

OPEN TENDER DOCUMENT FOR SECURITY SERVICES

**Association of Apartment Owners (AOA), Amrapali Empire,
Crossing Republik, Ghaziabad – 201016**

Subject: Tender for Appointment of Security Service Agency

Sealed tenders are invited from reputed, experienced and financially sound **Private Security Agencies** for providing trained security personnel at **Amrapali Empire residential complex**. The agency must meet the eligibility requirements and agree to all terms & conditions listed below.

1. Scope of Work

The Security Agency shall:

1. Deploy trained Security Guards and Supervisors 24x7 for:
 - Main Gates
 - Residential Towers
 - Basement Parking
2. Maintain access control: vehicles, visitors, delivery staff, vendors.
3. Ensure visitor management through logbooks / mobile app.
4. Protect common assets and prevent theft, damage, trespassing.
5. Coordinate with AOA during emergencies.
6. Maintain discipline, hygiene and safety standards.
7. Ensure round-the-clock **patrolling**.
8. Assist AOA in implementation of SOPs, Fire Safety norms, Disaster control.

2. Eligibility Criteria

The bidder must:

1. Be a **registered Security Agency under PSARA License (Uttar Pradesh)**.
2. Minimum **3 years of experience** in security services for Group Housing / Commercial complexes.
3. Must possess:
 - GST Registration
 - PAN
 - Labour License
 - ESI & EPF Registration

4. Annual Turnover of **minimum ₹____ lakhs** in last 3 financial years.
5. Submit **at least 3 work orders or letters of appreciation** from reputed housing societies.
6. Not blacklisted by any Govt./PSU/RWA/AOA.
7. Must have an operational office within NCR

3. Manpower Requirements

1. All guards must be:
 - Minimum **10th pass**
 - **Physically fit**
 - **Age 21–45**
2. Supervisors must have:
 - Minimum **2 years' supervisory experience**
 - Crowd management skills

4. Mandatory Training

1. Security personnel must be trained in:
 - Firefighting
 - First Aid
 - Emergency Evacuation
 - Crowd & Conflict Management

5. Uniform & Equipment

Agency to provide:

- Full uniform & shoes
- Whistles, sticks, torches
- Raincoat in monsoon
- Walkie-talkie

6. Deployment Schedule

Agency must submit:

1. **Daily roster** of guards/supervisors
2. Weekly reporting to AOA
3. Immediate replacement for absentee guards

4. No post shall remain unmanned.
5. Biometric will be done daily

7. Identity Verification

Agency shall ensure:

- Police verification of every guard
- Aadhaar copy, photograph, address proof
- Employment letter & background check

No guard without verification will be allowed.

8. Conduct Rules

Guards shall:

- Stay alert, avoid mobile usage while on duty
- Not consume liquor, tobacco, drugs
- Not sleep during duty hours
- Be respectful with residents, especially women & senior citizens
- Not leak building information, photos

9. Billing

1. Monthly invoice must include:
 - Attendance sheet
2. Payments will be released after verification.
3. No advance will be paid.

10. Guard number

- **Guards: 16**
- **Women Guard: 1 for day shift**
- **Supervisor: 2**
- **Duty hours: 12-hour shift**

11. EMD (Earnest Money Deposit)

- Tender must include 5% of total Tender Value in favour of
“AAOAE Maintenance and Support AC”

- **The EMD shall be valid for a period 45 days beyond the validity period of tender.**
- EMD of unsuccessful bidder will be returned to them without any interest after 45 days after the conclusion of resultant contract

12. Successful Tenderer's earnest money will be kept as a Security money during the validity of Tender period.

13. The successful tenderer will submit the duly signed original copy of the contract within 7 days and also deploy their security guard within stipulated period.

14. If any tenderer furnishes wrong and/ or misleading data, statement etc. about technical acceptability of tender, in his/her tender information the tender will be cancelled for the same party.

15. Contract Duration

- Initial contract: **12 months**

Repeated violations may result in termination.

16. Replacement Policy

- Guards repeatedly reporting late / misbehaving will be removed within **24 hours**.
- AOA can demand replacement anytime without reason.

17. Confidentiality

- All security documents, access codes, CCTV feeds are confidential.
- Any leakage will be treated as breach of contract.

18. Termination Clause

AOA may terminate:

- With **30 days' notice**
- Immediately for misconduct, fraud, negligence or statutory non-compliance

Agency may also terminate with 60 days' notice.

19. Dispute Resolution

- Disputes referred to sole arbitrator nominated by AOA
- Jurisdiction: **Ghaziabad Courts**

20. Tender documents may be purchased in two sets on payment of non-refundable fee of Rs 1000 per set. The payment should be in name of "AAOAE Maintenance and Support AC"

20. Tender Submission

Envelope must be superscribed:

“Tender for Security Services – AOA Amrapali Empire”

Submit at:

AOA Maintenance Office, Amrapali Empire, Crossing Republik, Ghaziabad

Last date: **7 January 2026 at 3:00PM**

Opening: **10 January 2026 at 3:00 PM**

Contact

General Secretary

Association of Apartment Owners – Amrapali Empire

Crossing Republik, Ghaziabad – 201016

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