against the Security Deposit. For unsuccessful agencies, Earnest Money will be returned within one week after award of the work.
24. There should be no condition from the side of the Agency while submitting the tender. Conditional Tenders shall be summarily rejected.
25. The Agency should have its office/establishment in Gurugram or Delhi.
26. AVRVAWA reserves rights to terminate the contract prematurely by serving a Notice, if the work of the Agency is not found satisfactory.
27. Either party may terminate contract by giving one month notice. If the Agency terminates the contract/stop the work without giving required notice, the Security Deposit shall be forfeited and the Agency will also be blacklisted for any future work with AVRVAWA.


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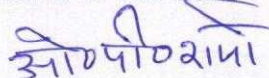
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28. In case, services are not satisfactory and improved even after issue of **NOTICE**, action will be taken by AVRVAWA by getting the work done from another Agency at the risk and cost of the Agency.

29. Penalty clause

Security is of Paramount importance of the residents of Aravali View Rail Vihar, Sector 56, Gurgaon. Any **breach of security** shall therefore invoke a penalty of maximum Rs.10,000/- (Rs Ten Thousand Only) per incident for the Contractor. Each incident shall be duly informed to the Contractor who may represent against it. Final decision in such cases shall be that of the President/Secretary of AVRVAWA. The following incidents shall constitute a breach of security: -

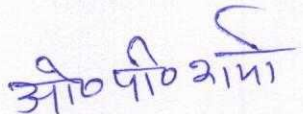
- a. Entry of an unauthorized person in Aravali View Rail Vihar complex. An unauthorized person is one who enters the complex without any prior appointment with a resident/ AVRVAWA office, does not bear a valid I-Card or whose particulars are not recorded by the guard in the Visitors' Register.
 - b. Entry of an unauthorized vehicle i.e., a vehicle without a parking sticker issued by AVRVAWA, a vehicle the occupants of which do not have a prior appointment with a resident/ AVRVAWA office, the occupants of which do not have a valid I-Card, or the particulars of which have not been recorded in the Visitors' Register or all the Two-wheeler vehicles of non-residents of AVRVAWA along with Cabs are banned to enter the AVRVAWA premises.
 - c. Theft, burglary in a flat or in the common area caused due to the negligence of the security guards.
 - d. Presence of a person in the complex whose entry has been banned by AVRVAWA office (by the Manager/Secretary) through prior information to the guards.
 - e. Absence of Supervisor or guard in any shift.
 - f. Any of the guards or the Supervisor found undertaking duties other than the allotted duty of security and night watch or found sleeping during night watch.
 - g. Gate left without a guard at any time in the day/night or any Guard sleeping on duty or not found alert in uniform on duty.
 - h. Improper behaviour or indecent language used by any guard/supervisor with a resident/ visitor. In case of a conflicting version, the decision of the President/Secretary shall be final.
 - i. Breach of any of the terms of the contract shall attract fine based on gravity of breach, to be decided by President/Secretary, which will be binding on the contractor.
30. It will be the responsibility of the Agency to provide rest giver / leave reserve as per prevailing laws. Cost of provision of leave reserve and weekly rest giver shall be borne by the Agency.
31. (a) **The Agencies may note that AVRVAWA reserves the right to award the contract to any of the bidders without assigning any reason and the unsuccessful bidder will have no claim whatsoever irrespective of the cost quoted by them.**


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(b) Any Agency who has a close relative and / or is directly or indirectly associated in business with any of the member of Executive Committee is not permitted to bid.

32. Any dispute will be settled mutually and the decision of AVRVAWA or its appointed representative shall be final.
33. The Agency shall ensure that the workers observe due safety measures while working and it will be the sole responsibilities of the Agency for any injury/fatal accident to any of the workers due to any reason whatsoever and AVRVAWA shall be indemnified against any responsibility or on any other account whatsoever.
34. The following Self-attested documents shall be submitted along with the Tender by each Agency:
 - a. Administration & processing charges paid by DD/online.
 - b. Earnest Money Deposit in the form of DD/online.
 - c. Proof of Turnover duly certified by CA.
 - d. Company Profile,
 - e. List of Clients where Contract is live.


(Secretary)/AVRVAWA
Secretary
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