



Prayag Association Of Apartment Owners NEW KOLKATA PRAYAG

NOTICE INVITING TENDER FOR

Facility Operation & Management Services

Prayag Association of Apartment Owners (PAAO)
Address: 449 / A / 2 G T ROAD , MAHESH, SERAMPORE, HOOGHLY - 712202
Email : newkolkataprayag@gmail.com
Contact No.: 80136 17754

Tender No.: PAAO/FM/2025-26/01
Date :- 03/08/2025

The Managing Committee, of Prayag Association of Apartment Owners (hereafter may called as Society / PAAO) New Kolkata, 449/A/2 G. T. Road, Mahesh, Serampore, Hooghly - 712202 having PAN No. AAKAP901F, GSTN 19AAKAP9015F1ZB on behalf of Society invites sealed tenders from reputed and experienced agencies for providing Facility Management Services at Prayag Apartment Complex, on behalf of the Prayag Association of Apartment Owners (PAAO). The Society premises consisting of 6 (six) Towers having total 1274 number of Flats, Common Areas (11.07 lac sq.ft.) consisting of triple layer Car Parking, Podium Garden, Club House with swimming pool, other amenities and surrounding areas within the boundary of the society.

The society contains water treatment plants, fire fighting systems, generator sets for emergency power back-up, solar cells besides other essential systems. There are three Main Gate entries for Residents, Visitors, Domestic Staff and Vehicle entries.

This is a tender bid, wherein separate technical and financial proposals must be submitted in separate sealed cover and both the above envelopes shall be put together in a single sealed envelope. Technical aspect shall be opened first for evaluation of the tender and price bid for qualified tenderer shall be opened at a later date. Interested bidders may submit their bids as per the instructions given in this document.

Disqualification in the technical aspect shall automatically render the bidder ineligible to participate in the Commercial Bid. Accordingly, the Commercial Bid of any technically unqualified bidder shall be rejected / nullified.

Details of tenders are as under:

Tender ID	PAAO/FM/2025-26/01, dated 01-08-2025
Name of Work	Facility Operation & Management Services
Processing Fee of Tender Documents	A non-refundable amount of Rs. 1000/- (Rupees One Thousand only to pay Demand Draft in favour of 'Prayag Association of Apartment Owners' to be enclosed in sealed envelope with technical bid.
Date and time of pre-bid meeting	17/08/2025 at 11.00 am for House Keeping and Horticulture and 3 PM onwards for Facility Operation & Management Services and Security management Service.
Date of Application and submission of Technical as well as Commercial Bid.	24/08/2025 up to 2:00 pm. The documents shall be submitted physically by the vendors or his authorized representative. <u>No postal tender will be entertained.</u>
Date and time of opening of Technical aspect of Tender Bid / Documents	24/08/2025 at 3:00 PM at Milan Club House Prayag
Date and Time of Opening of Commercial Bid	27/08/2025 at 7:30 PM
Security Deposit / Performance Guarantee to be submitted by L1 qualified vendor	Bank Guarantee 10% of Monthly contract value.



Prayag Association of Apartment Owners (PAAO), located at 449/A/2 G.T. ROAD, MAHESH, SERAMPORE, HOOGHLY - 712202 invites sealed quotations / tenders from reputed, experienced, and licensed Housekeeping Agencies for round-the-clock deployment Facility Operation & Management Services within the premises.

FACILITY OPERATION AND MAINTENANCE MANAGEMENT:

Prayag Association of Apartment Owners (PAAO), located at 449/A/2 G.T. ROAD, MAHESH, SERAMPORE, HOOGHLY - 712202 invites sealed quotations / tenders from reputed, experienced, and licensed Facility Management Agencies for round-the-clock deployment of qualified manpower for operation and maintenance of all electrical, mechanical, utilities and equipment's within the premises.

BROAD SCOPE OF WORK:

1. The agency shall be responsible for deployment and management of trained personnel for supervision of Operation and Maintenance (preventive and breakdown) of all the equipment for below mentioned facilities. The Facilities are as follows:

- STP (Sewage Treatment Plant)
- WTP (Water Treatment Plant)
- Solar Cell Systems installed in 6 (six) towers
- Fire Fighting System
- Lifts
- Diesel Generator Sets
- BMS and CCTV Systems
- Air Condition Systems
- Club House with associated amenities like Swimming Pool, Restaurant, Mini Theatre Hall etc.
- Allied Electrical And Mechanical Equipment
- Plumbing Systems
- Club House

DETAILED SCOPE OF WORK:

OPERATION AND MAINTENANCE SERVICES:

JOB SPECIFIC SCOPE OF WORK:

- a) Preventive with breakdown maintenance of equipment with respect to following broad categories:
 - All common areas plumbing
 - All common areas illumination and electrical panels
 - All tower and club house lifts (total 20 numbers)
 - Club House swimming pool
 - Club House AC
 - Diesel Generator sets
 - Club House Management
- b) Operation and maintenance of Fire Fighting System equipment
- c) Operation and maintenance of WTP and STP house equipment
- d) Common Areas consist of:
 - Towers 1 to 6 peripherals, lobbies, surrounding of Society within boundary
 - Club House
 - Underpass 2
 - Security Gates

- e) Manpower requirement as follows: (in numbers)

Key Personnel

- Facility Engineer: 01 (Electrical stream with minimum Diploma Holder qualification and with 7 years working experience in a similar industry)



- Fire And Safety Officer: 01 (Science Graduate and Diploma in Fire and Safety Management and with minimum 7 years working experience in a similar industry)
- Club House Executive: 01 (Science Graduate with proficiency in English, Hindi and Bengali and with minimum 5 years working experience in a similar industry)
- BMS Operator: 01 (Science Graduate with computer knowledge and with minimum 5 years working experience in a similar industry. Working experience in server-based IT systems will be given preference)

General minimum man power (in number)

- Electrician: 6 (minimum ITI qualification with 5 years working experience)
- Plumber: 5 (should have minimum 5 years working experience)
- STP Operator: 2
- Carpenter (with aluminium fittings knowledge): 1
- Licensed Lift Operator: 1
- Fire Man: 4 (should have minimum 5 years working experience)
- AC Technician: 1 (should have minimum 5 years working experience)
- Swimming Pool Maintenance Staff: 1 (should have minimum 5 years working experience)

f) Manpower deployment as follows:

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|------------------------------------|------------------------------------|
| ➤ Key personnel - | General Shifts |
| ➤ Electrician - | All three shifts and General shift |
| ➤ Plumber - | All three shifts and General shift |
| ➤ STP Operator - | Trained operator, 12 hours duty |
| ➤ Carpenter - | General shift |
| ➤ Licensed Lift Operator: | General shift |
| ➤ Fire Man: | All three shifts and General shift |
| ➤ AC Technician: | General shift |
| ➤ Swimming Pool Maintenance Staff: | General shift |

- g) Deployment of man power is based on 30 days in a month basis and weekly off / replacement cost shall be considered in the quoted price

COMMON SCOPE OF WORK FOR MAINTENANCE SECTIONS:

- a) The contractor shall maintain a log book under the supervisor's care in which daily attendance of the staff shall be marked to ensure that the required number of persons have been engaged. Also all daily activities to be maintained in the log book. It is to be noted that beside log book attendance, biometric attendances are must for ensuring monthly salary payments.
- b) The log book maintained by the site supervisor shall be shown daily to the EA at 10:00am and at any other time on demand.
- c) The contractor shall ensure that the supervisor supervises all the jobs and attends to complaints personally. Maintenance of all electrical and mechanical drives, periodic greasing of all related equipment, troubleshooting of all breakdown incidences required for smooth functioning of the system.
- d) Supply of all tools and tackles, required for day to day maintenance works, personnel protective equipment, electrical measuring instruments, like multi-meter, tong tester, 500V insulation testers are in the scope of contractor's supply.

Contractor supervisor shall take care of any complaints regarding unsatisfactory jobs and shall, in addition, attend to any other jobs assigned by EA.



- f) The contractor shall be responsible for the discipline of the personnel deployed in the premises. Any failure in this regard will be viewed as breach of contract leading to forfeiture of security deposits and other actions, as deemed fit by the EA.
- g) If any of the contractor's employees is found to be absent, the contractor shall immediately provide replacement at no additional expenses. Any absent without replacement shall entail deduction at the rate of the amount equal to 1.5 times the prevalent per man day charges.
- h) The contractor shall ensure that the staff employed by them is well mannered, well trained in the housekeeping services and posses good conduct. Physical and medical fitness of the personnel for the job should also be ensured.
- i) The contractor shall provide uniform to each of its staff members and ensure that they are properly attired including dress, shoes, safety appliances like gloves and masks and also carry identity cards.
- j) Adequate safety and protective measures are to be taken and if any accident happens during working hours, Executing Authority will not be responsible.
- k) Deployment of man power is based on 30 days in a month basis and weekly off / replacement cost shall be considered in the quoted price

COMMON SCOPE OF WORK FOR OPERATION SECTIONS:

- a) Operation sections broadly include WTP, STP, Fire Fighting Systems, illumination of all common areas, dewatering of submersed areas inside the periphery and any other operational job as may be required by EA.
- b) All above points for maintenance also hold good for operation.
- c) Job specific WTP broadly includes:
 - Daily monitoring of all key parameters for smooth functioning of the system.
 - Perform backwashing and rinsing of multigrade filters, activated carbon filters etc.
 - Carrying out regular chlorine dosing.
 - Schedule running of all pumps and maintain records thereof.
- d) Job specific STP broadly includes:
 - Daily monitoring of all key parameters for smooth functioning of the system.
 - Testing of key parameters such as pH, residual chlorine and MLSS to ensure water quality at desired level.
 - Regularly cleaning of bar screens and removal of scum from clarifier.
 - Perform backwashing and rinsing of multigrade filters, activated carbon filters etc.
 - Carry out regular chemical dosing. Use of EM, molasses and other chemicals including pH strips.
 - Preparation of chemical solutions and ensuring correct dosing.
 - Conducting of regeneration, rinsing and backwashing cycles periodically.
 - Carrying out regular chemical and chlorine dosing.
 - Schedule running of all pumps and maintain records thereof.
- e) Job specific Fire Fighting System broadly includes:
 - Fire mock drill.
 - Schedule running of all pumps and maintain records thereof.

MINIMUM ELIGIBILITY CRITERIA:

- a) Registered agency / contractors/ firms, Consortiums and Partnership firms registered with the State Government / Central Government are eligible to participate. Joint venture firms are not eligible to participate.



- b) The Bidder should not have ever been blacklisted by any organization in the past for breach of general or specific condition of the contract, fraudulent, unethical or corrupt business practices. A declaration is to be furnished on the letter head of the bidder.
- c) Bidder should have experiences during the last 10 (ten) financial years of successful execution of facility management services to any government / reputed private organization in West Bengal / Other state (Details of experience as per prescribed format given in Annexure-III).
- d) Participation Fee will be deposited through bank draft (BD) in favour of Prayag Association of Apartment Owners, should be submitted with application & technical bid.
- e) Intending bidder should produce Photocopy of income tax certificate & income tax return of last 3 (three) financial year and PAN / TAN / TIN of bidding firm. Details of Goods and service tax registration and photocopy of registration certificate.
- f) Intending bidder should produce Certificate of registration for Sales Tax / Service Tax/GST, if any.
- g) Intending bidder should produce the valid certificate of enrolment under EPF.
- h) Intending bidder should produce valid certificate of registration under ESI.
- i) Letter of acceptance of terms and conditions of tender document to be submitted in the prescribed format (Annexure-IV)
- j) The participate shall submit solvency certificate / cash credit limit certificate / last three years balance statement duly certified by Banker
- k) Pre-qualification Application to be submitted in prescribed format (Annexure-II).
- l) Certificate from the Banker regarding performance of the Bank Account.

Note:

Prospective applicants are advised to note carefully the eligibility criteria mentioned above and follow the checklist as appended in Annexure-VI to ensure that all the requirements are complied with before submitting the bids.

GENERAL TERMS AND CONDITION:

- 1) The application cum technical bid should be accompanied by a Bank Draft of Rs. 1000/- (Rupees One Thousand) only in favour of Prayag Association of Apartment Owners as participation fee.
- 2) All prevalent taxes including Sales Tax or any other Taxes applicable such as Service Tax, GST, etc. in respect of the contract to be entered into shall have to be borne by the Service Provider.
- 3) The Service Provider is responsible for payment of monthly salary maintaining Minimum Wages Act. Including all statutory provisions to the housekeeping personnel as applicable to them under the Law through bank account of each personnel within 1st week of every successive month positively.
- 4) Receipt copy of EPF, ESI and monthly bank statement of successful payment to the security personnel is required to be submitted to the office of each successive month.
- 5) All damages caused by the personnel to the property of the society shall be recovered from the Service Provider.



- 6) The contract will be for a period of 12 (Twelve) consequent Months. Any extension of contract period may be allowed, if required, for any unavoidable circumstances with the same terms and condition and rates.
- 7) This Office reserves all rights to postpone/ and / or extend the date of receipt / opening of Rates / Quotations or to withdraw the same, without assigning any reason thereof.
- 8) Rates/quotations should be submitted and signed by the proprietor of the firm with its current business address.
- 9) The Successful Bidders shall make an Agreement with the Prayag Association of Apartment Owners (PAAO), Address: 449 / A / 2 G T ROAD , MAHESH , SERAMPORE, HOOGHLY – 712202 as per the terms and conditions along with an Indemnity Bond ensuring that any legal issues in respect of payments of employees arising out of this contract will be the irresponsibility and they will bear all expenses related to it.
- 10) In case of the L-1 sealed bid rate can be accepted provided the concerned bidder submits a Bank Guarantee of 10% of the total value of the monthly contract as Additional Performance Security before issuing of Work Order .
- 11) Prayag Association of Apartment Owners (PAAO) reserves the right to accept / reject any or all tenders received without assigning any reasons thereof. Quotations received later than the stipulated date will not be entertained under any circumstances.
- 12) For any clarification, inspection of site etc., bidders may contact with the office of the Prayag Association of Apartment Owners (PAAO), on any day between 11:00 A.M. to 8:00 P.M.
- 13) The agency shall not engage any sub-contractor or transfer the contract to any other person.
- 14) In normal course, the contract can be terminated by this Office by giving one month's notice to the contractor. In case the services of the contractor are not found satisfactory, the contract can be terminated without giving any notice.
- 15) The contractor shall take due care to comply with the provisions of the Contract Labour (Regulation & Abolition) Act, 1970 including all other legal obligations, like policy changes made by the authority or legal amendments from time to time, during the period of contract.
- 16) Any personnel engaged by the agency if found indulging in illegal and intolerable activities will be handed over to the police or any other action deemed fit against him will be taken besides termination of the contract immediately. Agency shall be solely responsible for the conduct and behaviour of persons deployed by him.
- 17) The agency shall not replace the staff frequently without proper substitute & without prior permission of the Office.
- 18) In normal conditions workers will not be deployed for double duty. However, in case of emergency/urgency, a worker may be allowed for not more than two continuous duties with proper written information to the authority of this Office.
- 19) ALL employed personnel should have photo identity card having details of Name, Residential Address, Blood Group, Phone Number, ESI card No. and EPF Number. The agency shall be prompt in making replacement in case any Guard is not available on duty or found unsuitable for duty. Agency shall promptly arrange additional staff whenever required by the Office. The agency should ensure police verification of all persons deployed.
- 20) The firm applying for tender should certify that they will adhere, full fill and meet the terms of payment of Minimum wages under Minimum Wages Act, 1948 as declared by Government.
- 21) The tenderer should have a separate Provident Fund code No. allotted by the concerned Regional Provident Fund Commissioner to provide Provident Fund benefits to workers engaged by it, as provided under EPF Scheme, 1952.



- 22) The rates for the personnel should be quoted as in prescribed format. The rates should be inclusive of all in accordance with the provision of the Minimum wages Act, Contract Labour Regulation and Abolition Act and other statutory provisions regarding Provident Fund, ESI, Bonus, Gratuity, Leave, Uniform etc.
- 23) The tenderer should please note that it will be entirely his responsibility to adhere to the provisions of the statutory Rules/Acts mentioned above in the matter of payment of the EPF subscription, ESI subscription, Service Tax etc. Therefore, the rates should be quoted with explicit understanding of his statutory obligations.
- 24) The tenderer must have valid and latest Income Tax clearance certificate issued by Assessing Officer. PAN number allotted by the Income Tax department should be quoted and a photocopy of the same should be enclosed.
- 25) No inquiry, verbal or written, shall be entertained in respect of acceptance/rejection of the tender.
- 26) This office shall not be liable to provide any residential accommodation to the Horticulture personnel. No cooking or lodging shall be allowed within the premises.
- 27) All employed personnel deployed by the Contractor shall be the employee of the Contractor. The contractor shall bear all expenses in connection with their employment. The Office shall not be responsible financially or otherwise for any injury to the Horticulture personnel's in the course of performing the duty.
- 28) The payment shall be made strictly as per Biometric Attendance, jointly certified by Estate Manager and one / two PAAO Board Member.
- 29) The payment shall be made against 3 (three) copies of GST/Tax Invoices, showing amount of GST together with:
 - Copies of attendance sheets duly certified by Estate Manager and one / Two Board member.
 - Copy of Challan for payment of PF and ESI.
 - Copy of Challan for payment of P Tax as applicable.
 - Copy of Challan for payment of GST / Copy of GSTR 1 / 3B duly certified confirming that the tax paid by PAAO has to be deposited in Govt Department. PAAO has every right to hold GST amount till the time not showing payment in GST portal
- 30) The payment shall be made within 45 days from the date of submission of Invoice. PAAO has every right to hold payment if any discrepancies occur during verification of Invoice by Treasury Team.

(Authorised Signatory)
Prayag Association of Apartment Owners (PAAO)
Prayag – New Kolkata ,

Enclosure :-

Annexure – I	Particulars of Bidder
Annexure – II	Declaration of Bidder
Annexure-III	Certificate of Experience
Annexure-IV	LETTER OF ACCEPTANCE OF TERMS AND CONDITIONS OF TENDER ENQUIRY
Annexure-V	Affidavit (in Non-Judicial Stamp paper)
Annexure-VI	CHECK LIST OF THE DOCUMENTS
Annexure – VII	Financial aspect (to be submitted in separate sealed envelope)

