

**AGREEMENT FOR PROVIDING SECURITY SERVICE IN SEZ, NON-SEZ,
ADMIN & CUSTOMS OFFICE AREA OF THE INDUSTRIAL PARK AT
MAHINDRA WORLD CITY**

This Agreement executed in duplicate at Chengalpattu on this the ___ day of ____, 20__.

Between

MAHINDRA WORLD CITY DEVELOPERS LIMITED, a Company incorporated under the Companies Act, 1956, having its Registered Office at No.17/18, Patulous Road, Chennai, 600 002 and Corporate Office at Mahindra World City, Administrative Block, Central Avenue, Mahindra World City Sub (PO), Chengalpattu (Dt), Pincode – 603 004 (having PAN No : AAACM6904A), represented herein by its Deputy General Manager-Legal, **Mr. KK Viswanathan**, hereinafter referred to as “**MWC DL**” which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors-in-interest and assigns of the One Part.

And

M/s. _____, _____ Address _____, represented by its Director / Authorized Signatory hereinafter called the “**Property Manager**” (which expression shall unless it be repugnant to the context or meaning thereof be deemed to mean and include its successors in interest and permitted assigns) of the Other Part;

WHEREAS:

MWCDL has developed an Industrial Park comprising of Special Economic Zone (SEZ) AND Domestic Tariff Area (DTA) at Mahindra World City, New Chennai, Chengalpattu District (hereinafter referred to as MWCDL) and undertook to provide Security Services to its SEZ area.

Whereas Property Manager has represented to MWCDL that it is also in the business of providing Security Services and has offered to MWCDL for various Security Services on a chargeable basis.

Whereas based on the representations made by Property Manager, MWCDL has agreed to appoint and engage the Property Manager for providing various Security Services in SEZ area of the Industrial Park at Mahindra World City, hereinafter referred to as the “Premises” on the following terms and conditions:

Now this Agreement witnesseth as follows:

DEFINITIONS:

- I. “AGREEMENT” means this Agreement and all Schedules, annexures and exhibits attached to it or incorporated in it by reference and also includes any extensions / addendums, if any, to this Agreement.
- II. “PREMISES” means SEZ, NON-SEZ area of Industrial Park, Admin & Customs Office at Mahindra World City where to provide Security Services is being provided by the Property Manager. It is also known as property under management, more particularly described in ANNEXURE “II”.
- III. “SERVICES” OR “SECURITY SERVICES” means and includes the scope of work and services to be provided by the Property Manager either directly or indirectly in the Premises, more particularly described in ANNEXURE “III” and as per the SLA attached.

- IV. “FEES AND CONSIDERATION”: means and includes the price/fees paid by MWCDL to the Property Manager for the services rendered as per the terms of this Agreement, more particularly described in ANNEXURE “IV”.
- V. “SUPPLIERS” means and includes the original suppliers, who had supplied various equipment’s to MWCDL under a separate contract with MWCDL and installed in the Premises.
- VI. “VENDORS” means and includes the parties with whom the Property Manager enters into contract(s) for providing certain services and supply of materials for the premises.
- VII. “ADDITIONAL SERVICES” means and includes the performance of services by the Property Manager as required by MWCDL at the Premises which will be beyond the scope of services mentioned in ANNEXURE “III”.

1.0 PREAMBLE

- 1.1 The Letter of Award (LOA) dated _____20__ and the enclosures to the LOA issued by MWCDL and accepted by the Property Manager shall form part of this Contract Agreement.

In the event of any inconsistency between any or all the correspondence and documents referred to in the agreement and the Letter of Award, the MWCDL’s interpretation shall be final and binding upon Property Manager.

- 1.2 TERM: This Agreement shall be valid from **01st Aug 2024** and shall stand automatically terminated as on the closing hours of **31st March 2025** if not, extended as per Clause 1.3 below.
- 1.3 EXTENSION OF PERIOD: Both parties may extend the term of this Agreement on such terms and conditions as may be mutually agreed upon, and shall preferably reach an agreement at least 30 days before the expiration of the Term.
- 1.4 TERMINATION: Either party may terminate this Agreement by giving thirty days (30) written notice, if the other party goes into Liquidation or commits a breach of any terms of this Agreement and the said breach is not rectified by the defaulting party within a period of thirty days from the date of receipt of a written notice by it from the Other Party seeking rectification of breach.

Notwithstanding anything contained in Clause 1.4 above, MWCDL and/or the Property Manager may, without any liability, and without assigning any reason whatsoever, terminate this Agreement at any time by giving a written notice of thirty days to the other party.

PAYMENT OF AMOUNT DUE ON TERMINATION: In case of termination of this Agreement as aforesaid, MWCDL shall within 30 (thirty) days from the date of termination pay to the Property Manager all amounts validly due to the Property Manager under this Agreement for the services rendered till the date of termination after deducting applicable taxes, costs and any other outstanding etc.

2.0 SCOPE OF SERVICES

2.1 The scope of work and services will be to Provide Security Services. The detailed scope of services to be provided by the Property Manager to MWCDL will be as specified in ANNEXURE “III” to this Agreement for the consideration stated in ANNEXURE “III”, and ANNEXURE “IV”.

2.2 The Property Manager’s work comprises the management of all workforce, supervision, Vehicle, and Gadgets for the providing Security Services as specified in ANNEXURE “III”.

3.0 FEES AND CONSIDERATION

3.1 MWCDL will pay to the Property Manager the agreed fees and consideration as stated in ANNEXURE “V” of this Agreement. Applicable GST/IGST taxes shall be additionally paid by MWCDL to the Property Manager on and above the Security service charges.

3.2 Any additional services to be rendered by the Property Manager at the written request of MWCDL and accepted by the Property Manager, and not specified in this Agreement will be paid at actual together with Property Manager’s service charges and the tax at the applicable rate on submission of the bills for such additional services along with the request note of the MWCDL seeking such additional services.

3.3 The Property Manager will review periodically the pricing and advise MWCDL of any change in the existing taxes, charges, fees or other imposts of whatever kind, introduced, removed, reduced or increased.

3.4 The said amount of fees will be paid on a monthly basis as agreed. In the event of non-payment of bills by MWCDL for 3 (three) months in succession, the Property Manager, will be at liberty to terminate the Agreement forthwith, without any notice and shall not be responsible for any acts or omissions thereafter.

3.5 The applicable taxes will be deducted at source as per the Income Tax Act, and any other legislation as may be applicable from time to time. The TDS certificates and other certificates will be provided to the Property Manager by MWCDL in due course of time.

3.6 The Property Manager shall perform all services set forth in ANNEXURE “III” hereto and in terms of this Agreement.

3.7 This Agreement is personal to the parties hereto and the rights and obligations arising hereunder shall not be assignable by them except with the prior written consent of the other party hereto.

4.0 MWCDL’S REPRESENTATIONS & COVENANTS

MWCDL hereby represents and covenants that:

4.1 MWCDL is a legal entity established under the law duly, validly existing and has a good standing under the law.

4.2 MWCDL is the legal owner/occupant of the Premises.

4.3 MWCDL is empowered by law and its internal regulations to enter into this Agreement, and is not prohibited by any law from entering into this Agreement.

4.4 MWCDL undertakes to provide basic infrastructure viz: a table & chair in the designated place for the Property Manager for rendering services under this Agreement.

4.5 The arrangement of drinking water for staffs & guard is under Service provider’s scope, if required the potable water may be supplied by MWCDL at free of cost at one source.

4.6 MWCDL will not recruit any employee of the Property Manager or its Vendors during the period of this Agreement and/or within one year after the termination of this Agreement without prior written consent of Property Manager.

4.7 MWCDL will pay the fees as agreed on a monthly basis to the Property Manager for the services rendered to MWCDL.

4.8 The Property Manager by relying upon express representations made by MWCDL is entering into this Agreement.

5.0 PROPERTY MANAGER’S REPRESENTATIONS & COVENANTS

The Property Manager hereby represents that:

5.1 The Property Manager is a legal entity and is empowered by law and the internal regulations to enter into this Agreement.

5.2 The Property Manager has the requisite knowledge, experience, infrastructure and other facilities to provide the services as mentioned in ANNEXURE “III” to this Agreement.

- 5.3 The Property Manager will not recruit any employee of MWCDL during the term of this Agreement and/or within one year after the termination of this Agreement.
- 5.4. The Property Manager shall obtain the written consent of MWCDL prior to its entering into contracts with Vendors for providing certain services and supply of materials under this Agreement.
- 5.5. If the Property Manager appoints/engages any Vendor/s for providing certain services and supply of materials under this Agreement subject to clause 5.4 above, the Property Manager shall duly pay such Vendors the fees for the services/materials rendered/supplied by such Vendors in such a manner as agreed between the Property Manager and such Vendors.

6.0 PROPERTY MANAGER'S OBLIGATIONS

- 6.1 Property Manager shall provide competent, qualified and trained personnel in the rendition of its services. It shall ensure that the personnel deployed for providing Security Services shall meet the needs and requirements of this Agreement.
- 6.2 **Category of security personnel:** The security personnel will be as per mutual agreement, subject to the minimum commitment of service guaranteed by Property Manager hereunder. All the security personnel (Assignment Manager, Security Officers, Security Supervisors, CCTV Operators and Security Guards) shall report to a Person In-Charge, who shall be an Officer designated by MWCDL from time to time.
- 6.3 Property Manager shall raise an invoice for the services rendered for each Calendar month in the succeeding month. The invoice shall be submitted by Property Manager to MWCDL on or before 5th date of every calendar month along with the attendance register and copies of remittance challans in proof of payment of P.F., salary and ESI etc., for themselves / each vendor engaged by it for the previous month and the same shall be paid by MWCDL within 30 (Thirty) days after receipt of the said invoice on proper submission and verification. In case of delayed submission beyond 5th date of the month, then the monthly bill will be paid only in the subsequent month.
- 6.4 The Over Head charges / Management fees shall be paid proportionate to the SLA report and no advance shall be paid.
- 6.5 Bio-metric or any other system based attendance to be maintained and the same will be considered for the billings.
- 6.6 The salary structure should be followed as per the attached cost sheet, for making salary payment to the Property Manager's staff / Employees.

- 6.7 Property Manager shall ensure to arrange a Computer with printer and net connectivity will made available at site.
- 6.8 The Property Manager shall appoint uniformed and trained personnel for performing the Security Services and ensure that such personnel fulfill the following criteria:-
- a. Physically and mentally alert and fit.
 - b. Properly uniformed with a neat and tidy appearance and adequately trained. For all the Staffs, minimum of 3sets of uniform and 2 sets of Shoes to be given for the financial year.
 - c. Personnel deployed shall have the required qualification at supervisory level and experience in the services in which they are deployed with basic written and spoken English knowledge and guards shall be able to read, write and communicate in simple English.
 - d. Personnel shall strictly adhere to the safety regulations. They must strictly avoid smoking, using alcohol, wearing loose fitting dress and slippers etc., while on duty.
 - e. Any misbehavior by the Personnel deployed shall not be tolerated and MWCDL has every right to direct the Property Manager to stop deploying such personnel any further.
 - f. All personnel shall carry valid identity card at all times issued by the Property Manager / its Vendors.
 - g. The personnel who operates any vehicle has to possess valid license to use/drive the vehicle.
 - h. Medical checkup to be carried out to all employees by the Property Manager twice a year and the report to be shared with MWCDL for record. To remove the employees identified as unfit by the assessing medical practitioner to be removed from employment.
 - i. Property Manager shall provide neat & tidy registers for recording attendance and other details related to security on day to day basis
- 6.9 The actual number of various categories of security personnel to be deployed may be varied and changed by MWCDL based on its actual requirements from time to time and Property Manager shall be obliged to accept such variation/changes without any demur / default.
- 6.10 Property Manager shall not appoint / engage any Vendor or sub-contractor to perform the services stipulated under this Agreement without prior written consent MWCDL. Any violation in this behalf will be viewed seriously besides inviting further actions by MWCDL including the action of terminating this Agreement.

- 6.11 Property Manager shall ensure that no personnel shall be engaged for more than one shift in a single day due to shortage of requisite manpower or any other reasons. Any violation in this behalf will be viewed seriously besides inviting further action by MWCDL including the action of terminating this Agreement. Continuation of duties are not allowed and if found will be deducted from the invoices submitted for the specific month.
- 6.12 Overtime charges if any shall be paid only with prior approval by MWCDL to the Workmen deployed for over time duties.
- 6.13 Property Manager shall ensure that there is no vacant points left on each shift in a day. If on any month if the vacant points are found, MWCDL will be deducting appropriate amount from the cumulative overhead charges as per the SLA which is based on Key Performance Indicators (KPI).
- 6.14 The personnel deployed for performing the services shall be employees of the Property Manager / its Vendors and all statutory liability etc., shall be paid for by them viz., Minimum Wages, ESI, PF etc., Property Manager hereby agrees to indemnify MWCDL against any legal action that may occur due to non compliance of the statutory provisions like Labor Law, EPF/ESI, WC Act etc. by the Property Manager/its Vendors. Property Manager shall provide MWCDL with all relevant records in proof of payment of salary to its/vendors' personnel, statutory dues every month for their records
- 6.15 Property Manager/its Vendors shall insure all its personnel for personal accident, injury and death etc., whilst on duty with the insurance companies during the period of this Agreement and provide copies of the insurance policies to MWCDL for its records.
- 6.16 Property Manager shall provide its adequate supervision in order to ensure due and proper performance of the Security Services. All personnel will be issued charter of duties by the Property Manager. Additionally, the personnel deployed should fulfill the criteria as described hereunder in ANNEXURE VI. In the event of the Supervisor/ Guard / essential staff being absent/on leave from his regular work, the Property Manager shall deploy alternate Supervisor/ Guard /essential staff with same/similar qualification for the said period.
- 6.17 Property Manager shall ensure that all necessary reports and other information are sent to MWCDL on a daily, weekly, and monthly basis and shall hold regular monthly meetings by the senior officials of the Property Manager with the officials of MWCDL or whenever MWCDL calls for such a meeting with prior information to Property Manager.

- 6.18 Property Manager / its personnel shall take proper and reasonable precautions to ensure that no loss, destructions, waste or misuse caused in the areas of responsibilities assigned to them.
- 6.19 The personnel shall not accept any gratuity or reward in any shape or form from any employee of MWCDL, Visitors, Guests, Residents or Occupants of the MWC.
- 6.20 Property Manager shall do and perform Security Services which have been mutually agreed upon between the Parties from time to time.
- 6.21 MWCDL shall have the right to recommend for removal of any personnel who is found to be unfit/undesirable or otherwise and similarly the Property Manager / its Vendors reserves the right to change the personnel with prior approval from MWCDL, emergencies exempted.
- 6.22 Property Manager undertakes to conduct regular training for all the employees as per the functional skill matrix drawn out and as per the requirements of MWCDL.
- 6.23 Property Manager shall provide additional services on a chargeable basis as and when required by MWCDL at the same cost during the term of this agreement.
- 6.24 Since the services provided by the Property Manager are essential services, Property Manager agrees not to stop providing the Security Services without any notice to MWCDL save and except under clause 12. Such discontinuation of services, if any, shall be construed as a serious breach of this Agreement and MWCDL shall, at the cost and expense of Property Manager, avail alternate services until such time Property Manager resumes the Security Services or the termination of the Agreement, whichever is earlier. Besides, MWCDL shall be entitled to enforce the specific performance of this Agreement and all costs and expenses incurred by MWCDL such as fees to lawyers, drafting charges, representation charges, consultancy charges etc., shall be borne by the Property Manager.
- 6.25 The Property Manager shall not assign its interest, rights or obligations under this Agreement to any third party without the previous written consent of MWCDL.
- 6.26 The consideration paid to the Property Manager is for providing services as described in ANNEXURE "III" hereto during the period of this Agreement. In the event the scope of services is enlarged by MWCDL or by operation of law, the Property Manager shall undertake such additional services for an additional fee to be agreed upon between the Property Manager and MWCDL.
- 6.27 It shall be the responsibility of the Property Manager to ensure that all the Vendors engaged by them comply with all the Labour laws and other statutory requirements

and that MWCDL is not put to any loss on account of the omissions and commissions of the Property Manager or its Vendors.

- 6.28 Property Manager to assign a responsible representative to attend the Monthly Statutory audit conducted by the auditor appointed by MWCDL with relevant documents. Non-attendance shall be treated as non-compliance & non-negotiable and will have an impact on monthly SLA.
- 6.29 Payments to be made after the completion of monthly Service Level Assessment meeting and the payment is subject to SLA scoring.
- 6.30 Revision of SOP to be done by the property manager half yearly and / or as and when there is any deviation in the procedures, the revision to be carried out immediately after necessary approvals by MWCDL.
- 6.31 Property Manager indemnifies and keep MWCDL indemnified against any legal action that may occur due to non-compliance of the statutory provisions like Labour Law, EPF/ESI/WC Act etc or breach of terms of this Agreement.
- 6.32 Property Manager shall keep its security personnel insured for personal accident, injury and death whilst on duty with the statutory insurance authorities throughout the term of this Agreement and provide copies of the same to MWCDL for their records.
- 6.33 Adequate supervision by Property Manager will be provided to ensure due and proper performance of the said security services in accordance with the prevailing assignment instructions given by MWCDL. All security personnel will be issued with duty cards (BI-LINGUAL POST INSTRUCTIONS CARD) specific to their post of duty by Property Manager.
- 6.34 The security guards shall not leave their post of duty without prior permission from officer in charge appointed by MWCDL. Absence of security guard from the duty post is a serious breach of the terms and shall entail a penalty of Rs. 1000/- per event in addition to termination of this Agreement by MWCDL without further notice.
- 6.35 Property Manager and its staff shall take proper and reasonable precautions to ensure that no loss, destructions, waste or misuse occurs in the areas of responsibilities assigned to them by MWCDL.
- 6.36 Property Manager shall be responsible to look after all property and equipment of the MWCDL entrusted to it for its own use and under its control (reasonable wear and tear excepted). Any damages or costs or loss shall be deducted from Property Manager.

- 6.37 Under the terms of their employment agreement with Property Manager, Property Manager shall ensure that the security staff shall not do any professional or other work for reward or otherwise either directly or indirectly except for and on behalf of Property Manager.
- 6.38 Property Manager shall do and perform all such security services, acts, matters and things connected with the administrations, superintendence and conduct of the security arrangements, as per the directions enumerated herein and in accordance with such directions, which MWCDL may from time to time issue and which have been mutually agreed upon between the two parties.
- 6.39 Property Manager will not be held responsible for the damages / sabotage caused to the property of MWCDL due to trade union / riots / mobs / armed dacoits or any other event of force majeure whether or not of the same nature.
- 6.40 Property Manager should deploy only such persons as approved by officer authorized by MWCDL. All deployment will be done only after issuing proper assignment / duty details to each and every guard / supervisor and also after submission of all necessary documents to MWCDL.
- 6.41 Property Manager undertakes to conduct regular training on code of conduct/ behavior/ turnout/ discipline/ Fire fighting/ emergency response procedures/ Bomb Scare search policies and any other subject related to MWCDL for the improvement of services and general benefit of the guarding staff and Rescue Team of MWCDL.
- 6.42 Property Manager shall review the security environment in the SEZ area at Mahindra World City and submit a report to MWCDL during December.
- 6.43 Property Manager shall provide Jackets, Jersey, Torch cells and raincoats to all security personnel deployed at SEZ Area at Mahindra World City. Property Manager shall provide, at its cost, to the Security Officers motor vehicles for patrolling purposes. Project Manager shall ensure that all the Security Guards are on the mobile patrolling when they are on duty except the points specified by MWCDL from time to time.
- 6.44 Property Manager shall provide a patrolling vehicle, which will be billed to MWCDL on a monthly basis as mentioned in Annexure V. All of maintenance and statutory documents pertaining to the vehicle will be taken care by Property Manager. Property Manager will ensure that Vehicle is available at any point of time. Property Manager will ensure that patrolling vehicle doesn't breakdown and will provide backup vehicle in case of any breakdown. More than 1 breakdown of the Patrolling Vehicle will invite Penalty charges for the subsequent month during the SLA meeting.

6.45 Property Manager agrees to indemnify MWCDL against all claims, compensation and damages, losses arising out of any accident, negligence, omission, commission, action or inaction or any other reason caused by Property Manager, its personnel, visitors, guests, etc. to the extent of one month billing value of the contract. The decision of MWCDL in this regard shall be final and binding upon Property Manager.

7.0 MWCDL'S OBLIGATIONS

7.1 To pay the Property Manager for the services stipulated in the Agreement as per the agreed terms and in the manner stipulated in the ANNEXURE V for payments after deducting all statutory levies etc.,

7.2 To pay separately for any additional services required by MWCDL over and above the ones contained in this Agreement, at rates to be mutually agreed between the Parties.

7.3. MWCDL will provide all assistance and do whatever is necessary to enable the Property Manager to carry out the work as stipulated herein without any kind of hindrance from owners/occupiers and clients/customers of the premises.

8.0 COMPLIANCE WITH LAWS

8.1 It is clarified that all the personnel deployed for performing the Security Services are the staff of Property Manager and on their rolls and that there is no employer-employee relationship between MWCDL and the said personnel. It shall be the duty of Property Manager to ensure compliance with

(i) All statutory provisions under the Labour Law, including but not limited to Minimum Wages Act, Payment of Bonus Act, Employees Provident Fund Act, Employees State Insurance Act, Workmen Compensation Act and other applicable enactments from time to time.

(ii) Property Manager shall fully indemnify MWCDL against all claims, losses, liabilities, costs, expenses, damages, actions and proceedings whatsoever, which may be made or taken against MWCDL by any person or authority (i.e.,) arising out of any action or non-action, accident or otherwise by breach by Property Manager / its Vendors of the terms contained herein.

8.2 Property Manager shall at all times be duly licensed to carry on its business of providing the Security Services and shall ensure due and proper compliance with the necessary enactments, laws, bye laws, notices, regulations and orders now existing or hereinafter made in relation to the services and shall indemnify MWCDL against all damages, claims, proceedings, actions, and costs in relation to this clause. In the event of default by Property Manager, MWCDL shall be entitled to terminate this

Agreement without any notice to Property Manager without prejudice its right to seek damages etc.

9.0 PAYMENT

- 9.1 Payment by MWCDL on monthly basis on receipt of invoice for the services provided hereunder shall be a fundamental obligation under the agreement. Also payment of overhead charges will be monitored on the basis of adherence & successful completion of the points covered under Key Performance Indicators (KPI) and Service Level Agreement (SLA) based on Scope of Works Any default in payment terms shall entitle Property Manager to suspend or terminate this agreement after giving 30 days notice period to MWCDL.
- 9.2 No Mobilization advance will be paid by MWCDL.
- 9.3 Monthly payment will be paid within 30 days from the date of proper invoice submitted. The invoice will be accepted once it is audited by the third party statutory auditor and recommended for payment.
- 9.4 Final bill: If the contract not been renewed / continued, the final bill shall be released after 45 working days from the date of receipt of invoice with all necessary backup documents including reconciliation statement duly verified by MWCDL in charge / Labour consultant.
- 9.5 Performance Bank Guarantee : The service provider shall submit a Performance Bank Guarantee (PBG) equal to the value of Two (2) month's Bill value, valid till 30th April 2025 or till mutually agreed extended period as per MWCC approved format and from approved list of banks.
- 9.6 No retention money shall be deducted from monthly bill payments.

10.0 CONFIDENTIALITY

Property Manager / its Vendors will ensure that all its personnel shall not at any time, without the consent of MWCDL in writing, divulge or make known any secrets, accounts, matters or transaction undertaken or handled by MWCDL and shall not disclose to any person, any information relating to the affairs of MWCDL or its occupants in the MWC Industrial Park. This clause does not apply to information, which is or becomes public knowledge or was lawfully in the possession of the Property Manager or its Agents. For breach of this clause, MWCDL shall have the right to terminate this Agreement besides other remedies.

11.0 VARIATION

The service charges under this agreement are based on wages and other expenses. However, if there is any revision in the minimum wages component, then in such an

event, on a written request from the Property Manager, MWCDL shall consider such request favorably. It is clarified that during the period of this Agreement, the cost of materials and other expenses shall remain unchanged.

12.0 DURATION OF AGREEMENT & TERMINATION

12.1 This Agreement is valid for a period with effect from 01st July 2024 till 31st March 2025 and may be renewed for a further period as mutually agreed upon between the Parties.

12.2 MWCDL has the right to terminate this Agreement by giving one month written notice or payment of the charges in lieu thereof to the Property Manager without assigning any reasons.

12.3 The Parties shall be entitled to vary/revise the terms of this Agreement by mutual consent by exchange of letters.

12.4 The Parties agree that the measure of performance by Property Manager shall be in accordance with the Services Level Agreement (SLA) as mentioned hereunder in ANNEXURE 'VII'. Further the parties shall be entitled to vary/revise the Services Level Agreement even during the term of this Agreement by mutual consent by exchange of letters.

13.0 FORCE MAJEURE

If at any time during the subsistence of this Agreement, the Property Manager, for reasons beyond its control, is unable to carry out the work in terms hereof and/or if the said Premises is destroyed or damaged by fire, tempest, earthquake, accident, act of God, war, or due to any other cause beyond the control of the Property Manager and that rendering of the service under the terms of this Agreement cannot be fulfilled, then the Property Manager and MWCDL shall have the option to put an end to this Agreement forthwith.

14.0 GOVERNING LAW

This Agreement and all matters relating hereto, shall be governed by Indian law.

15.0 ARBITRATION & DISPUTE RESOLUTION

15.1 In the event a dispute or difference arises in connection with or in relation to this Agreement, the parties shall be entitled to refer such dispute or difference to arbitration.

15.2 The arbitration shall be conducted by a panel of three arbitrators, one to be appointed by MWCDL, another by the Property Manager and the third arbitrator to be appointed by the two arbitrators appointed in the manner mentioned above.

- 15.3 The venue for such arbitration shall be at Chennai.
- 15.4 All arbitration proceedings shall be conducted in English.
- 15.5 The arbitration shall be governed by The Arbitration and Conciliation Act, 1996.
- 15.6 The arbitration award shall be in writing and shall be final and binding on the parties.
- 15.7 The arbitrators shall have the power to award the costs and reasonable expenses (including reasonable fees of counsel) incurred in the arbitration as also interest on any amounts payable by a party to another.
- 15.8 When any dispute or difference is referred to arbitration, except for the matters under dispute, the parties shall continue to exercise their remaining respective rights and fulfill their remaining respective obligations under this Agreement.
- 15.9 The provisions of this Clause shall survive the termination of this Agreement.

16.0 MISCELLANEOUS

16.1 NATURE OF AGREEMENT

It is understood that MWCDL and the Property Manager are independent entities engaged in the conduct of their respective businesses. This Agreement shall not constitute them as the agent or partner of each other for any purpose whatsoever.

16.2 AMENDMENT

No modifications or amendment to this Agreement and no waiver of the terms or conditions hereto shall be binding unless made specifically in writing duly executed by the authorized representative of the parties.

In case of any changes in the contract value for any reason for any locations, the amendment to this agreement shall be done through an addendum and it would be read as part of this agreement. All the other terms and conditions of this Agreement shall remain in full force and effect.

16.3 SEVERABILITY

If any provision of this Agreement is invalid or unenforceable or prohibited for any reason, this Agreement shall be considered divisible as to such provision which shall be inoperative and shall not be part of the consideration moving from either of the parties hereto to the other and the remainder of this Agreement shall be valid and binding.

16.4 WAIVERS

No forbearance, indulgence or relaxation of any party at any time to require performance of any provision of this Agreement shall in any way affect, diminish or prejudice the right of such party to require performance of the same provision and any waiver or acquiescence by any party of any breach of any provision of this Agreement shall not be construed as a waiver or acquiescence of any continuing or succeeding breach of such provisions, a waiver of any continuing or succeeding breach of such provisions, a waiver of any right under or arising out of this Agreement or acquiescence to or recognition of rights and/or position other than as expressly stipulated in this Agreement.

16.5 NOTICES

16.5.1. Any notice or other communications required or permitted hereunder to any party shall be in writing and shall be sufficiently given if personally delivered or sent by overnight courier, first class mail - postage prepaid or transmitted by facsimile (with confirming copy sent by airmail) or other form of recorded communication such as electronic mail:

If to Property Manager:

M/s. _____,
_____,
_____.

If to MWCDL:

Business Head – MWCC

Administrative Block, Central Avenue,

Mahindra World City, Mahindra World City.

Pin code – 603 004.

Tel. : 044 – 49400000; Fax.: 044 - 49400032

16.5.2. Such notices and other communication duly given shall be deemed to be effective if given by personal delivery, upon such delivery; or if sent by telecopier, upon the next business day after sending thereof; or if sent by certified or registered mail, upon delivery or the twelfth (12) business day following the date of dispatch thereof, whichever is earlier. Each party shall inform the other parties about any change in their respective addresses as set out herein above. Or to such other address as either party may specify in writing. Urgent notices shall be by facsimile message, telex or cable.

17.0 COUNTERPARTS

This Agreement may be executed in one or more counterparts and all such counterparts shall together constitute one Agreement binding on all the parties.

ANNEXURE – II

PREMISES

- Special Economic Zone(SEZ)
- Domestic Tariff Area (DTA)
- Admin & Customs Office

ANNEXURE – III

SCOPE OF WORK FOR SECURITY SERVICES:

1. SPECIAL ECONOMIC ZONE(SEZ)

- 1.1 To guard and protect the property at all times against intruders, theft, pilferage, sabotage, and damage by miscreants.
- 1.2 Provide assistance to MWC in case of any public unrest like strikes, riots and labour unrest.
- 1.3 Ensure no unauthorized person / Vehicle enters the SEZ premises. Security Agency should maintain proper Registers for the entry /exit of Vehicles / Personnel inside the SEZ.
- 1.4 Security Agency should maintain a register for the materials coming in /going out of the SEZ.
- 1.5 Safeguard all security posts round the clock for performing watch and ward duties and such other duties allocated by MWC representative.
- 1.6 Monitor all visitors, contract employees and labourers by maintaining relevant documents as per SOP.
- 1.7 Security Agency should take regular peripheral patrolling of SEZ area to ensure the healthiness of SEZ Compound Wall. Incase of such incidents the same should be informed to MWC Authorities
- 1.8 Security Agency should avoid unauthorized parking inside the SEZ area.
- 1.9 Security Agency should not allow any public gathering inside the SEZ premises without MWC Authorities permission. Incase of such incidents, it becomes the responsibility of Agency to initiate and execute necessary measures to disperse the gathering with the help of their team as well as local Police Authorities.
- 1.10 Security Agency should do local liaisoning with other Govt. Authorities other than regular liaisoning with local Police Authorities.

- 1.11 Security Agency should conduct regular check for the Assets coming inside the SEZ premises and status of the same should be documented and shared with MWC Authorities.
- 1.12 Security Agency should track the water level inside Water Bodies around SEZ premises and the same should be intimated with MWC Authorities. Also any suspicious movements around the premises of water bodies should be investigated and duly informed to MWC Authorities immediately. In need of Complaint to be filed at the local Police Station it becomes the responsibility of Security Agency to do the same with the concurrence of MWC Authorities.
- 1.13 Security Agency should maintain all the registers pertaining to Security Operations inside MWC at SEZ gate Cabin. The list of Registers are as follows:

S NO.	NAME OF THE REGISTER	UPDATING STATUS
1	Incident Report (Accident and Assault Register)	WEEKLY
2	Theft Register	WEEKLY
3	Training Register	WEEKLY
4	Lost and Found Register	WEEKLY
5	Visit Register	WEEKLY
6	Night Report Register	DAILY
7	Supervisor GD Zone 1	DAILY
8	Supervisor GD Zone 2	DAILY
9	Supervisor GD Zone 3	DAILY
10	Security Guard Patrolling Register	DAILY
11	Supervisor Patrolling Register	DAILY
12	Attendance Register	DAILY
13	Police visit Register	WEEKLY
14	Assignment Manager GD	DAILY
15	Walkie Talkie Register	WEEKLY
16	Unauthorized parking vehicle Register	DAILY
17	Emergency contact numbers Register.	WEEKLY
18	Operations Manager Visit / Observation Register	WEEKLY

- 1.14 Security Agency will take care of Vehicle Movements inside SEZ and will maintain a nominal traffic at any point of time. Traffic during peak hours should be controlled by Security Agency.

1.15 Security Agency will not allow individuals / Agencies / Organizations/ Local Bodies / Shops or any entities to display their posters/ hoardings / display boards inside SEZ without permission of MWC Authorities.

1.16 The security agency shall submit the list of guards along with photographs and addresses to the authorities of MWC.

2. DOMESTIC TARIFF AREA (DTA)

This SOW defines the nature of job for the Security Agency deployed inside Mahindra World City. The Security Agency shall provide, operate, manage, and maintain uniformed and unarmed security force 24 hours a day, 7 days a week, for the protection of Assets, Employees and Areas coming under or managed by Mahindra World City.

2.1. The Domestic Tariff Area (DTA) covers the below given Areas/ Avenues.

- Zero point
- Central Avenue till SEZ Gate
- 1st Avenue
- Central Avenue from SEZ Out gate till MRV Entrance
- 7th Avenue
- 8th Avenue (till Husky Roundabout & Phase -V)
- 1st main Road ,1st main road 1st cross road covering BMW, Aqualily till dead end of the Road.
- Railway Station (Ticket Counter, Platform & premises)

2.1.1. To guard and protect the property at all times against intruders, theft, pilferage, sabotage, and damage by miscreants.

2.1.2. Provide assistance to MWC in case of any public unrest like strikes, riots and labour unrest.

2.1.3. Safeguard all security posts round the clock for performing watch and ward duties and such other duties allocated by MWC representative.

2.1.4. Security Agency should take regular peripheral patrolling of DTA area to ensure the healthiness of the premises. In case of any incidents the same should be informed to MWC Authorities for further actions to be taken

2.1.5. Security Agency should avoid unauthorized parking inside the DTA area.

2.1.6. Security Agency should not allow any public gathering inside the premises without MWC Authorities permission. In case of such incidents, it becomes the responsibility of Agency to initiate and execute necessary measures to disperse the gathering with the help of their team as well as local Police Authorities.

- 2.1.7. Security Agency should do local liaisoning with other Govt. Authorities other than regular liaisoning with local Police Authorities.
- 2.1.8. Security Agency should conduct regular check for the Assets coming inside the SEZ premises and status of the same should be documented and shared with MWC Authorities.
- 2.1.9. Security Agency should track the water level inside Water Bodies around SEZ premises and the same should be intimated with MWC Authorities. Also, any suspicious movements around the premises of water bodies should be investigated and duly informed to MWC Authorities immediately. In need of Complaint to be filed at the local Police Station it becomes the responsibility of Security Agency to do the same with the concurrence of MWC Authorities.
- 2.1.10. Security Agency will take necessary measures to avoid any unauthorized entry into the said premises from the nearby village premises.
- 2.1.11. Security Agency will take necessary measures in case of any accidents occurring inside the above said areas to clear the premises from any kind of public gathering and will inform the required local Authorities about the same as well as to MWC Authorities.
- 2.1.12. The security agency shall submit the list of guards along with photographs and addresses to the authorities of MWC.
- 2.1.13. Liaison works to be taken care by the agency, in addition to the complaint filing with Police authorities, fire authorities, etc.
- 2.1.14. Security Agency will be totally responsible for the equipment's/ Machineries/Assets inside these premises. In case of any theft occurred inside these premises MWCDL will be deducting appropriate amount from the bills submitted by Security Agency

2.2. Utilities (WTP -1 & 2, STP. SWM & Intake Well)

The Security Agency shall provide, operate, manage, and maintain a uniformed and unarmed security force 24 hour a day, 7 days a week for the above-mentioned utility areas.

- 2.2.1. The Security Agency shall deploy such individuals who are knowledgeable in entering data pertaining to individuals/ vendors / manpower / officials entering and going out of these premises.
- 2.2.2. The material In & Out Register should be maintained by the Security Agency.

- 2.2.3. Any Suspicious Movement/Material should be brought under the notice of MWC Authorities and it becomes the responsibility of Security Agency to take necessary measures to close the issue.
- 2.2.4. The Security Guard should check the ID card of all individuals entering the premises.
- 2.2.5. Any kind of gathering in and around the area should be brought under the Notice of MWC Authorities.
- 2.2.6. Security Agency should maintain the In & Out Time register for the contract employees working inside the above said premises
- 2.2.7. Any incident happening inside these premises should be brought under the notice of MWC Authorities.
- 2.2.8. Security Agency will be totally responsible for the equipment's/ Machineries/Assets inside these premises. In case of any theft occurred inside these premises MWCDL will be deducting appropriate amount from the bills submitted by Security Agency

3. ADMIN & CUSTOMS OFFICE

This SOW defines the nature of job for the Security Agency deployed inside Mahindra World City. The Security Agency shall provide, operate, manage, and maintain uniformed and unarmed security force 24 hours a day, 7 days a week, for the protection of Assets, Employees and Areas coming under or managed by Mahindra World City.

- 3.1 To guard and protect the property at all times against intruders, theft, pilferage, sabotage, and damage by miscreants.
- 3.2 Provide assistance to MWC in case of any public unrest like strikes, riots and labour unrest.
- 3.3 Ensure no unauthorized person / Vehicle enters the SEZ premises. Security Agency should maintain proper Registers for the entry /exit of Vehicles / Personnel inside the SEZ.
- 3.4 Security Agency should maintain a register for the materials coming in /going out of the SEZ.
- 3.5 Safeguard all security posts round the clock for performing watch and ward duties and such other duties allocated by MWC representative.
- 3.6 Monitor all visitors, contract employees and laborer by maintaining relevant documents as per SOP.

- 3.7 Security Agency shall maintain liaison with all local Police Authorities as directed by MWC.
- 3.8 Check all incoming and outgoing materials and vehicles and maintain their records including registration numbers of the Vehicles and time of entry and exit.
- 3.9 Maintain a logbook documenting of all occurrences on a daily basis. The log book should be counter signed by Security In charge while relieving their duty as a part of Handover and takeover procedure.
- 3.10 Background verification of all Security Personnel deployed inside MWC should be carried out and clearance from Local Police Authorities should be obtained by Security Agency. The details should be shared with MWC Authorities on a timely basis
- 3.11 All Security Personnel including Assignment Manager / Security Officer / Security Guards shall always behave politely and firmly with employees inside MWC while adhering to their duties. Any deviation in this aspect will be dealt with strict action from MWC authorities, which may include deductions from the payment to Security Agency.
- 3.12 The Security Agency shall be responsible for the investigation and reporting of any untoward Incident /Theft inside MWC. They shall ensure the proper closure of such incidents.
- 3.13 Security Agency should carry out intensive patrolling of the area within and around MWC round the clock for its security.
- 3.14 Security Agency will provide these Vehicles inside MWC for proper and timely patrolling inside / outside the premises. Its regular maintenance and upkeep will be done by the Agency and will share such information immediately and produce such documents if required by the MWC Authorities.
 - QRT Vehicle
 - Bikes
 - Bicycles
- 3.15 Security Agency shall deploy these people in each shift who are trained and certified in administering
 - First Aid
 - Fire fighting Techniques
- 3.16 In addition to the above specified jobs, Security Agency will execute works which are related to job as directed by the MWC Authorities.

- 3.17 Senior Officials from Security agency will visit MWC to ensure proper conduct of duties by the personnel deployed inside MWC. Also they will ensure the proper functioning of Vehicles /devices / utensils/ Safety equipment's deployed at site.
- 3.18 At any point of time Security Agency will ensure that these equipment's are live and functional for the proper functioning of Security duties inside MWC. Any deviation in this regard will attract penalties accordingly.
- Radio Sets
 - Reflective jacket
 - Signal baton
 - Shoe
 - Whistle
 - Search lights / Torch
 - 'Stop' sign boards
 - Safety divider cone / Barricade tape
 - Mega phone
- 3.19 Regular onsite Training to be conducted by Training Manager after completing the skill matrix and identifying the gaps and in consultation with MWC authorities. A separate register will be maintained and all particulars like the details of Training, persons attended, time, date and special classes taken will be entered in the register and signed by the Training Manager. The same will be countersigned by the authorities of MWC. The training would comprise of physical security training including perimeter patrolling and fire safety. Training to the security personnel would be given as per the induction kit prepared for MWC.
- 3.20 Above all, Security Agency will strictly adhere to the SOPS followed by MWC and no deviations in this regard may be tolerated. Such incidents will attract penalties including warning letters /deductions against the same as discussed with Senior Officials through arranged meetings and decided accordingly on the turn out of the meetings held.

Admin & Customs Building

The Security Agency shall provide, operate, manage, and maintain a uniformed and unarmed security force 24 hour a day, 7 days a week for both receptions of the Building.

- 3.21 The Security Agency will deploy such individuals at the reception who knows to read & write Tamil & will have basic knowledge of English.
- 3.22 The Security Agency will maintain Visitors Registers in the reception of Admin Building. Also they will issue Visitors pass to the Individuals visiting the Organization.

- 3.23 The Security Guard deployed at the reception of Admin Block should be able to attend telephone calls in case of absence of personnel handling reception.
- 3.24 The Security Agency will handle all the material movement happening inside the premises of Admin Block and Customs Building. They will maintain respective registers for material movements inside these premises.
- 3.25 The Security Guard deployed at these places will ensure all the lights are switched off after office working hours.
- 3.26 The Security Agency will ensure that no one comes inside the office premises without the permission of MWC Authorities.
- 3.27 Any suspicious objects / movements in and around the premises should be noted down and brought under the notice of MWC Authorities.
- 3.28 Security Agency should not allow any public gathering in and around the premises of Admin & Customs Building.

ANNEXURE – IV

LIST OF VECHICLES / GADGETS

- QRT Vehicles
- Bikes
- Bi-cycle
- Radio Sets
- Reflective jacket
- Signal baton
- Shoe
- Whistle
- Search lights / Torch
- 'Stop' sign boards
- Safety divider cone / Barricade tape
- Mega phone
- Rain coats
- Safety barricade roles
- Reflective tapes
- First aid kit
- Divider cones
- Snake catching sticks

ANNEXURE – V

COSTING SHEET

Sl no	Description	Unit	Qty	Rate	Amount
A	Physical security				
A.1	Site Account Manager	Man per month	1		
A.2	Assignment Manager	Man per month	3		
A.3	Patrolling Marshall	Man per month	8		
A.4	Security Guard	Man per month	46		
A.5	CCTV operators	Man per month	3		
	Total - A (Cost Per month)		61		
B	Management / Administrative fees				
	Total - B (Cost Per month)				
C	Tech solutions				
C.1	Security Mobile Application (Patrolling)		1		
C.2	Server Cost - To host the data in captive server managed for MWC		1		
C.3	Risk - tech Dashboard - AI Solutions		1		
C.4	Cost of Drones, Imaging Software, Deployment and Communication Cost, Security Certificate Cost, Bug Testing, Application Performance Testing		1		
	Total - C (Cost Per month)				
D	City Patrolling & QRT Services		1		
D.1	Vehicles(EV), Driver & Security gadgets 2 Wheeler (2 Nos) 4 Wheeler (2 nos) Mobile / Tablets (patrolling) Cycles (6 nos)				
D.2	Fuel for vehicle				
D.2.1	4 Wheeler (2nos)		2		
D.2.2	2 Wheeler (2 nos)		2		
	Total - D (Cost Per month)				
E	Administrative Expenses				
E.1	Walkie Talkies		12		
E.2	Miscellaneous Expenses* (Such as mobile communications, Computer R&M, stationary, any costs above the budgeted figures)		1		
E.3	Security Tool Kit (Megaphone, First Aid kit, Lathi, Baton, diaries, torch, Reflective Jackets & tape, barricade tape, Rain-coats, gumboots)		1		
E.4	Liasoning Charges		1		
E.5	Rewards & Recognition		1		
	Total - E (Cost Per month)				
	TOTAL (F = A+B+C+D+E)				
	TOTAL (G = F x 12)				

WAGE BREAKUP

S. NO	Description	Assignment Manager	Patrolling Marshall	Surveillance Experts	Site Account Manager	Security Guard - DA Revised	Driver
	Basic						
	Dearness Allowance						
	Other Allowances						
	HRA						
	Leave Wages						
{A}	Sub - Total (Gross)						
{B}	Deductions						
	ESIC - Employee's Contribution						
	PF - Employee's Contribution						
	Labour Welfare Fund						
{C}	Take Home						
{D}	Statutory Additions						
	ESIC - Employer's Contribution						
	Medical Health insurance						
	PF - Employer's Contribution						
	Bonus						
	Gratuity						
	Labour Welfare Fund						
	<i>Professional Tax</i>						
{E}	Reliever for weekly @ ----%						
{F}	Other Direct Costs						
	<i>Uniform & Shoes</i>						
	CTC / PER MONTH						

ANNEXURE – VI

CRITERIA FOR MANAGEMENT STAFF.

Duties & Responsibilities

a) Assignment Manager

- Will attend the roll call daily, where he will check the grooming of guards. Daily instructions will be given to pertaining to posts, patrolling and alertness will be given to guards.
- Recruiting, training and supervising security officers and guards.
- Good written communication skills.
- Coordinate staff when responding to emergencies and alarms.
- Generate reports on a daily, weekly and monthly basis.
- Generate reports in case of any incidents
- Conducting regular Patrolling around the MWC premises.
- Daily liaison with the MWC Authorities to ensure that current operations are in alignment.
- Analyse security threat information, identify areas of concern and implement security solutions.
- Liaisoning with local Police. Gathering information related to security of site and sharing the same with MWC Authorities.
- Checking of all Registers pertaining to Security Services provided inside MWC and ensure that all documents are maintained.

b) Security Supervisor

Security Supervisors are deployed at site Zone wise, which has been explained below

- Ensure proper turnout of Security Guards daily.
- Conducting Roll Call per shift which covers proper grooming, post instructions, alertness of Security Guards.
- Ensuring Handover and Takeover of duties for self as well as security guards.
- Shall ensure unauthorized vehicles are not parked inside MWC premises.
- Controlling Traffic inside MWC and especially controlling traffic during peak hours in morning and evening.
- Ensure healthiness of Assets inside MWC by taking regular rounds and inform AM in case of abnormality.
- Gathering information pertaining to areas inside and around MWC and informing AM accordingly.
- Conduct regular patrolling inside MWC to ensure availability of Guards at each point and also ensuring proper conduct of Shuttle Bus Services.
- Handing Over all the data for each shift to the AM.
- The Assignment Manager / Security Officer will be fully responsible for maintaining discipline, peace, good behavior / dealings / appearance etc. of his employees. He shall have to maintain the employment record as required under enactment in this context.
- Zone wise area split up has been given below for further reference.

Zone wise Split up for MWC premises

S NO	ZONE	AREA COVERED
1	ZONE -1	ZERO POINT, 1ST AVENUE, SWM, WTP-1, CENTRAL AVENUE TILL SEZ GATE.
2	ZONE -2	SEZ GATE, 4TH AVENUE FROM INFOSYS GATE-2 TILL 4TH AVENUE ROUNDANA 4TH AVENUE JUNCTION TILL OUTGATE COVERING 5TH & 6TH AVENUE, 7TH AVENUE, 8TH AVENUE COVERING PHASE-V, WTP-2
3	ZONE -3	AQUALILY, BMW, 1ST MAIN ROAD, 2ND AVENUE COVERING MWS, CANOPY, MWC CLUB, K POINT, STP, IRIS COURT, NOVA, RAILWAY STATION & INTAKE WELL

c) Security Guard.

- Will report to duty 15mins before the shift schedule and will attend the daily roll call before going to their specific location.
- Security Guard should keep Batten, Whistle and torch light in proper condition.
- Security Guard should maintain Neat uniform, polished shoes, haircut and daily shave.
- Security Guard should report all incidents immediately reported to SS / AM
- Security Guard should be vigilant and should not Sit, Sleep in the points
- Security Guard should not Read newspaper, Magazines in the points
- Security Guard should not Remove uniforms while on duty
- Security Guard should not Smoke, Gossip in the area
- Security Guard should not Behave roughly with the drivers, housekeeping staffs / others
- Security Guard should not Hear Radio/earphones on duty
- Security Guard should not allow cattle to destroy landscape / stray anywhere Inside MWC
- Security Guard should respect all senior staff at all times.
- Security Guard should be polite to everyone.

Deployment Plan for Security Services provided inside MWC

Sl No	Location/ Designation	SHIFT-A	SHIFT-B	SHIFT-C	Remarks
1	KAM				
2	AM				
3	2ND ZONE SUP				
4	CCTV OPERATOR				
5	ADMIN RECEPTION & CUSTOMS				
6	SEZ GATE				
7	AUTO POINT				
8	5TH AVENUE/PUMP-II				
9	OUT GATE				
10	CANOPY				
11	K.POINT				
12	STP MAIN				
13	4TH ROUNDANA				
14	DRIVER				
15	1ST ZONE SUPERVISOR				
16	3RD ZONE SUPERVISOR				
17	0' POINT				
18	1ST AVENUE				
20	SWM				
21	OLD WTP				
22	NEW WTP				
23	7TH AVENUE				
24	8TH AVENUE-1ST CROSS				
25	PHASE-V				
26	BMW				
27	PUMP-1 / SCHOOL				
28	PROJECT				
29	PARKING / IRIS COURT CABIN				
30	RAILWAY STATION				
31	INTAKE WELL				
32	DRIVER				
	TOTAL				

ANNEXURE – VII – SLA

SECURITY SERVICES - STATUTORY & SOW PARAMETERS VERIFICATION - 2024 -2025							
MONTH:							SLA done on :
<u>S.NO</u>	MANAGING POINTS	CHECK POINTS	Point	Max possible point	Self assessment by vendor	Assessment by MWCDL	EVIDENCE TO BE CHECKED
1	Adherence of Safety, Statutory norms	All compliances as per statutory regulations to be complied with nil audit observations by statutory audit.	Yes/No				Internal Audit report by third party
		Availability of all safety gears, & Equipment's & Nil reportable accidents	Yes/No				Monthly safety Report by safety officer
		Timely submission of bills & invoices with nil errors	Yes/No				Bill should be received in MWCDL office 5th working day of every month
		Compliance to the Govt statutory regulations for operation of equipment & personnel	Yes/No				As per Govt Statutes and Licenses provided - Same to be shared and renewed time to time
2	General Operation	All incidents / accidents related has to be reported immediately	1				Daily report & Incident report, SAMS Dashboard
		Internal patrolling schedules to be followed	1				Daily report and SAMs Dashboard
		Coordinating with Police L&O and Traffic and Fire etc	1				Monthly Report
		Parking control inside MWC	1				CCTV report through assert tech and applications
		Training schedules as per gap analysis & skill matrix	1				Training Register - Schedule Vs Actual along with % of participation details

SECURITY SERVICES - STATUTORY & SOW PARAMETERS VERIFICATION - 2024 -2025							
MONTH:							SLA done on :
<u>S.NO</u>	MANAGING POINTS	CHECK POINTS	Point	Max possible point	Self assessment by vendor	Assessment by MWCDL	EVIDENCE TO BE CHECKED
		Prompt submission of daily & monthly checklists and reports as per SOPs & SAMS model	1				As per reports
3	Official visits / Surprise checks/ Training manager visits	Operation manager visit to site other than scheduled meeting	1				Visit Register
		Training Manager Visit other than training schedule	1				Visit Register
		Visits towards Surprise & night visits	1				Visit Register
4	Maintenance of Walkie Talkies	All Walkie Talkies including base stations 3 and 7 nos of Hand sets to be functional at any point of time	1				Walkie talkies - Maintenance register
6	Safety and security of assets	Nil theft reported during the reporting period (Material, Equipment & Earth etc)	1				Daily & Monthly reports
7	Patrolling Vehicles maintenance	Maintenance of security vehicle - QRT, Motor cycles and bi - cycles	1				1. Vehicle register 2. Vehicle service records 3. Surprise check /physical inspection/feedback given on time to time
8	Attendance records	Nil Shift continuation	1				1.Daily Shift report 2. Attendance register

SECURITY SERVICES - STATUTORY & SOW PARAMETERS VERIFICATION - 2024 -2025							
MONTH:							SLA done on :
<u>S.NO</u>	MANAGING POINTS	CHECK POINTS	Point	Max possible point	Self assessment by vendor	Assessment by MWCDL	EVIDENCE TO BE CHECKED
9	Vehicle Survey at Zero point, SEZ Gate, Railway station and first Avenue	Monthly one location - survey to be conducted	1				Physical survey report or extract report from AI Solution dash board
10	NH36 - Vehicle survey quartly once	Quarterly once survey to be done and excel report to be submitted	1				Physical survey report or extract report from AI Solution dash board
11	SEZ Entry check	Surprise check at SEZ entry - Monthly once	1				Daily report
12	Closure of pending points	Nil pending points from previous SLA meeting or as per the commitment agreed	1				SLA MOM and target timelines
Total			17				

OVERALL SECURITY SERVICES - SERVICE LEVEL ASSESMENT - 2024-2025 (KPI based)									
Month				Date:	SLA Score				
SNO	Area	KPI	MOP	Target	Points	Max Possible	Self assessment	Assessment by MWC	Proof of Documents
Security Services									
1	Monitoring of AI solutions -	Software services	The used cases functional as agreed ie.,99% during daytime & 85%during night time - As per AI team commitments – property manager has to monitor & report on realtime basis.	A. Nil deviation with real time monitoring (through mail communication) B. Report within 24 hours C. Report within 36 hours	A - 6 B - 5 C - 4				Daily report on AI Solution
		Hardware services	Fully functional ie., 99% during the month - As per AI team commitments – property manager has to monitor & report on realtime basis.	A. Deviation reported on real time basis (through mail communication) B. Deviations reported within 24 hours C. Deviations reported within 36 hours	A - 6 B - 5 C - 4				
		Dash Board Monitoring & reporting	Alerts & alarms to be near realtime. Escalation alert to be shared on email, push notifications -	A. Nil deviation with real time monitoring (through mail communication) B. Report within 24 hours C. Report within 36 hours	A - 6 B - 5 C - 4				
2	Legal Action & tracking	FIR etc as applicable	FIR should be filed within 8 hours of the incident reported and directed by MWC	A. 24 hours B. 36 hours C. 48 hours	A - 6 B - 5 C - 4				No incident

OVERALL SECURITY SERVICES - SERVICE LEVEL ASSESMENT - 2024-2025 (KPI based)									
Month				Date:	SLA Score				
SNO	Area	KPI	MOP	Target	Points	Max Possible	Self assessment	Assessment by MWC	Proof of Documents
		FIR Tracker & Followup	The filed case has to followup weekly basis and reported to MWC	A. Weekly once B. 15 days once C. Monthly once	A - 6 B - 5 C - 4				FIR report date Vs Incident date and weekly update will monitor through daily/monthly reports
3	Technology uptime for SAMS solutions	Rectifying issues for applications and dashboards	TAT 1. Working days - 2hours for minor and 1 day for major issues 2. On Saturday would be 10 hours for minor fixes and 2 days for major crashes. 3.Sunday would be taken care of on the next working day within the earlier timelines.	A. As Stated B. 25% deviation C. 50% deviation	A - 6 B - 5 C - 4				Monitored through Trouble ticketing software - Trouble ticketing will be raised by CCTV Operator - Evidence will be extract reports SAMS Dashboard
4	Patrolling	Beat plan adherence should be above 90%	As per predefined schedules	A. As stated 90% & Above B. <90% C. <85%	A - 12 B - 9 C - 6				Extract report from SAMS Dashboard
5	Visitor management	VMS application utility should be as actual. This does not cover government officials and similar profiles.	Monitoring & reporting of VMS	A. No deviation B. 2% deviation C. 5% deviation	A - 6 B - 5 C - 4				Extract report from back end data base

OVERALL SECURITY SERVICES - SERVICE LEVEL ASSESMENT - 2024-2025 (KPI based)									
Month				Date:	SLA Score				
SNO	Area	KPI	MOP	Target	Points	Max Possible	Self assessment	Assessment by MWC	Proof of Documents
6	Vendor & Contractor management at utilities	Monitored through Digitized registers at all utilities	Monitoring & reporting through application	A. No deviation B. 2% deviation C. 5% deviation	A - 6 B - 5 C - 4				Extract report from back end data base
7	Risk Dashboard	Risk assessment should be carried out by the AM through the application	Weekly updates basis risk assessment on ground	A. Weekly Risk score update - Every Monday B. delay by 2 days C. delay by 3 days	A - 12 B - 9 C - 6				Extract from SAMS Dashboard
8	Emergency Response	Emergency Response application to be tracked at all times by the security supervisory staff.	TAT of 15 minutes UCL for severe events and 30 minutes for minor deviations.	A. As Stated B. 10 minute delay C. 15 minute delay	A - 12 B - 9 C - 6				SAMS Dashboard
9	Trouble ticketing	Trouble ticketing through SAMS Dash board	Incident should be reported with immediate effect	A. Immediate B. 1 hr delay C. 2 hrs delay	A - 6 B - 5 C - 4				SAMS Dashboard
10	Drones for OBL Monitoring	Drones will be flown for 8 days in a month encompassing the OBL lands primarily and the other regions in MWC subject to permissions from tenants and general government guidelines	Dashboard reports of drones	A. As stated B. 6 days a month C. 5 days a month	A - 9 B - 8 C - 7				SAMS Dashboard and Monthly Report

OVERALL SECURITY SERVICES - SERVICE LEVEL ASSESMENT - 2024-2025 (KPI based)									
Month				Date:	SLA Score				
SNO	Area	KPI	MOP	Target	Points	Max Possible	Self assessment	Assessment by MWC	Proof of Documents
11	Security - Mock & Emergency drills	Monthly Mock & Emergency drills to Security Supervisor and patrolling Marshalls	100% coverage of Supervisory layer	A. As stated B. >85 % C. >80%	A - 9 B - 8 C - 7				Drill will be conducted through SAMS dashboard and included in the monthly report
12	Traffic Management	Important junctions to be monitored without any traffic issues (Main entrance, First avenue, BMW Junction, SEZ Junction and School junction)	Nil traffic complaints	A. Nil traffic incident B. 1 Complaint C. 2 Complaint	A - 9 B - 8 C - 7				Customer complaint and feed back
Total									
SLA CONDITIONS									
Safety : Non Negotiable and Statutory compliance : Non Negotiable and any deviation will attract 5% deduction in overhead in addition to Regular SLA assessment									
SLA on MEP General & KPI : 85% and above- No Deduction, 80% to 84% - 5% deduction, 75% to 79 % - 10% deduction & Below 75% - 20% deduction - The deduction will be done on Management fee / Over head charges									
Overall Performance achieved for the month:									
Overall deduction for the month:-									