



Kendriya Vihar-II Apartment Owners' Association

Community Centre-1, Kendriya Vihar-II, Plot No.3, Sector-82, Noida-201304, U.P.
(Website: www.noidakv2.org ; E-mail: noidakv2@gmail.com ; Tel: 0120-2463700)

No.AOA/Housekeeping/2017-18/

Dated: 14/10/2017

Invitation of Tender for Housekeeping Services

Sealed and subscribe quotations are hereby invited on behalf of the President, Apartment Owners' Association (AOA), Kendriya Vihar, Sector-82, Noida for providing comprehensive Housekeeping Services inside the Kendriya Vihar-II complex from reputed and registered housekeeping agencies with offices established in Delhi NCR having at least two (2) years of experience in the relevant field. The tenders shall be accepted up to **28th October 2017 by 1900 hrs** and same shall be opened on the **29/10/2017** at 10:30 AM in the Association office in the presence of contractors or their authorized representatives who intend to be present as per terms & conditions given at **Annexure-2**.


2. Bidding against this 'Invitation of Tender' does not automatically make an entity eligible for this tender. It is the responsibility of the contractor to prove his eligibility by submitting necessary documents along with the tender. A tender from ineligible contractor will be rejected.
3. The AoA , KV-II, Sector-82 , Noida reserves the right to accept the tender bid either in part or full or to reject any tender either in part or full without assigning any reasons thereto. Tenders in which any of the prescribed conditions are not fulfilled, shall be summarily rejected.
4. The Contractor shall deposit Rs.10,000/- (Rupees Ten Thousand only) as Earnest Money (EMD) with the tender in the form of bank draft in favor of "KV-II AOA". The EMD of the unsuccessful contractors shall be returned after award of work to successful bidder, while same of the successful bidder shall be kept as part of Security Deposit in lieu of performance. Unsuccessful bidders will have to claim the EMD within a period of one month from the date of opening of bid else the EMD will be forfeited. No interest shall be paid by the Association on the EMD for the above said period.
5. The offers submitted by the bidders will be evaluated on the basis of rates quoted by them for required number of manpower/ labours and materials as mentioned in **Annexure-1**. The award of contract shall be subject to the fulfillment of eligibility criteria.
6. Interested firms/entities must submit bids in their official letter head giving relevant information as illustrated in Annexure-1.
7. The detailed Terms & Conditions and Scope of Work is attached at Annexure-2. The bidders are required to furnish acceptability of each and every terms &

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conditions by signing with stamp on each page of the Terms & Conditions enclosed as Annexure-2

8. The bidder is advised to inspect all areas in the KV-II complex including streets, common areas such as staircases, car parking, roof-tops, covered and uncovered drains etc. so as to get a clear idea about the work involved. Any clarifications regarding the scope of work or any other information can be obtained from the office of AoA on working days.
9. The bidder can obtain the tender document from AOA, KV-II office on all working days upto 25/10/2017 (from 10.00AM to 1.00PM and 4.00PM to 7.00PM) by depositing Rs500/- (Rupees Five Hundred only) in cash. Tender Documents can also be downloaded from KV-II's website www.noidakv2.org for which the bidding agency will have to pay the document charges of Rs. 500/- (Rupees Five hundred only) in the form of a crossed Demand Draft/Pay Order drawn in favour of "KV-II AOA" and the same will be attached with the tender at the time of submitting.
10. The estimated value of the work is Rs 14.0 Lakh per annum approximately
11. The offer of the tenderer must contain the following:
 - i. Tender Proforma duly signed and sealed by the tenderer.
 - ii. List of existing clients/ offices where housekeeping services are currently being provided by the tenderer / contractor along with the value of the each contract (please attach copies of orders/contracts)
 - iii. Copy of PAN/TAN No.
 - iv. GST Registration Number and Registration No. of the Agency under the Company's Act 1956 /Administration or any other Act for providing manpower
 - v. Registration Number under the UP Shop & Commercial Establishment Act 1962 .
 - vi. Registration No. with PF authorities.
 - vii. Registration No. with ESI authorities.
 - viii. Affidavit that (a) That the tenderer / party of the bidding firm is not involved in any criminal cases. (b) That the tenderer / party of the bidding firm is not black listed in any government offices. (c) That the credentials submitted by the tenderer for this tender (duly self certified) are genuine.


(P.S. Bhandari)
Secretary, AOA

To,
M/s.....

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Tender Proforma for Housekeeping Services
(To be submitted in official letterhead of the Applicant)

Company/Agency Details

- 1) Name of the Registered Firm:
- 2) Complete Office Address and Telephone/Mobile Numbers:
- 3) Proprietor's Name and Telephone and Mobile Number:
- 4) Email ID:
- 5) Name and Telephone Number of Contact Person:
- 6) Copies of Registration certificates as mentioned under Para 11 of the NIT

Financial Proposal:

- (i) Suggested number of persons to be employed for Housekeeping services (excluding door-door garbage collection) and wages thereof:

Type of Personnel	Required Number	Rate/ wage per head per month (Rs)	Total
Supervisor	1		
Cleaners/ Sweepers	21		

- (ii) Estimated cost of materials (brooms, buckets, wipers, mopping cloths, phenyls, disinfectant, kerosene oil, etc.) for proving housekeeping services per month:
- (iii) Payment offered by the Agency to AOA in lieu of door to door garbage collection from 2276 flats of the society during 6 am -10 am:
- (iv) Total Contract Value (Per Month net of payment to the AOA for door to door garbage collection):

Other Details

Name, address and Telephone Numbers of Existing Clients (attach separate sheet):
Any Other Information:

Date:

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Signature of the Tenderer

Housekeeping Services in KV-II, Sector-82, NOIDA

Terms & Conditions

1. Personnel

- 1.1 The Contractor shall provide comprehensive housekeeping services in the KV-II Complex on all seven (7) days of the week as per the agreed Scope of Work by employing 22 full time workers comprising one (1) Supervisor and 21 cleaners/sweepers.
- 1.2 The Contractor shall separately employ adequate number of laborers for door to door collection and disposal of garbage and pay an agreed amount to the AOA every month.
- 1.3 The personnel, responsible for door to door garbage collection and its disposal shall start work at 06.00 am and complete the job by 10.00 am everyday. Other personnel engaged for cleaning/sweeping/moping etc. shall work during normal working hours (9 am to 5 pm).
- 1.4 The contractor shall ensure that leave reserve personnel are arranged quickly without any loss to housekeeping work.
- 1.5 The Supervisor deployed by the Contractor must be qualified for such job having at least two years of experience in supervising housekeeping job mentioned in the Scope of Work. He shall plan Block wise cleaning work in advance and oversee its implementation to the satisfaction of AOA KV-II.
- 1.6 The Supervisor shall maintain regular liaison with the Housekeeping Incharge (AOA) and be available in the KV-II premises during working hours and also as and when required.
- 1.7 The Supervisor shall check attendance of employed persons and submit the same in the AOA office on daily basis.
- 1.8 The Contractor shall furnish to the AoA complete details of the personnel employed by him for housekeeping job in the KV-II complex including name, photo, residential and permanent address along with police verification documents before actual commencement of the services.
- 1.9 The Supervisor and the personnel deployed for housekeeping job shall wear uniform or color jacket/vests as approved by the AOA and wear Photo ID card indicating name of the person, contractor's/firm's name & address, for identification

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purpose during duty hours and for ease of security purpose of the KV-II Complex. The cost of uniform or jacket/ Photo ID card shall be borne by the Contractor.

- 1.10 The Contractor shall ensure that all rules/regulations as stipulated under Payment of Wages Act, Employees State Insurance Scheme, Employees Provident funds Act, Child Labour Prevention Act, Laws on prevention of Sexual harassment at workplace, etc., or other Statutory Rules, Regulations applicable with regard to performance of this work are fully adhered to and no infringement on this account is caused directly or indirectly. The contractor shall submit a monthly report containing the details of EPF & ESI deducted and credited into individual's account with appropriate/concerned department as a Proof for release of their monthly payment. If it is noticed at any stage that EPF & ESI of any individual has not been credited properly, this Association will not take any responsibility for this lapse. The tenderer will bear all the consequences, whatsoever, of the same. TDS will be deducted as applicable.

2. Materials

- 2.1 The Contractor shall purchase all materials required for cleaning/housekeeping job in KV-II including brooms, buckets, wipers, mopping cloths, phenyls, vim, detergent powder, liquid soap, disinfectants, pesticides, kerosene oil, etc.) after prior approval of the Housekeeping In charge, AOA KV-II.
- 2.2 The cost of such materials procured for housekeeping services every month shall not exceed the total agreed amount meant for such materials. All materials so procured shall be the property of AOA, KV-II.
- 2.3 The Contractor shall maintain a Stock-Register of materials indicating date of their purchase, use of consumables and wear & tear. The Stock-Register shall be verified by the Horticulture Department from time to time.

3. Period of Contract

- 3.1 This Contract with the AOA shall be valid for a period of **one (1) year** from the date of signing of the contract. The Contract period can be extended for further period by mutual consent. The contract value will remain firm through out the period of contract.
- 3.2 The AOA shall have the right to terminate the Contract with one month prior notice if the performance of the contractor is not found up to the mark as per the contract agreement.

4. Payment Terms

- 4.1 The contractor shall generate bills on monthly basis by 4th date of every month, enclosing attendance sheet, bills of materials procured, and a work report vis-à-vis scope of work.

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- 4.2 Payment to the Contractor shall be made through A/c payee cheque after proper verification of bills and ensuring satisfactory completion of work. Tax and surcharge as per the rules in force shall be deducted.
- 4.3 Proportionate deductions for shortage of attendance of manpower employed in a month shall be made.
- 4.4 The Contractor shall indicate the cost of materials separately and its payment shall be on actual basis subject to the maximum ceiling.
- 4.5 The AoA, KV-II, Sector-82, Noida shall have the right and be entitled to withhold payment to the contractor in the event of any breach of terms & conditions of the agreement. The opinion of the President or his authorized representative in this regard shall be final.

5. Payment to the AOA for Garbage Collection

- 5.1 The Contractor shall pay to the AOA an agreed amount per month for door to door garbage collection and its disposal.

6. Other/ General

- 6.1. The Contractor shall undertake cleaning of covered drains as and when required, preferably before the onset of monsoon to prevent water-logging, by employing additional labours. Labour charges for such cleaning will be borne by the AOA.
- 6.2. The Contractor shall prepare Block-wise duty roster of personnel employed by him in consultation with the Housekeeping Incharge and ensure its implementation. He shall also periodically brief the AOA representatives / Housekeeping Incharge about the work being done by him and his plans to improve it further.
- 6.3 The Contractor/Supervisor shall ensure that a **Weekly Work Report** (as per Annexure) duly filled and signed by AOA members in all 120 Blocks is submitted in the AOA office for perusal of the Housekeeping Incharge.
- 6.4 The Contractor/ Supervisor shall ensure that deliberate wastage of water, electricity and misuse of other facilities of AOA, KV-II by their personnel is avoided.
- 6.5 The Contractor shall arrange water proof bags for collecting garbage/waste and ensure that these are not spilled anywhere in the KV-II complex.
- 6.6 The waste collected from the KV-II complex shall be taken away without any delay and disposed off suitably outside the periphery/campus to authorized dumping locations on daily basis. The contractor shall make necessary arrangement in this regard.
- 6.7 The contractor shall maintain a register for complaints related to works assigned to him and shall attend to the complaints on the same day or within reasonable time

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depending on the nature of the work to the best satisfaction of the AOA, KV-II/ residents.

7. Performance/ Security Deposit

- 7.1 The Contractor shall furnish a **Performance/ Security Deposit** of Rs. 20,000 (Rupees Twenty Thousand only). The EMD deposited by the contractor at the time of bidding may be adjusted against **Performance/ Security Deposit**. This amount shall be refunded to the Contractor on satisfactory completion of contracted service or as and when the contract is terminated after settling any loss/damage of KV-II property.
- 7.2 It will be obligatory on the part of the contractor to maintain the contract for a minimum period of one year at the quoted rates. Any termination of the contract on the part of the Contractor shall make him liable to forfeiture of Performance/ Security Deposit.

8. Penalty

- 8.1 Suitable financial penalty shall be imposed on the Contractor in case he fails to provide the services as per terms & conditions of the Contract. The penalty amount shall be decided by the AOA.

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SCOPE OF WORK AND SCHEDULE

The Contractor shall plan and undertake housekeeping job to improve overall cleanliness of the complex by adhering to the following schedule:

Sl. No.	Type of Work	Frequency
1	Door to door garbage collection (6-10 am)	Daily
2	Sweeping/cleaning of common floor areas , staircases & lift cars.	Daily
3	Mopping of common floor areas, staircases railings & lift cars; Removing bills & stickers cleaning of lighting fixtures & Accessories in common areas.	Every alternate day
4	Cleaning of dustbins, Picking of garbage, polythene and other waste from streets, parks and other common areas using a cart/ rickshaw	Daily
5	Sweeping of colony roads, streets & parks and parking space/garages	Thrice a week
6	Cleaning of terraces/roof tops	Once in two months
7	Cleaning of Open Drains	Thrice a Week
8	Cleaning of Covered Drains	As and when required on additional payment basis.
9	Spraying disinfectant/ pesticides in drains to stop mosquito breeding	Monthly
10	Garbage disposal at designated landfill area	Daily
11	Cleaning of office rooms, floors, corridors, community halls/guest rooms, common spaces, cleaning of office equipments and furniture, lighting fixtures & Accessories, sweeping /mopping of floors, and cleaning /washing of toilets and glazed tiles on walls ,urinal pots ,WC sinks and wash basins in the KV office and CCs I & II	Daily

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Kendriya Vihar-II Apartment Owners' Association

Community Centre-1, Kendriya Vihar-II, Plot No.3, Sector-82, Noida-201304, U.P.
(website: www.noidakv2.org ; E-mail: noidakv2@gmail.com ; Tel: 0120-2463700)

No.AOA/Horticulture/2017-18

Dated: 14/10/2017

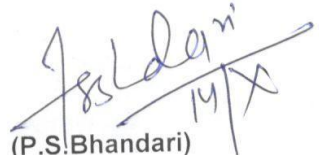
Invitation of Tender for Horticulture Services

Sealed and subscribe quotations are hereby invited on behalf of the President, Apartment Owners' Association (AOA), Kendriya Vihar, Sector-82, Noida for providing **comprehensive** Horticulture Services inside the Kendriya Vihar-II complex from reputed and registered horticulture services agencies with office established in Delhi NCR having at least two (2) years of experience in the relevant field. The tenders shall be accepted up to **28th October 2017** by **1900 hrs** and same shall be opened on **29th October 2017** at 12.30 PM in the Association's Office in the presence of contractor or their authorized representatives who intend to be present as per terms & conditions given at **Annexure-2**.

2. Bidding against this 'Invitation of Tender' does not automatically make an entity eligible for this tender. It is the responsibility of the contractor to prove his eligibility by submitting necessary documents along with the tender. A tender from ineligible contractor will be rejected.
3. The AoA, KV-II, Sector-82, Noida reserves the right to accept the tender bid either in part or full or to reject any tender either in part or full without assigning any reasons thereto. Tenders in which any of the prescribed conditions are not fulfilled, shall be summarily rejected.
4. The Contractor shall deposit Rs.10,000/- (Rs. Ten Thousand only) as Earnest Money (EMD) with the tender in the form of bank draft in favor of "KV-II AOA". The EMD of the unsuccessful contractors shall be returned after award of work to successful bidder, while the same of the successful bidder shall be kept as a part of the Security Deposit in lieu of performance. Unsuccessful bidders will have to claim the EMD within a period of one month from the date of opening of bid else the EMD will be forfeited. No interest shall be paid by the Association on the EMD for the above said period.
5. The offers submitted by the bidders will be evaluated on the basis of rates quoted by them for required number of gardeners (malis), helpers and materials as mentioned in **Annexure-1**. The award of contract shall be subject to the fulfillment of eligibility criteria.
6. Interested firms/entities must submit bids in their official letter head giving relevant information as illustrated in Annexure-1.
7. The detailed Terms & Conditions and Scope of Work is attached at Annexure-2. The bidders are required to furnish acceptability of each and every terms & conditions by signing on each page of the Terms & Conditions enclosed as Annexure-2.

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8. The bidder is advised to inspect all parks, lawns and other green areas within the KV-II premises so as to get a clear idea about the work involved. Any clarifications regarding the scope of work or any other information can be obtained from the office of AOA on working days.
9. The bidder can obtain the tender document from AOA, KV-II office on all working days (10.00AM to 1.00PM and 4.00PM to 7.00PM) upto 25.10.2017 and by depositing Rs500/- (Rupees Five Hundred only) in cash. Tender Documents can also be downloaded from KV-II's website www.noidakv2.org for which the bidding agency will have to pay the document charges of Rs. 500/- (Rupees Five hundred only) in the form of a crossed Demand Draft/Pay Order drawn in favour of "KV-II AOA" and the same will be attached with the tender at the time of submitting.
10. The estimated value of the work is Rs12.0 Lakh per annum approximately.
11. The offer of the tenderer must contain the following:
 - i. Tender Performa duly signed and sealed by the tenderer
 - ii. List of existing clients/ offices where horticulture services are currently being provided by the tenderer / contractor alongwith the value of each contract(please attach copies of orders/contracts)
 - iii. Copy of PAN/TAN No.
 - iv. GST Registration Number and Registration Number of the Agency under the Company's Act 1956 /Administration or any other Act for providing manpower
 - v. Registration Number under the UP Shop & Commercial Establishment Act 1962 .
 - vi. Registration No. with PF authorities.
 - vii. Registration No. with ESI authorities.
 - viii. Affidavit that (a) That the tenderer / party of the bidding firm is not involved in any criminal cases. (b) That the tenderer / party of the bidding firm is not black listed in any government offices. (c) That the credentials submitted by the tenderer for this tender (duly self certified) are genuine.


(P.S. Bhandari)
Secretary, AOA

To,
M/s.....



Annexure-1

Annexure-1

Tender Proforma for Horticulture Services
(To be submitted in official letterhead of the Applicant)

Company/Agency Details

- 1) Name of the Registered Firm:
- 2) Complete Office Address and Telephone/Mobile Numbers:
- 3) Proprietor's Name and Telephone/Mobile Number:
- 4) Email ID:
- 5) Name and Telephone Number of Contact Person:
- 6) Copies of Registration certificates as mentioned in Para 11 of the NIT

Financial Proposal:

- (i) Suggested number of gardeners (malis)/ helpers to be employed for Horticulture services and wages thereof:

Type of Personnel	Required Number	Rate / wage per head per month (Rs)	Total
Supervisor	1		
Gardeners (Malis)	14		

- (ii) Estimated cost of materials (PVC pipes, manures & fertilizers, pesticides, seeds plants & shrubs, etc.) for providing horticulture services per month:
- (iii) Total Contract Value (Per Month):

Other Details

Name, address and Telephone Numbers of Existing Clients (attach separate sheet):

Any Other Information:

Date:

Signature of the Tenderer

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Horticulture Services in KV-II, Sector-82, NOIDA

Terms & Conditions

1. Personnel

- 1.1 The Contractor shall provide comprehensive horticulture services in the KV-II Complex by deploying 15 full time employees comprising one (1) Supervisor and 14 Gardeners (malis).
- 1.2 The Contractor shall provide horticulture services in the KV-II Complex on all seven (7) days of the week during normal working hours (9.00 hrs to 17.00 hrs).
- 1.3 The contractor shall ensure that leave reserve personnel are arranged quickly without any loss to horticulture work..
- 1.4 The gardeners (malis) and helpers employed by the Contractor must have basic knowledge of maintaining green areas including cutting & pruning of trees & shrubs, weeding and grass cutting, sowing seeds of seasonal flowers and planting seedlings, growing plants in the KV-II nursery, watering of green areas, etc.
- 1.5 The Supervisor deployed by the Contractor must be qualified for such job having at least two years of experience in supervising horticulture related job mentioned in the Scope of Work and basic knowledge of landscaping. He shall plan all horticulture related work in advance and oversee its implementation to the satisfaction of AOA KV-II.
- 1.6 The Supervisor shall maintain regular liaison with the Horticulture In charge (AOA) and be available in the KV-II premises during working hours and also as and when required. He shall provide Attendance and 'Work Done Report' to Horticulture In charge, AOA KV-II, on daily basis.
- 1.7 The Contractor shall furnish to the AoA complete details of the personnel employed by him for horticulture job in the KV-II complex including name, photo, residential and permanent address along with police verification document before actual commencement of the services.
- 1.8 The Supervisor and the personnel deployed for horticulture job shall wear uniform or jacket as approved by the AOA and wear Photo ID card indicating name of the person, contractor's/firm's name & address, for identification purpose during duty hours and for ease of security purpose of the KV-II Complex. The cost of uniform or jacket/ Photo ID card shall be borne by the Contractor.
- 1.9 The Contractor shall ensure that all rules/regulations as stipulated under Payment of Wages Act, Employees State Insurance Scheme, Employees Provident funds Act, Child Labour Prevention Act, Laws on prevention of Sexual harassment at workplace, etc., or other Statutory Rules, Regulations applicable with regard to performance of this work are fully adhered to and no infringement on this account

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is caused directly or indirectly. The contractor shall submit a monthly report containing the details of EPF & ESI deducted and credited into individual's account with appropriate/concerned department as a Proof for release of their monthly payment. If it is noticed at any stage that EPF & ESI of any individual has not been credited properly, this Association will not take any responsibility for this lapse. The tenderer will bear all the consequences, whatsoever, of the same. TDS will be deducted as applicable.

2. Materials

- 2.1. The Contractor shall purchase all materials required for the maintenance of green areas in KV-II including PVC pipes, manures & fertilizers, pesticides, seeds , plants & shrubs, etc.) after prior approval of the Horticulture Incharge, AOA KV-II.
- 2.2 The cost of such materials procured for horticulture services every month shall not exceed the total agreed amount meant for such materials. All materials so procured shall be the property of AOA, KV-II.
- 2.3 The Contractor shall maintain a Stock-Register of materials indicating date of their purchase, use of consumables and wear & tear. The Stock-Register shall be verified by the Horticulture Department from time to time.
- 2.4 All machines, tools and implements used for the horticulture services (including grass cutting machines, scissors etc.) shall be provided and maintained by the Contractor.

3. Period of Contract

- 3.1 This Contract with the AOA shall be valid for a period of **one (1) year** from the date of signing of the contract. The Contract period can be extended for further period by mutual consent. The contract value will remain firm throughout the period of contract.
- 3.2 The AOA shall have the right to terminate the Contract with one month prior notice if the performance of the contractor is not found up to the mark as per the contract agreement.

4. Payment Terms

- 4.1 The contractor shall generate bills on monthly basis by 4th date of every month, enclosing attendance sheet (actual man-days employed during the month), bills of materials procured, and a work done report vis-à-vis targets set for the month.
- 4.2 Payment to the Contractor shall be made through A/c payee cheque after proper verification of bills and ensuring satisfactory completion of work. Tax and surcharge as per the rules in force shall be deducted.
- 4.3 Proportionate deductions for shortage of attendance of manpower employed in a month shall be made.

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- 4.4 The Contractor shall indicate the cost of materials separately and its payment shall be on actual basis subject to the maximum ceiling.
- 4.5 The AoA, KV-II, Sector-82, Noida shall have the right and be entitled to withhold payment to the contractor in the event of any breach of terms & conditions of the agreement. The opinion of the President or his authorized representative in this regard shall be final.

5. Performance/ Security Deposit

- 5.1 The Contractor shall furnish a **Performance/ Security Deposit** of Rs. 20,000 (Rupees Twenty Thousand only). The EMD deposited by the contractor at the time of bidding shall be adjusted against **Performance/ Security Deposit**. This amount shall be refunded to the Contractor on satisfactory completion of contracted service or as and when the contract is terminated after settling any loss/damage of KV-II property.
- 5.2 It will be obligatory on the part of the contractor to maintain the contract for a minimum period of one year at the quoted rates. Any termination of the contract on the part of the Contractor shall make him liable to forfeiture of Performance/ Security Deposit.

6. Penalty

- 6.1 Suitable financial penalty shall be imposed on the Contractor in case he fails to provide the services as per terms & conditions of the Contract. The penalty amount shall be decided by the AOA on the basis of loss of horticulture assets.

7. General

- 7.1 The Contractor shall prepare a comprehensive work schedule for every month keeping in view the Scope of Work as mentioned in the Annexure and other requirements and submit the same to the In charge, Horticulture Department in advance. He shall also periodically brief the AOA representatives / Horticulture In charge about the work being done by him and his plans to improve it further.
- 7.2 The Contractor/ Supervisor shall ensure proper maintenance of submersible pumps, hydrants and other assets of KV-II installed for horticulture purposes. The Contractor/ Supervisor shall also ensure that deliberate wastage of water, electricity and misuse of other facilities of AoA, KV-II by their personnel is avoided.
- 7.3 The waste collected from the green areas of KV-II shall be taken away without any delay and disposed off suitably to the authorized dumping locations outside the periphery/campus on daily basis. The contractor shall make necessary arrangement in this regard.
- 7.4 The contractor shall maintain a register for complaints related to works assigned to him and shall attend to the complaints on the same day or within reasonable time depending on the nature of the work to the best satisfaction of the AoA, KV-II/ residents.

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SCOPE OF WORK

- The Contractor shall plan and undertake jobs to improve overall aesthetics of the complex by planting new trees, shrubs, ground covers, etc whenever required.
- The contractor shall grow seasonal flowers in the Nursery of Kendriya Vihar-II and plant them at suitable places at least twice a year (summer and winter).
- The contractor shall prune trees, plants & shrubs, hedge, ground cover, etc and lay grass whenever and wherever required.
- The contractor shall arrange/procure manures & fertilizers, plants & shrubs, PVC pipes and other materials to properly maintain the green areas of Kendriya Vihar-II complex as per requirement.
- The contractor shall procure and sprinkle pesticides on the plants & shrubs from time to time as per the requirement.
- The contractor shall arrange for regular watering of plants, shrubs, ground covers, grass etc in the green areas Kendriya Vihar-II complex.
- The contractor shall keep parks, lawns and other green areas clean by sweeping and weeding out unwanted plants.
- The contractor shall make arrangement for proper operation of submersible pumps/other water outlets installed in the Kendriya Vihar-II complex for horticulture purposes.
- The Contractor shall keep the tools & implements used for horticulture services in running condition by routinely maintaining and servicing them.
- The contractor shall maintain a register for the complaints related to works assigned to him and attend to the complaints within reasonable time to the best satisfaction of the residents.

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