DELHI MUMBAI INDUSTRAIAL CORRIDOR INTEGRATED INDUSTRIAL TOWNSHIP, GREATER NOIDA (DMIC-IITGNL)

Invites

EXPRESSION OF INTEREST (EOI)

for

Selection of Agency for Operation and Maintenance of Integrated Industrial Township, Greater Noida

Issued by:
DELHI MUMBAI INDUSTRAIAL CORRIDOR INTEGRATED INDUSTRIAL TOWNSHIP, GREATER NOIDA (DMIC-IITGNL)
11th Floor, Plot No. 1, Knowledge Park IV,
Greater Noida, Gautam Budh Nagar, Uttar Pradesh - 201308
Website: www.iitgnl.com

NOTICE INVITING EXPRESSION OF INTEREST

EOI Reference No.: DMIC/IITGNL/2026-27/Civil/556 dated 31.10.2026

DELHI MUMBAI INDUSTRAIAL CORRIDOR INTEGRATED INDUSTRIAL TOWNSHIP, GREATER NOIDA (DMIC-IITGNL) invites Expressions of Interest from reputed, experienced, financially sound and technically capable contractors/agencies for shortlisting for the 24x7 Operation and Maintenance (O&M) of infrastructure facilities at the Integrated Industrial Township, Greater Noida, for a proposed period of 60 months.

Interested applicants meeting the requirements of this EOI shall submit their applications in the prescribed formats together with supporting documents and credentials. This EOI is intended for pre-qualification/shortlisting. It is not a commercial tender, and applicants shall not quote any price or financial offer at the EOI stage.

Submission mode: Through email or hard copy of the document to be sent to the address

DELHI MUMBAI INDUSTRAIAL CORRIDOR INTEGRATED INDUSTRIAL TOWNSHIP, GREATER NOIDA (DMIC-IITGNL) 11th Floor, Plot No. 1, Knowledge Park IV,
Greater Noida, Gautam Budh Nagar, Uttar Pradesh – 201308

or **Email** : **info@iitgnl.com**
Website: www.iitgnl.com

Last date/time for submission: 10.11.2026

EOI processing fee: INR 5900/-

IITGNL may, at its discretion, seek clarifications, verify original documents, visit the applicant's premises/project sites, obtain references from clients, shortlist applicants, modify the process, or reject any or all applications without creating any right or claim in favors of an applicant.

DMIC Integrated Industrial Township Greater Noida Limited invites Expression of Interest (EOI) from reputed and experienced agencies for Operation & Maintenance of Integrated Industrial Township, Greater Noida, Uttar Pradesh for a proposed period of 60 months.

The broad scope of O&M shall include operation and maintenance of civil, electrical, water supply, sewerage, drainage, AWCS, landscaping and other township infrastructure/services.

The detailed EOI document shall be available on the DMIC IITGNL website i.e. Website: **https://www.iitgnl.com**. Interested agencies may submit their EOI along with their comments, suggestions and clarifications through email on **info@iitgnl.com**

Interested agencies are invited to submit their Expression of Interest along with their comments, suggestions and clarifications, if any, on the proposed scope and requirements, as per the EOI document.

S. No.	Event Description	Date
1	Publication of Notice Inviting EOI	01.11.2026
2	Availability of EOI document on DMIC IITGNL website	02.11.2026
3	Start Date for submission of EOI, Comments/ Suggestions/ Clarifications	02.11.2026
4	Last Date for submission of EOI, comments/ suggestions/ clarifications	10.11.2026
5	Meeting/interaction with prospective agencies	12.11.2026 at 03:00 PM

To participate in EOI, bidders to pay Rs 5900/- (Rupees FIVE THOUSAND NINE HUNDERED only) Including GST. EOI processing fee to be paid by the bidder through RTGS to IITGN (Bank-Bank of Baroda. Account No.-98250200000388. IFSC Code-BARB0GAMNOI).

1. INTRODUCTION

The Integrated Industrial Township, Greater Noida is a DMIC industrial township developed as part of the industrial corridor programme. The township is located near Ajayabpur Railway Station in Greater Noida, Uttar Pradesh and covers approximately 302.63 hectares.

The township comprises industrial, commercial, institutional, utility and supporting areas and is served by integrated infrastructure including roads, potable and recycled water systems, fire-water systems, sewerage, storm-water drainage, electrical and street-lighting systems, SCADA/PLC/ICT systems, automated waste collection/solid-waste facilities, horticulture and ancillary buildings.

IITGNL intends to engage an experienced O&M agency to maintain the assets in a safe, reliable, efficient and serviceable condition and to ensure minimum disruption to industries, plot owners, occupants and other users.

2. EXPRESSION OF INTEREST

Expression of Interest is invited from financially and technically capable applicants having relevant experience in comprehensive operation and maintenance of industrial townships, industrial parks, large integrated campuses, smart city/urban infrastructure or comparable multi-utility infrastructure.

The purpose of this EOI is to identify and shortlist eligible applicants for subsequent participation in the detailed procurement process/RFP for the O&M assignment. Shortlisting under this EOI shall not by itself constitute award of work or create any entitlement to a contract.

Applicants shall submit documentary evidence of their legal status, financial capacity, relevant O&M experience, manpower capability, equipment capability, statutory registrations and past performance in accordance with this EOI.

3. OBJECTIVE OF THE ASSIGNMENT

The selected O&M agency shall ensure:

i. 24x7 availability and operation of essential utility services.
ii. timely preventive, predictive and corrective maintenance of township assets.
iii. minimum disruption to industries, residents, plot owners and other users.
iv. safe and efficient operation of pump houses, reservoirs, pipelines, electrical systems and control systems.
v. prompt response to breakdowns, leakages, blockages, road damage, electrical faults and other emergencies.
vi. compliance with applicable laws, permits, codes, standards, safety requirements and good industry practice.
vii. proper operation and upkeep of SCADA, PLC, HMI, RTU, ICT, instrumentation and communication systems.
viii. maintenance of records, logbooks, asset registers, inventories, calibration records, work orders and performance data.
ix. availability of adequately trained manpower, tools, tackles, spares, consumables and machinery; and
x. orderly handover of the facilities and updated records at the end of the contract period.

4. PROJECT BACKGROUND

The project area is approximately 302.63 hectares. The township relates to Greater Noida, Noida and Delhi through the Yamuna Expressway and adjoining road infrastructure.

The site is indicated in the current draft as being approximately:

- 11 km from Pari Chowk, Greater Noida.
- LAYOUT PLAN FOR INTEGRATED INDUSTRIAL TOWNSHIP, GREATER NOIDA is attached as Annexure- I.

Estimated O&M cost: ……

5. CONTRACT PERIOD

The proposed O&M contract period shall be 60 months, commencing from the date specified in the Letter of Acceptance or the commencement date stated in the final O&M Agreement. Subject to satisfactory performance, approval of IITGNL, applicable procurement rules and the terms of the final contract, IITGNL may consider extension for a further period up to 60 months.

The contract may include a mobilisation/transition period for joint inspection of assets, verification of records, preparation of asset registers and maintenance plans, mobilisation of manpower and equipment, and takeover of the facilities.

The extension, if any, shall be performance based and may consider overall O&M performance, utility uptime, customer satisfaction, timely complaint resolution, statutory compliance, reporting discipline, asset condition and other KPIs specified in the final RFP/O&M Agreement.

6. DETAILED SCOPE OF WORK

The Scope of Work stated in this EOI is intended to identify the comprehensive responsibilities of the selected O&M Agency for the Integrated Industrial Township, Greater Noida. The final asset inventory, quantities, makes, ratings, drawings, operating philosophy, service levels and commercial conditions shall be confirmed in the subsequent RFP/O&M Agreement. The scope shall include all activities necessary to keep the handed-over township assets safe, reliable, efficient, clean, serviceable and available for 24x7 operation.

For operational administration, the selected O&M Agency may be designated as the “Manager” in the subsequent RFP/O&M Agreement. The Manager shall be responsible for integrated coordination of civil, water, sewerage, fire-fighting, electrical, electro-mechanical, ICT/SCADA, security, housekeeping, landscaping and customer-service functions falling within the handed-over O&M boundary.

I. General Deployment and O&M Responsibilities

- Deploy a full-time Manager/O&M Manager for overall coordination and accountability of the township O&M assignment.
- Deploy discipline-wise Engineers, supervisors, operators, technicians, skilled and unskilled manpower in adequate strength and in shifts as required for uninterrupted operation.
- Deploy all machinery, vehicles, tools, tackles, calibrated test instruments, safety equipment and communication facilities required for routine, preventive, predictive, corrective and emergency maintenance.
- Keep the required machinery and vehicles available at site throughout the contract period; deployed resources may also be used for approved additional works without affecting routine O&M obligations.
- Prepare a mobilisation and takeover plan, joint asset-condition survey, equipment-wise asset register, critical-spares list, preventive-maintenance plan and statutory-compliance calendar before/at commencement.
- Maintain minimum stocks of routine spares and maintenance materials required for day-to-day service restoration and maintain an auditable inventory/consumption record.
- Attend, log, track, escalate and close customer/plot-holder complaints within the stipulated service levels through the complaint-redressal platform/system prescribed by IITGNL.
- Coordinate with OEMs, specialised service providers, electricity/water/sewerage utilities, statutory bodies, local administration and other agencies as directed by IITGNL.
- Carry out all incidental and ancillary activities necessary for safe operation of the handed-over assets even where an individual minor activity is not separately listed, subject to the final RFP/O&M Agreement.

II. Asset Management, Preventive Maintenance and Breakdown Restoration

- Prepare equipment-wise maintenance checklists covering daily, weekly, monthly, quarterly, half-yearly, annual, pre-monsoon and post-monsoon activities, as applicable.
- Follow OEM manuals, approved drawings, statutory requirements and good engineering practice for preventive and predictive maintenance.

- Carry out condition monitoring including thermography, vibration monitoring, insulation/earth testing, oil testing, relay/protection testing, meter/instrument calibration and communication-health checks, as applicable.
- For every breakdown, undertake fault identification, safe isolation, repair/replacement, testing, recommissioning, restoration of service and root-cause analysis for recurring/major failures.
- Maintain failure history, MTTR/MTBF data where practicable, preventive-maintenance compliance, spare consumption and recommendations for replacement/rehabilitation of life-expired assets.
- No equipment shall be taken out of service without approved shutdown/permit procedures except where immediate isolation is essential for safety or protection of life/property.

III. Roads, Footpaths, Cycle Tracks, Road Furniture and Storm-Water Drainage

- Operate and maintain the existing arterial, sub-arterial, collector and internal road network, service roads, shoulders, medians, cycle tracks, footpaths, junctions and crossings included in the handed-over asset register.
- Undertake routine patrol and condition inspection; identify and rectify potholes, cracks, rutting, depressions, bleeding, edge drops, surface failures, local settlement, ponding, damaged paver blocks and unsafe obstructions.
- Maintain kerbs, railings, crash barriers, guardrails, road studs, delineators, thermoplastic markings, traffic signs, guide signs, reflectors and other road furniture.
- Sweep/clean road surfaces; remove debris, fallen trees, dead animals, dumped material and obstructions; reinstate road/footpath surfaces disturbed during utility repairs.
- Clean and maintain storm-water drains, box drains, side drains, peripheral drains, kerb inlets, catch pits, manholes, culverts and outfalls, with special pre-monsoon and monsoon preparedness.
- Maintain rainwater-harvesting structures and pond/outfall interfaces within the handed-over scope and implement temporary dewatering arrangements during extreme rainfall/waterlogging emergencies.
- Maintain digital/photographic inspection records and coordinate road closures/diversions and public/plot-holder communication for planned maintenance.

IV. Culverts, Buildings and Civil Structures

- Inspect and maintain RCC box culverts including deck/wearing surface, expansion joints, bearings, parapets, railings, kerbs, crash barriers, drainage spouts, protective works, pitching and approach interfaces.
- Carry out cleaning/desilting, vegetation removal, minor patch repairs, painting/protective coating, joint/seal repair and other routine civil maintenance.
- Inspect for cracks, settlement, corrosion, spalling, bearing distress, deformation or other structural distress and immediately report conditions requiring specialised structural assessment or major repair.
- Maintain the administrative/utility buildings, pump-house buildings, control rooms, compound walls, gates and ancillary structures including minor civil, plumbing, sanitary, waterproofing, painting, doors/windows and building-services repairs.

V. Potable Water, Recycled Water and Fire-Water Systems

- Operate and maintain clear-water/recycled-water reservoirs, underground and elevated storage reservoirs, pump houses, pumps, motors, valves, actuators, headers, pipelines, chambers and distribution networks on a 24x7 basis as applicable.
- Maintain transmission, feeder and distribution mains, service/plot connections, sluice valves, air valves, scour valves, pressure-reducing valves, bulk flow meters, customer meters and electromagnetic flow meters.
- Monitor reservoir levels, pressure, flow, pump status, energy consumption and alarms through SCADA; maintain accurate incoming/outgoing water balance and meter-reading records.
- Undertake leak detection, burst isolation and repair, network flushing, pressure management, meter calibration/replacement, valve servicing and reinstatement of disturbed surfaces.
- Maintain Non-Revenue Water (NRW) at or below the target specified in the final RFP; an indicative target of not more than 5% may be adopted subject to baseline validation and asset condition.

- Carry out potable-water quality monitoring, chlorination/disinfection and testing through approved laboratory/field methods at prescribed frequencies.
- Operate and maintain fire-water reservoirs, pumps, hydrant network, hydrants/valves, hose cabinets and alarm/monitoring interfaces included in the asset register; conduct periodic pressure/performance tests and fire-system readiness checks.
- Process new water/recycled-water connections, enhancement/reduction/disconnection and related field works when authorised by IITGNL.

VI. Sewerage Network and Pumping Facilities

- Operate and maintain industrial/domestic sewerage networks, manholes/chambers, covers, gravity sewers, rising mains and intermediate sewage pumping facilities included in the handed-over assets.
- Carry out routine inspection, jetting, desilting, de-choking, removal of blockages, overflow control and preventive cleaning according to approved schedules.
- Repair/replace damaged sewer pipes, fittings, chambers, covers, pumps, motors, valves and associated electrical/electro-mechanical equipment within the O&M boundary.
- Maintain odour-control arrangements where provided and coordinate with downstream treatment/disposal facilities or separate agencies for safe and continuous interface operation.
- Maintain records of sewer cleaning, pumping hours, breakdowns, complaints, overflow incidents and corrective actions.

VII. ICT, SCADA, PLC, Instrumentation and Communication Systems

- Operate and maintain SCADA/PLC/HMI/RTU systems, servers/workstations, network switches, gateways, communication modems, fibre / ethernet links, UPS/power supplies, field panels and associated ICT infrastructure within the O&M scope.
- Maintain real-time acquisition and display of water levels, pressure, flow, pump status, electrical parameters, alarms, equipment status and other process/utility data configured in the system.
- Perform daily communication/alarm checks, event/alarm review, health monitoring of servers/network devices and restoration of failed communication paths.
- Maintain PLC/RTU logic backups, HMI/SCADA application backups, configuration files, licences, historian/database backups, user-access controls and change-management records.
- Test redundancy/failover, time synchronisation, remote command/interlock operation and communication links at defined frequencies.
- Calibrate/replace field instruments such as pressure/level/flow transmitters, energy meters, sensors, actuators, I/O modules and communication equipment within the O&M boundary.
- Maintain cybersecurity hygiene including controlled user accounts, password management, authorised removable-media use, backup verification and coordination for patches/updates in consultation with IITGNL/OEM.
- Coordinate with OEM/system integrator for proprietary software/hardware faults, licence renewal, firmware updates and specialised support.

VIII. Electrical Power Distribution, Transformers, Compact Substations and Protection Systems

The electrical scope shall cover all HT/LT distribution and electro-mechanical equipment handed over to the O&M Agency, including compact substations, transformers, Ring Main Units (.s), switchgear, protection/control systems, cables, earthing, associated auxiliary systems and interfaces with SCADA. The detailed voltage levels, ratings, makes and quantities shall be verified from the final asset register.

8.1 Transformers

- Routine visual inspection and logging of loading, voltage/current, oil level, oil/winding temperature, abnormal sound/vibration, leakage and alarm/trip indications.
- Inspection/maintenance of bushings, terminals, cable boxes, gaskets, radiators, cooling fans/pumps, marshalling boxes, breather/silica gel, oil level indicators and earthing connections.

- Inspection and functional testing of Buchholz relay, pressure-relief device, OTI/WTI contacts, magnetic oil gauge, temperature alarms/trips and other transformer protection/indication devices.
- Oil leakage arresting and oil filtration/topping-up/replacement as approved; transformer oil testing such as BDV, moisture, acidity and DGA for critical/large transformers as applicable and as prescribed by OEM/standards.
- Periodic thermographic scanning of bushings, terminations, cable connections and load-side joints for hot spots.
- Electrical tests including insulation resistance/polarisation index, winding resistance, turns ratio/vector group where required, earth resistance and other diagnostic tests as per maintenance plan.
- Maintenance/testing of OLTC/RTCC systems, where installed, including motor drive, position indication, contacts/interlocks and control circuits.
- Protection-relay testing, trip-circuit verification and coordination with upstream/downstream switchgear; maintain test reports and relay-setting records.
- Immediate response to transformer trip, overheating, abnormal oil temperature, Buchholz operation, oil leakage or fire alarm; provide safe isolation and alternate/temporary supply arrangement where feasible.

8.2 LT Panels, Protection, Metering, DC/UPS and Auxiliary Systems

- Maintain HT/LT panels, VCB/ACB/MCCB/SFU assemblies, busbars, contactors, protection relays, control transformers, meters, indication lamps, annunciators, APFC/capacitor-bank systems and associated auxiliaries included in the asset register.
- Carry out cleaning, tightening, thermography, insulation resistance, contact resistance, functional/interlock checks, breaker maintenance and relay/meter calibration as applicable.
- Maintain station batteries, battery chargers, DC distribution boards, UPS systems and backup power supplies; check battery voltage/specific gravity or health parameters, autonomy and alarm functions.
- Maintain energy metering and power-quality records; investigate abnormal voltage, current imbalance, harmonic/power-factor or repeated tripping conditions and recommend corrective action.
- Maintain DG sets/backup generation, if included, including periodic trial runs, battery/fuel/cooling/lubrication checks and interface with AMF/ATS panels.

8.3 Cables, Earthing and Lightning Protection

- Inspect and maintain HT/LT power/control cables, trenches, cable trays, glands, terminations, joints, route markers and covers; rectify water ingress, damaged supports and unsafe exposed sections.
- Perform insulation tests/cable diagnostic tests as applicable and arrange fault location/jointing/termination through competent personnel for cable failures.
- Maintain equipment earthing, earth pits, earth strips, bonding, neutral earthing and lightning-protection systems; perform periodic earth-resistance measurements and rectify high-resistance joints/electrodes.
- Maintain updated cable schedules, route drawings and test records.

IX. Street Lighting and Solar Lighting system

- Operate and maintain conventional and solar street-lighting systems including poles, brackets, LED luminaires, drivers, weatherproof junction boxes, cables, feeders, control panels, timers/controllers and gateways.
- Conduct night patrol/illumination checks, identify dark stretches and rectify failed luminaires, drivers, fuses, loose connections, damaged cables and junction boxes.
- For solar lights, maintain PV modules, batteries, charge controllers, wiring, mounting hardware and cleaning schedules; replace defective components within the contract boundary.
- Maintain earthing, protection and control/communication interface with central lighting management system, where provided; maintain lux/illumination records at representative locations.

X. Solid Waste Management, AWCS and Bio methanation Facilities

- Operate and maintain the Automated Waste Collection System (AWCS), collection/transfer infrastructure, transfer station and associated civil, mechanical, electrical, instrumentation and control systems included in the handed-over assets.
- Maintain conveyors, blowers/vacuum equipment, valves, compactors/crushers/mixers, pumps, weighing systems, motors, panels and communication/control interfaces as applicable.
- Operate and maintain the bio methanation plant and associated equipment included in the O&M scope; maintain housekeeping, odour/pest control, preventive/breakdown maintenance and statutory environmental compliance.
- Maintain daily operating data, downtime, waste quantities, energy/resource consumption and maintenance records; coordinate with OEM/specialised agencies for critical equipment.

XI. Landscaping, Horticulture, Bore Wells and Township Upkeep

- Maintain lawns, shrubs, trees, medians, plantation, green buffers and landscaped areas including watering, pruning, trimming, weeding, grass cutting and replacement of dead/damaged plants.
- Operate and maintain irrigation arrangements and bore-well pumps/electrical connections within the handed-over scope.
- Maintain cleanliness and aesthetic upkeep of utility plots, pump-house premises, common areas and other identified township areas.

XII. Customer Services, Utility Metering, Billing Support and Revenue Monitoring

- Provide a single operational interface for complaints relating to water, sewerage, roads, drainage, electrical supply within the O&M boundary, street lighting, safety/security and other township services.
- Maintain customer/plot-holder complaint records with date/time of receipt, classification, response, action, closure and customer confirmation where required.
- Support meter reading, data validation, generation/monitoring of utility and service-charge bills and related customer records to the extent authorized by IITGNL.
- Support recovery/collection monitoring and ageing reports for utility/service charges where assigned; all financial authority, collection modes and accounting controls shall remain as specified by IITGNL.
- Process authorized service requests/new connections/disconnections and maintain traceable records.

XIII. Security, Surveillance, Emergency Preparedness and Stakeholder Coordination

- Coordinate 24x7 security/surveillance of critical infrastructure, restricted areas, utility buildings and common areas where security is within the contract scope.
- Maintain CCTV/access-control/surveillance interfaces included in the asset register and coordinate immediate response to theft, vandalism, intrusion or safety incidents.
- Develop emergency response and disaster-preparedness procedures for fire, flooding, utility failure, electrical incident and other infrastructure emergencies; conduct periodic drills as directed.
- Coordinate with police, fire department, electricity/water/sewerage agencies, pollution-control/environmental authorities, local bodies, industries, plot holders, residents and other stakeholders as instructed by IITGNL.
- Maintain an escalation matrix for minor, major and critical incidents and immediately notify IITGNL of critical failures, safety incidents and statutory non-compliance.

XIV. Materials, Consumables, Additional Works and Indicative Commercial Framework

The EOI itself does not require a financial offer. However, the subsequent RFP/O&M Agreement may distinguish between a Fixed O&M Amount and approved Variable/Reimbursable Costs. The following framework is indicative and shall be finalised by IITGNL:

- Fixed O&M Amount may include all technical/non-technical manpower, shift deployment, routine tools and tackles, vehicles, machinery, communication arrangements, office consumables and other recurring resources specified in the RFP.

- Approved replacement materials/spares actually consumed in the works and approved additional works may be reimbursed/paid separately if so provided in the RFP. Inventory merely held in stock shall not become payable unless the contract specifically provides otherwise.
- Before any additional/variable work, the Manager shall submit a cost proposal and obtain written approval of IITGNL except where immediate emergency action is required to protect life/property or prevent major asset damage.
- Cost estimates for approved additional works may be based on applicable CPWD/UPPWD/UP Jal Nigam/other approved departmental DSR/SOR or the schedule specified by IITGNL. For non-schedule items, approved rate analysis supported by at least three market quotations may be adopted, subject to the RFP.
- Where already-deployed manpower/machinery is used for additional works, duplication of payment shall be avoided, and suitable deductions/adjustments may be applied as specified in the final contract.
- The final contract may provide quarterly invoicing separately identifying fixed O&M charges and approved variable/reimbursable items.

XV. Office, Utilities and Communication Infrastructure

- IITGNL may provide designated office/workspace at site without rental charge, subject to availability and the final RFP; the O&M Agency shall maintain the space and arrange stationery, office consumables and day-to-day administrative requirements.
- Electricity/water charges for project utility facilities and any O&M office shall be dealt with as specified in the final RFP/O&M Agreement.
- The O&M Agency shall provide official mobile/SIM communication facilities to designated field personnel, maintain an updated contact directory and transfer project-specific numbers/SIMs/data to IITGNL or the successor agency at handover if so required.
- A 24x7 emergency contact number/control-room contact shall be operational throughout the contract.

1) KPI, SERVICE LEVELS, RESPONSE TIMES, PREVENTIVE MAINTENANCE AND PRE-MONSOON READINESS

The following requirements are indicative minimum service levels for EOI purposes. IITGNL may rationalise, tighten or otherwise modify the final response/restoration times, KPI definitions, exclusions, measurement methodology, service credits and penalties in the RFP/O&M Agreement.

1.1 KPI (Key Performance Indicator) Framework

KPI means Key Performance Indicator. KPIs shall be used to objectively measure the O&M Agency's service availability, response and restoration performance, preventive-maintenance compliance, safety/statutory compliance, asset condition, customer-service performance and reliability of critical infrastructure. The final RFP/O&M Agreement shall define the measurement fo.la, exclusions, planned-shutdown treatment, evidence, reporting format and service-credit/penalty mechanism for each KPI.

S. No.	KPI / Performance Indicator	Indicative Target	Measurement / Evidence	Reporting Frequency
1	Overall infrastructure availability	>= 99% for infrastructure/systems within O&M control, subject to approved exclusions	Consolidated downtime register, SCADA/event logs, outage tickets and monthly availability calculation	Monthly
2	Potable-water supply continuity	99.9% uptime, subject to source availability and approved exclusions	Pump/flow/pressure logs, reservoir level data, complaints and SCADA records	Daily / Monthly
3	Fire-fighting system readiness	100% operational readiness of available hydrants, pumps, valves and alarm/monitoring interfaces within scope	Monthly pump/hydrant tests, pressure records, impairment register and mock-drill records	Monthly / Quarterly
4	Sewerage network / pumping availability	>= 99% availability for assets within O&M control; no unresolved overflow/blockage beyond applicable SLA	Pump logs, blockage/overflow register, jetting records, SCADA/event history	Monthly
6	SCADA availability	>= 99.5%	Server/network availability logs, communication-failure history, alarm/event reports and backup records	Daily / Monthly
8	Critical AHU/HVAC availability for	Maintain specified room	Room temperature/humidity logs where available,	Daily / Monthly

S. No.	KPI / Performance Indicator	Indicative Target	Measurement / Evidence	Reporting Frequency
	SCADA/server/electrical-control rooms	conditions; critical failure response/restoration as per G.2	AHU running log, alarm/fault register and PM records	
9	Scheduled preventive-maintenance compliance	>= 95% of scheduled activities completed within approved due period; critical PM shall not be deferred without approval	Approved PM calendar, signed checklists, work orders and overdue/backlog report	Monthly
10	Breakdown / emergency response	Initial attendance/escalation and field response as per the system-specific SLA in G.2; critical incidents immediately escalated	Complaint/helpdesk timestamps, call-out register, control-room log and incident report	Per event / Monthly
11	General customer complaint closure	Normally <= 24 hours unless a specific system SLA or approved dependency applies	Complaint redressal system, ageing report, closure confirmation and repeat-complaint analysis	Weekly / Monthly
12	Non-Revenue Water (NRW)	Indicative <= 5%, subject to baseline validation and final RFP methodology	Bulk input/output meter data, billed/metered consumption, leakage register and water-balance statement	Monthly / Quarterly
13	Potable-water quality compliance	100% compliance with applicable approved water-quality standards at designated sampling points	Laboratory test reports, chlorination records, sampling register and corrective-action log	As prescribed / Monthly review
14	Road asset condition	>= 90% of inspected road assets rated good/serviceable in annual condition audit; safety-critical defects within SLA	Joint road-condition survey, defect register, geotagged photographs and completed repair records	Quarterly / Annual
15	Stormwater / monsoon readiness	100% of identified critical drains, culverts, outfalls and flood-prone locations cleared/verified before monsoon; waterlogging events attended as per G.2	Pre-monsoon checklist, desilting quantities, geotagged photographs, monsoon patrol and incident records	Pre-monsoon / During monsoon
16	Regulatory, electrical and safety compliance	100% compliance; zero unresolved major non-conformity attributable to O&M Agency	Statutory test certificates, permits, safety inspections, audit observations and closure tracker	Monthly / Quarterly
17	Street/solar lighting serviceability	Maintain serviceability and rectify individual/cluster failures within G.2 response/restoration times	Night-patrol register, feeder/controller logs, complaint register and repair records	Daily patrol / Monthly KPI
18	Security / surveillance availability where included	>= 99.5% system availability; security incidents immediately attended	CCTV/NVR health reports, access-control logs, incident register and patrol records	Daily / Monthly
19	Utility/service-charge billing & recovery support where assigned	Indicative >= 95% recovery monitoring/support; final responsibility and target to be confirmed by IITGNL	Billing MIS, collection/recovery ageing, exception report and customer follow-up records	Monthly
20	AWCS / bio methanation / other specialized plant availability where included	Target to be specified in final RFP based on OEM/design requirements, asset condition and scope boundary	Plant logbook, downtime report, OEM service records, environmental records and output data	Daily / Monthly

For avoidance of doubt, where a KPI target and a specific defect-response/restoration time address the same event, the more specific requirement in Section G.2 shall govern for that event, while the KPI shall be used for periodic performance measurement.

G.2 Indicative Response / Restoration Matrix

S. No.	Defect / Service Event	Response	Target Restoration / Resolution	Priority
1	Potable-water transmission/distribution pipeline burst	1 hour	6 hours	High
2	Recycled-water pipeline burst	1 hour	6 hours	High
3	Major sewer pipeline failure / overflow	2 hours	6 hours	High
4	Blocked sewer/manhole de-choking	2 hours	6 hours	High
5	Fire-water network emergency repair	1 hour	6 hours	High
6	Critical pump failure	2 hours	6 hours	High
7	Road blockage/breach affecting traffic	1 hour	4 hours	High
8	Pothole repair	4 hours	24 hours	High
9	Removal of debris/dead animal from carriageway	2 hours	6 hours	High
10	Culvert cleaning/urgent repair	24 hours	48 hours	High/Medium
11	Emergency bridge/structure safety defect	2 hours	24 hours or safe temporary measure	High
12	SCADA/PLC communication or monitoring fault	4 hours	12 hours	High
13	Loss of critical SCADA/server-room HVAC/AHU	30 minutes	4 hours or temporary cooling	High
14	Transformer trip/critical alarm/overheating	15 minutes	2 hours for isolation/alternate restoration; permanent	Critical

S. No.	Defect / Service Event	Response	Target Restoration / Resolution	Priority
			repair as fault requires	
18	HT/LT panel critical fault affecting utility operation	15 minutes	2 hours for temporary restoration where feasible	Critical
19	Individual street-light fault	4 hours	24 hours	Medium
20	Multiple/cluster street-light outage	2 hours	12 hours	High
21	Water meter / bulk flow-meter failure	24 hours	48-72 hours depending on meter type	Medium
22	Valve failure affecting service	2 hours	24 hours or earlier as operationally required	High
23	Security/surveillance critical incident	Immediate	<= 15 minutes initial response	Critical
24	Storm-water blockage/waterlogging during monsoon	1 hour	4 hours for flow restoration/dewatering	High
25	General non-critical electrical/mechanical defect	2 hours	24 hours	Medium

G.3 Electrical / SCADA / AHU Preventive Maintenance Schedule (Indicative)

Asset / System	Preventive Maintenance Activity	Indicative Frequency
Transformer - operating parameters/visual inspection	Loading, voltage/current, temperature, oil level, leakage, alarm/trip status	Daily/shift
Transformer - thermography/breather/cooling	Thermography of connections; breather, fan/pump and marshalling-box checks	Monthly
Transformer - protection/interlocks	Buchholz, PRD, OTI/WTI, alarms, trip circuit, relay functional checks	Quarterly
Transformer oil	BDV/moisture and other tests as applicable to rating/OEM; DGA for critical units	Half-yearly/Annual as applicable
Transformer diagnostic tests	IR/PI, winding/earth resistance, ratio/other tests as required	Annual / shutdown
./HT switchgear	Cleanliness, indication, SF6/gas density, mechanism, interlocks, heater/control supply	Monthly
./VCB protection	Mechanical operation, relay trip test, contact/insulation testing	Quarterly/Half-yearly
HT/LT panels	Cleaning, tightening, thermography, breaker operation, busbar and control checks	Monthly/Quarterly
Station battery/charger/UPS	Voltage/health, charger, alarms, autonomy and battery condition	Monthly
Earthing system	Earth-pit/strip inspection, joint integrity and earth resistance	Quarterly/Half-yearly
NIFPS/NIPFS	Panel/alarm health, cylinder pressure, valves/solenoids, detector/interlock checks	Monthly
NIFPS/NIPFS functional test	Auto/manual logic and approved mock/functional test without unsafe discharge	Quarterly/Annual
SCADA/PLC/RTU	Communication/alarm health and event review	Daily
SCADA servers/network	Backup verification, UPS, storage, redundancy/failover and user/access review	Weekly/Monthly
Field instruments/meters	Calibration/functional verification of critical transmitters/meters	Quarterly/Half-yearly
AHU - routine	Filter condition, belt, bearing, noise/vibration, drain pan and airflow	Weekly/Monthly
AHU - detailed	Coil cleaning, motor/VFD, damper/actuator, sensor and interlock check	Quarterly
Street lighting	Night patrol, feeder/controller/luminaire inspection	Daily/nightly patrol + Monthly PM
Solar street lighting	PV module cleaning, battery/charge-controller and wiring check	Monthly/Quarterly
Cable system	Trench/termination/joint inspection; thermography/IR tests as applicable	Quarterly/Half-yearly

G.4 Pre-Monsoon Readiness Checklist - Major Assets, Materials and Structures

Before the onset of every monsoon, the O&M Agency shall complete a documented pre-monsoon inspection and readiness programme for all major civil structures, utility systems, electrical installations, drainage assets and critical materials/spares. The checklist shall be supported by geotagged photographs wherever feasible, defect/action registers, responsible person, target closure date and final closure status. All critical observations shall be rectified before the date prescribed by IITGNL.

G.4.1 Major Structures and Systems - Mandatory Pre-Monsoon Checks

S. No.	Major Asset / Structure	Pre-Monsoon Inspection / Action	Minimum Record / Acceptance	Discipline
1	Road carriageways, service roads, shoulders, cycle tracks and footpaths	Repair potholes, cracks, rutting, edge drop and depressions; verify camber/cross-fall and remove loose material/debris; ensure utility-cut reinstatement is sound and traffic-safety signs/markings are visible.	Road condition register + photographs	Civil/Roads
2	Storm-water drains, box drains, side/peripheral drains, kerb inlets, catch pits and manholes	Complete desilting/cleaning; remove vegetation/garbage; verify free flow and levels; repair damaged covers, gratings, walls and inlets; identify choking/low points and ensure access for emergency cleaning.	100% critical stretches checked; desilting record	Civil/Drainage
3	Outfalls, pond, rainwater-harvesting and recharge structures	Clear outfalls and silt traps; check erosion/scour, flap gates/screens where provided, pond inlets/outlets and recharge pits; confirm no obstruction/backflow condition.	Inspection sheet + before/after photographs	Civil/Drainage
4	Bridges, culverts and cross-drainage structures	Clear waterways and deck/gutter drains; inspect joints, bearings, parapets/railings, deck surface, approach settlement, scour/erosion, pitching and slope protection; barricade/report any structural distress.	Bridge/culvert inspection report	Civil/Structures
5	Retaining/protection works, embankments and slopes	Check erosion, rain cuts, settlement, toe drainage and vegetation; repair gullies and weak/washed-out areas; ensure drains are not discharging uncontrolled onto slopes.	Condition report + closure record	Civil/Structures
6	Administrative/utility buildings, roofs, control rooms and	Clean roofs/gutters/downpipes; seal leakage points; inspect cracks/seepage, doors/windows, plinth drainage and external drains; ensure critical	Building checklist + leakage closure	Civil/Facility

S. No.	Major Asset / Structure	Pre-Monsoon Inspection / Action	Minimum Record / Acceptance	Discipline
	compound wall	electrical/SCADA rooms are watertight.		
7	Water reservoirs (UG/OH), clear/recycled/fire-water tanks and pump houses	Inspect roof/wall leakage, overflow/scour/drain arrangements, access covers, sump/drain pumps, ventilation, housekeeping and surrounding drainage; verify pumps/valves and standby arrangements.	Tank/pump-house checklist	Water/E&M
8	Potable/recycled/fire-water pipelines, chambers and valves	Patrol vulnerable crossings/low-lying stretches; inspect valve chambers for water ingress; test critical isolation valves/air valves/scour valves; stock repair clamps/fittings and mark emergency isolation points.	Network readiness map + valve test record	Water/E&M
9	Sewer network, manholes and intermediate pumping stations	Preventive jetting/desilting of critical lines; check manhole covers/seals, overflow-prone locations, wet-well levels, pumps, non-return valves, DG/backup and emergency bypass/dewatering arrangements.	Jetting schedule + pumping-station checklist	Sewer/E&M
10	Transformers and compact substations	Inspect roof/plinth/drainage and cable-trench water ingress; check oil level/leakage, breather/silica gel, bushings, marshalling boxes, cooling, temperature alarms, earthing, neutral earthing and thermography; verify dewatering arrangement for trenches.	Transformer pre-monsoon checklist + thermography	Electrical
11	LT panels	Check enclosure/door/gasket integrity, SF6/gas-density indication where applicable, heaters/anti-condensation, cable terminations, protection/indications/interlocks, earthing and panel-room/trench dryness; clean and tighten as required.	Switchgear checklist + IR/visual records	Electrical
12	Earthing and lightning-protection system	Inspect earth pits, covers, strips, joints and corrosion; measure earth resistance as scheduled; ensure equipment/body/neutral earthing continuity and lightning-protection down-conductor continuity.	Earth test report + defect closure	Electrical
13	SCADA/PLC/RTU/HMI, servers, networking and control panels	Verify UPS and backup supply, database/configuration backup, alarm/event logging, communication links, cabinet sealing, room leakage protection and critical spare modules; test restore/failover arrangements as specified.	SCADA readiness report + backup log	SCADA/ICT
14	Streetlights, solar lights, poles, feeder pillars and controllers	Night-patrol and repair; inspect pole foundations, doors/JBs, earthing, cable entries, feeder pillars, timers/contactors, MCB/RCCB/protection, solar modules/batteries and waterproof sealing.	Lighting patrol + electrical checklist	Electrical
15	AWCS waste-handling facilities where included	Clean storm-water routes; prevent rainwater ingress into electrical/control equipment and waste/leachate systems; check pumps, drains, covers, odor-control and emergency power/controls.	Facility readiness checklist	E&M/Environmental
16	Landscaping, trees and green areas	Prune dangerous/dead branches; remove vegetation obstructing drains, signs and street lights; secure young trees; ensure irrigation does not create waterlogging or undermine pavements/structures.	Horticulture inspection record	Horticulture/Civil
17	Emergency access and vulnerable/flood-prone locations	Prepare flood-vulnerability map; verify access to critical installations, identify alternate routes, mark low-lying points and deploy barricades/signage/pumps where required.	Flood-risk map + deployment plan	Manager/All

G.4.2 Critical Materials, Spares and Emergency Equipment Readiness

S. No.	Material / Spare / Equipment Group	Minimum Pre-Monsoon Readiness Requirement	Minimum Record / Acceptance	Responsible Discipline
1	Water/sewer/fire pipeline repair materials	Repair clamps/couplers, flanges, gaskets, nuts/bolts, valves, HDPE fittings, solvent/sealing materials and required pipe pieces in commonly used sizes.	Stock against approved minimum inventory; shelf-life/condition verified	Water/Sewer
2	Drainage/road emergency materials	Sandbags, aggregates, cold-mix/approved patching material, paver blocks/kerbs where required, barricades, cones, caution tape and reflective signage.	Emergency stock ready for deployment	Civil/Roads
3	Dewatering equipment	Portable pumps, submersible pumps, suction/discharge hoses, extension cables, starter/protection and fuel/power arrangements.	Trial run completed; deployment locations identified	Civil/E&M
5	Street-lighting spares	LED drivers/luminaires as approved, MCBs/contactors/timers, JBs, glands, connectors, fuses and cable repair accessories.	Minimum fast-moving stock available	Electrical
9	Generator/backup-power consumables where applicable	Fuel as permitted, lubricants/coolant, filters, batteries/charger condition and starting arrangement.	Trial run and consumable level recorded	E&M/Electrical
10	Safety and rescue equipment	PPE, electrical gloves/mats, rain gear, gumboots, life jackets where needed, first-aid kits, insulated tools, rescue ropes, portable lighting and gas detectors for confined-space work.	Inspection validity/condition recorded	Safety/EHS
11	Communication and emergency-control equipment	Charged handheld radios/phones, emergency SIM/contact list, torches, power banks and vehicle communication arrangements.	24x7 contact tree verified	Manager/Security
12	Vehicles and machinery	Road sweeper, jetting-cum-suction machine, backhoe, utility vehicle, water tanker and other contract equipment to be serviced and available.	Pre-monsoon service/trial record	Plant/All

G.4.3 Pre-Monsoon Certification and Monsoon Follow-Up

- The Manager/O&M Manager shall submit a consolidated Pre-Monsoon Readiness Report to IITGNL by the date prescribed each year, certified by the concerned Engineers/discipline leads.
- The report shall identify each checklist item as Complied / Not Complied / Not Applicable, with location, asset ID, observation, photograph/reference, action required, responsible person and target closure date.

- Critical defects affecting public safety, flooding risk, electrical safety, fire protection, water/sewer continuity or SCADA/control-room reliability shall be treated on priority and shall not remain open at the start of monsoon without written approval and an interim risk-control measure.
- A joint verification with IITGNL may be carried out for critical drains/outfalls, bridges/culverts, pump houses, Compact substations, SCADA rooms and other vulnerable locations.
- During monsoon, the O&M Agency shall carry out intensified patrols after heavy rainfall, record waterlogging/erosion/electrical-water-ingress incidents, maintain emergency dewatering capability and submit incident/closure reports.
- After significant rainfall events and at the end of monsoon, post-monsoon inspections shall be conducted for erosion, settlement, structural distress, water ingress, earthing/electrical condition and deterioration requiring planned corrective maintenance.

H. MANPOWER, EQUIPMENT AND 24x7 SHIFT OPERATIONS

H.1 Key Manpower / Functional Positions

S. No.	Position / Function	Primary Responsibility
1	Manager / O&M Manager	Overall 24x7 O&M responsibility, coordination, KPI compliance, complaints, stakeholder liaison and reporting
2	Engineer - Roads & Storm Water	Road, footpath, cycle track, road furniture, bridges/culverts interface, storm-water and monsoon management
3	Engineer - Water, Fire & Sewerage	Potable/recycled/fire-water networks, reservoirs, pumps, sewerage, metering, water balance and NRW
4	Engineer - Electrical & Mechanical	Transformers, .s, HT/LT switchgear, compact substations, NIFPS, cables, earthing, pumps, AHUs and allied E&M systems
5	ICT / SCADA Engineer	SCADA/PLC/RTU/HMI, servers, networks, field instrumentation, backups, cybersecurity and OEM coordination
6	Safety / EHS Officer	Permit-to-work, LOTO, PPE, confined space, electrical safety, drills, incident investigation and statutory safety compliance
7	Environmental Officer / Coordinator	Water quality, waste/environmental compliance, records and regulatory coordination as applicable
8	Customer Service / Billing Coordinator	Complaint control, customer communication, meter/billing data support and recovery monitoring where assigned
9	Security Officer / Supervisor	Security, surveillance, incident response and law-enforcement coordination where included
10	Discipline Supervisors / Shift Supervisors	Shift control, work allocation, site supervision, safety and handover
11	Operators and Technicians	Pump operators, electricians, HT/LT technicians, mechanical fitters, instrumentation/SCADA technicians, plumbers, sewer/drain teams
12	Civil/Horticulture/Housekeeping Teams	Road/civil maintenance, landscaping, cleaning and support functions
13	Drivers / Equipment Operators	Operation of O&M vehicles and machinery

The final RFP shall specify minimum numbers, qualifications, years of relevant experience, licenses/competency certificates and shift-wise deployment. All electrical switching and statutory electrical work shall be carried out only by appropriately authorized/licensed/competent personnel.

H.2 Minimum Equipment, Vehicles and Test Instruments (Indicative)

S. No.	Equipment / Test Instrument	Indicative Minimum
1	Road sweeper	1
2	Jetting-cum-suction machine	1
3	Bush/grass cutters	Adequate / minimum 2 each
4	Lawn mower	2
5	Water tanker	2
6	Utility camper/maintenance vehicle	1
7	Motorcycles/bikes for field patrolling	3
8	Backhoe loader	1
9	HDPE electrofusion machine with mirror	1
10	Welding machine	1
11	Complete civil/mechanical/electrical tools and tackles	1 set or more
12	Digital multimeters, clamp meters and test lamps	Adequate
13	Insulation resistance tester (Megger) - suitable HT/LT ratings	1 set
14	Earth resistance tester	1
15	Thermal imaging camera	1
16	Power quality analyzer / energy analyzer	1 or access
17	Relay secondary-injection test kit	1 or assured access
22	Lux meter	1
23	Vibration meter	1

S. No.	Equipment / Test Instrument	Indicative Minimum
24	Portable dewatering pumps	Adequate for emergency
25	Hydraulic crimping/cable-jointing tools	1 set
26	Portable gas detector and confined-space rescue kit	As required
27	Electrical rescue kit, insulated tools, discharge rods, arc-rated PPE and safety mats	As required
28	Communication devices / official SIMs for field team	As required

Specialized diagnostic equipment may be owned, leased or arranged through an OEM/authorized testing agency, provided the O&M Agency demonstrates assured availability within the response time required by the final RFP.

H.3 Detailed Roles and Responsibilities of Key Personnel

H.3.1 Manager / O&M Manager

- Exercise overall accountability for day/night operation and maintenance of all assets within the contract and ensure adequate discipline-wise staffing in every shift.
- Review daily operating status, breakdowns, customer complaints, maintenance backlog, safety issues, statutory compliance and critical spares.
- Coordinate roads, drainage, water, fire, sewerage, electrical/mechanical, ICT/SCADA, AWCS, landscaping, security and customer-service teams.
- Ensure utility/service interruptions are minimised and critical incidents are immediately escalated to IITGNL with restoration plan and root-cause analysis.
- Coordinate with government departments, utilities, emergency services, industries, plot holders, local bodies and other stakeholders as directed by IITGNL.
- Oversee utility-metering/billing support and recovery monitoring where assigned and submit exception/ageing reports.
- Approve and monitor preventive-maintenance schedules, shutdown plans, safety permits, OEM service visits, spares planning and annual maintenance budgets/proposals.
- Submit daily critical-incident reports, weekly operational updates, monthly KPI reports and quarterly review presentations.

H.3.2 Engineer - Roads & Storm Water

- Conduct daily road/drainage inspections and maintain a defect register with geotagged photographs where feasible.
- Plan and supervise pothole/crack/edge repairs, paver/kerb/marking/road-furniture maintenance, bridge/culvert routine upkeep and safe traffic management during works.
- Implement pre-monsoon desilting and monsoon patrols; arrange emergency dewatering and remove blockages causing waterlogging.
- Maintain condition/audit reports, backlog and risk assessments and coordinate public information for closures/diversions.
- Coordinate specialized manpower, equipment and materials for approved road/drainage improvement or emergency works.

H.3.3 Engineer - Water, Fire & Sewerage

- Ensure continuous and safe operation of potable/recycled/fire-water reservoirs, pump houses and networks; manage pressure, flow and water balance.
- Maintain meter-reading and consumption data, NRW analysis, leak-detection plans and corrective action to achieve the final RFP target.
- Plan water-quality monitoring/chlorination and maintain test records; attend contamination complaints on priority.
- Ensure fire-pump/hydrant readiness, scheduled testing and emergency response in coordination with fire services.
- Maintain sewerage networks/pumping systems through preventive jetting/desilting, blockage removal, overflow response and repair.

- Coordinate SCADA/instrumentation operation with the ICT/SCADA Engineer and electrical/mechanical maintenance with the E&M Engineer.

H.3.4 Engineer - Electrical & Mechanical

- Maintain 24x7 availability of transformers, compact substations, LT panels, protection systems, cables, earthing, pumps, motors and allied E&M equipment within the contract boundary.
- Authorise/coordinate switching and shutdowns through competent personnel; maintain SLDs, switching logs, relay settings, equipment history and statutory test records.
- Plan transformer oil testing, thermography, relay testing, breaker/. maintenance, earthing tests, cable testing and condition monitoring.
- Ensure NIFPS fire-protection readiness and immediate compensatory measures if the system is impaired.
- Monitor electrical load, energy consumption, power factor/power quality and abnormal tripping; recommend efficiency and reliability improvements.
- Coordinate critical electrical/mechanical faults with SCADA, water/sewer engineers, OEMs and utility providers; provide temporary/alternate restoration where technically possible.
- Maintain AHUs/HVAC serving critical rooms and ensure environmental conditions necessary for reliable operation of SCADA, server and electrical-control equipment.

H.3.5 ICT / SCADA Engineer

- Maintain 24x7 SCADA/PLC/RTU/HMI/network availability, alarms, communication links and data integrity.
- Maintain backups, licences, server health, database/historian, time synchronisation, access controls and change records.
- Coordinate calibration and replacement of instruments/sensors and integration of electrical, water and other utility data.
- Troubleshoot communication, PLC/RTU, HMI and server faults and coordinate OEM/system-integrator support.
- Maintain cybersecurity and backup/restore drills as specified by IITGNL.

H.3.6 Safety / EHS and Security Functions

- Implement permit-to-work, LOTO, electrical isolation, work-at-height, confined-space, hot-work, lifting and excavation safety procedures.
- Ensure use of appropriate PPE, arc-flash/electrical safety equipment, barricading, warning signage and emergency rescue arrangements.
- Conduct toolbox talks, safety inspections, mock drills and incident/near-miss investigation with corrective-action tracking.
- Where security is included, manage patrols, CCTV/surveillance, access control, security incidents, liaison with police/emergency services and daily/monthly security records.

H.4 Working Hours and Shift Operations

- Critical systems shall be operated continuously on a 24-hour, 3-shift basis, including water/pump systems, sewerage pumping, firefighting, critical electrical distribution, SCADA/ICT and security/surveillance where included.
- Each shift shall have adequate authorised staff, a designated shift supervisor, proper shift handover/takeover, open-permit status, alarm/fault status and pending-work record.
- Critical operations shall continue on weekends/holidays/rest days; the O&M Agency shall arrange relievers and compensatory rest in compliance with labour laws without reducing required staffing.
- Non-critical work may be undertaken during normal hours, but emergency work shall proceed at any time when necessary to protect life/property, restore utility service or ensure safety.
- For emergency work outside normal hours, the O&M Agency shall immediately inform the Engineer-in-Charge/designated IITGNL representative and submit an incident/action report within 24 hours.

- Maintain shift rosters, attendance, work logs, switching logs and equipment operating logs for inspection by IITGNL.
- Provide adequate lighting, communication, backup systems, PPE and necessary equipment/materials for safe night operations.

I. PRE-QUALIFICATION / ELIGIBILITY CRITERIA

The following criteria are proposed for the EOI. Items highlighted for confirmation require IITGNL's approval before issue. The present draft deliberately does not carry over the consultancy/flyover/DPR criteria appearing in the earlier working draft.

S. No.	Criterion	Requirement	Status
1	Legal Status	Applicant shall be a legally registered entity in India such as a company, LLP, partnership firm, statutory corporation or other form specifically permitted by IITGNL. Documentary proof of registration shall be submitted.	Mandatory
2	PAN and GST	Valid PAN and GST registration, as applicable.	Mandatory
3	Overall O&M Experience	Experience in operation and maintenance of infrastructure facilities for at least …….years.	Confirm threshold
4	Similar O&M Experience	Applicant shall have satisfactorily executed/been executing similar comprehensive O&M assignments during the last…….. years. 'Similar work' should preferably mean O&M of an industrial township/industrial park/SEZ/smart-city/urban infrastructure/large integrated campus covering multiple utilities such as roads, water, sewerage, drainage, electrical/street lighting, SCADA/ICT and/or solid-waste systems.	Confirm threshold and definition
5	Minimum Duration of O&M Evidence	At least one cited similar assignment should demonstrate satisfactory O&M/AMC obligations for not less than …….. months, supported by client certificate.	Confirm threshold
6	Financial Turnover	Average annual turnover during the last three audited financial years shall be not less than INR …….crore, or such criterion as approved by IITGNL.	Confirm value
7	Net Worth	Positive net worth in the latest audited financial year; financial statements for the last three audited years to be submitted.	Proposed mandatory
8	Technical Manpower	Applicant shall demonstrate access to adequate qualified civil, mechanical, electrical, instrumentation/SCADA, safety and environmental personnel and skilled operators/technicians for 24x7 O&M.	Mandatory

S. No.	Criterion	Requirement	Status
9	Equipment Capability	Applicant shall demonstrate ownership/lease/assured access to the required O&M machinery, vehicles, tools, tackles and calibrated testing instruments.	Mandatory
10	Quality Certification	Valid ISO 9001:2015 certification.	
11	Blacklisting / Debarment	Applicant shall not be debarred/blacklisted as on the EOI submission date by any Central/State Government department, PSU or other public authority, except as disclosed and permitted under the final EOI.	Mandatory
12	Past Performance / Litigation	Applicant shall disclose abandonment, prolonged suspension, termination for default, major litigation/arbitration and material adverse performance history for projects relevant to this assignment.	Mandatory disclosure
13	Consortium / JV	[Consortium/JV to be allowed or not allowed - decision required]. If allowed, a lead member shall be nominated, and the members shall collectively meet the criteria as prescribed in the final EOI.	

J. INFORMATION AND INSTRUCTIONS FOR APPLICANTS

J.1 General

1. All enclosures submitted with the EOI shall be listed in the covering letter/checklist.
2. Each page of the EOI submission and supporting documents shall be signed/initialled by the authorised signatory, where required.
3. All information requested in the EOI shall be furnished. Where an item is not applicable, the applicant shall state 'Not Applicable' or 'Nil', as appropriate.
4. Applicants may furnish additional information necessary to establish capability and suitability for the assignment.
5. If any information or document is found to be false, misleading, forged, materially incomplete or deliberately suppressed, IITGNL may reject the application or take such other action as permissible.
6. IITGNL may require production of original documents for verification and may verify experience directly from the applicant's clients.
7. The cost of preparation, submission, site visit, presentation and clarification shall be borne entirely by the applicant.

J.2 Definitions

Term	Meaning
IITGNL / Employer	Integrated Industrial Township Greater Noida Limited.
Applicant / Party	The entity submitting an EOI for the proposed O&M assignment.
EOI	This Expression of Interest for shortlisting/pre-qualification of O&M agencies.
O&M Agency / Contractor	The successful agency, if any, appointed pursuant to the subsequent procurement process.
RFP	The detailed Request for Proposal, if issued by IITGNL after the EOI stage.
Similar Work	The work/assignment meeting the definition and thresholds finally approved under Section I.
KPI	Key Performance Indicator - a measurable parameter used to assess O&M performance against an approved target, service level or compliance requirement.

J.3 Nature of EOI / No Commercial Offer

This EOI is a pre-qualification/shortlisting exercise and shall not be treated as a commercial tender. Applicants shall not include prices, rates, fees or any financial quotation in the EOI response. Commercial bids, if required, shall be invited only under the subsequent RFP/tender process.

J.4 Final Decision-Making Authority and Rights of IITGNL

8. IITGNL reserves the right to accept or reject any or all applications and to finalise the shortlisting process without incurring any liability to any applicant.
9. IITGNL may amend the scope, requirements, qualification criteria, schedule or process before finalisation, subject to applicable rules.
10. IITGNL may restrict the number of shortlisted applicants, if required, on the basis stated in the final EOI/RFP.
11. Meeting the minimum eligibility criteria shall not create a right to shortlisting or award.
12. IITGNL may verify original documents, inspect the applicant's office/project sites and obtain confirmation from clients regarding works claimed by the applicant.
13. IITGNL may disqualify an applicant for false/misleading representation, material suppression, poor performance, abandonment/default, financial weakness or insufficient technical capability, in accordance with applicable procurement provisions.
14. This EOI does not constitute and shall not be deemed to constitute any commitment to issue an RFP, invite a bid, award a work order or reimburse any expenditure incurred by an applicant.

J.5 Security

No performance security is proposed at the EOI stage. Bid security/performance security, if applicable, shall be prescribed in the subsequent RFP/O&M Agreement.

K. SUBMISSION REQUIREMENTS AND DOCUMENT CHECKLIST

- Covering Letter / Letter of EOI Submission (Annexure 1).
- Applicant details and legal-status documents (Annexure 2).
- Certificate of incorporation/registration/partnership/LLP or other legal registration document.
- PAN and GST registration certificates, as applicable.
- Audited Balance Sheets and Profit & Loss Accounts for the last three audited financial years.
- Financial capability certificate (Annexure 4) certified by Chartered Accountant with UDIN, where applicable.
- Work orders/agreements for each similar O&M assignment claimed.
- Completion/satisfactory-performance certificates or client certificates clearly linking each claimed work order/contract and confirming the period of O&M service.
- Details of relevant O&M assignments (Annexure 3).
- Proposed organization chart and key manpower details.
- Indicative equipment/machinery deployment and ownership/lease/access details (Annexure 6).
- Self-declaration regarding blacklisting, abandonment, suspension, litigation and past performance (Annexure 5).
- Authorization/Power of Attorney/Board Resolution authorizing the signatory to submit the EOI.
- Consortium/JV agreement and lead-member authorization, only if consortium/JV participation is permitted.
- Any other information considered necessary by the applicant to establish its capability.

K.1 Submission of EOI

Mode of submission:

Portal / Email:

Due date/time:

Late submissions shall not be accepted. Applicants shall ensure that all mandatory information and supporting documents are submitted. Incomplete or materially non-responsive EOIs may be rejected.

L. EVALUATION AND SHORTLISTING PROCESS

EOIs are proposed to be evaluated in the following stages:

1. Responsiveness check: submission within time, required formats, signatures/authorization and mandatory documents.
2. Pre-qualification: legal status, financial capability, relevant O&M experience, satisfactory performance, manpower/equipment capability and other mandatory eligibility criteria.
3. Clarifications/verification: IITGNL may seek written clarification, inspect original documents, obtain client references and verify claimed project experience.
4. Presentation, if required: shortlisted/responsive applicants may be invited to present their understanding of the assignment, O&M methodology, transition plan, manpower deployment, digital/SCADA approach, safety/environment approach and similar experience.
5. Shortlisting: applicants meeting the approved requirements may be shortlisted for the subsequent RFP/tender process.

No financial bid shall be evaluated at the EOI stage. The detailed evaluation method, if a numerical technical score is to be adopted, shall be inserted only after approval of the scoring criteria.

M. SITE VISIT AND VERIFICATION OF INFORMATION

Applicants are encouraged to visit the project site and satisfy themselves regarding the site conditions, location, access, existing assets, utility systems, interfaces, operating constraints, applicable laws and any other matter relevant to the assignment. The cost of such visit shall be borne by the applicant.

A site visit shall not relieve the applicant from its responsibility to obtain all information considered necessary for preparation of the EOI and, if shortlisted, the subsequent RFP response.

N. PERFORMANCE, COMPLIANCE AND CUSTOMER-SERVICE REQUIREMENTS

Performance of the O&M Agency shall be monitored through the KPI framework in Section G, system-specific SLAs, preventive-maintenance compliance, pre-monsoon readiness, statutory/safety compliance, complaint records and asset-condition audits. KPI performance shall be supported by auditable records and shall form part of the monthly and quarterly reviews.

- Maintain agreed availability of critical utilities and equipment, with planned shutdowns controlled through an approved shutdown programme.
- Achieve preventive-maintenance compliance and defect-response SLAs specified in Section G and the final RFP.
- Maintain potable/recycled-water quality, pressure/flow and NRW targets and preserve reliable fire-water readiness.
- Maintain transformer/./switchgear/protection/SCADA/NIFPS/AHU systems in safe operating condition with documented preventive and statutory maintenance.
- Maintain SCADA/ICT data availability, backups, alarm integrity, authorised access and communication reliability.
- Maintain road, drainage, bridge/culvert and civil assets in safe serviceable condition and complete monsoon-preparedness activities before the prescribed date.
- Keep complaint-response and closure performance within SLA and maintain transparent escalation/closure records.
- Maintain environmental, electrical, fire, labour and safety compliance and close audit observations within prescribed time.
- Maintain utility-metering/billing/recovery-support accuracy where such services are assigned by IITGNL.
- Identify recurring failures, abnormal energy consumption, asset deterioration and obsolescence and submit improvement/rehabilitation recommendations with supporting data.

O. RECORDS, REPORTING, SAFETY AND HANDOVER

- Maintain updated asset register with make/model/rating/serial number/location, warranty/AMC details, drawings/manual references and condition status.

- Maintain daily operating logs for pump houses, transformers/substations, .s, critical electrical panels, SCADA/PLC, AHUs, AWCS/biomethanation and other operated facilities.
- Maintain preventive-maintenance schedules/checklists, breakdown history, test/calibration certificates, oil-test/relay-test/earth-test/thermography reports and statutory inspection records.
- Maintain complaint register/system with response and closure timestamps, root-cause/corrective actions for recurring complaints and escalation records.
- Maintain inventory of spares/materials, issue/consumption records, tools/test-equipment calibration and vehicle/machinery utilisation logs.
- Submit daily critical incident reports; weekly operational and maintenance updates; monthly KPI, energy, complaint, safety and asset-health reports; and quarterly management review reports/presentations.
- Implement and document permit-to-work, LOTO, electrical safety, confined-space, work-at-height, hot-work, excavation and lifting controls and maintain training/competency records.
- Maintain SCADA/IT backups, configuration files, user/access records, licences, passwords/credentials under controlled custody and cybersecurity/change-management records.
- Immediately report critical incidents, electrical trips/fire alarms, NIFPS activation/impairment, major water/sewer failures, road/bridge safety issues, cybersecurity events and statutory non-compliance.
- At completion/termination, hand over all assets, keys, access cards, official SIMs, licences, passwords, software/configuration backups, drawings, manuals, test records, asset registers, spares and pending-action lists to IITGNL/successor agency in an orderly manner.

ANNEXURE 1

LETTER OF EOI SUBMISSION

[On the letterhead of the Applicant]

Date: _____ Place: _____

To,
Senior Manager (Civil)
DELHI MUMBAI INDUSTRAIAL CORRIDOR INTEGRATED INDUSTRIAL TOWNSHIP, GREATER NOIDA (DMIC-IITGNL)
11th Floor, Plot No. 1, Knowledge Park IV,
Greater Noida, Gautam Budh Nagar, Uttar Pradesh - 201308

Subject: Expression of Interest for Selection of Agency for Operation and Maintenance of Integrated Industrial Township, Greater Noida

Sir,

We, the undersigned, submit our Expression of Interest for the above assignment in accordance with the EOI document and the information and supporting documents enclosed with this submission.

- We have examined the EOI document and understand the broad scope and pre-qualification requirements.
- The information furnished by us is true and correct to the best of our knowledge and belief.
- We understand that IITGNL may verify any information/document and may reject our EOI if any material information is found false, misleading or suppressed.
- We understand that submission or shortlisting under this EOI does not create any right to award of work or participation in a subsequent tender except as specifically decided by IITGNL.
- We have not included any commercial price/financial offer in this EOI.
- We have visited/assessed the project site or have otherwise obtained sufficient information regarding the nature of the assignment.
- We undertake to provide clarifications and original documents whenever required by IITGNL.

For and on behalf of the Applicant

Signature: _____
Name: _____
Designation: _____
Authorisation: _____
Company Seal: _____
Email: _____
Contact No.: _____

ANNEXURE 2

DETAILS OF THE APPLICANT

S. No.	Particulars	Details
1	Name of Applicant/Organization	
2	Legal Status (Company/LLP/Partnership/etc.)	
3	Registration / Incorporation No. and Date	
4	Registered Office Address	
5	Correspondence Address	
6	Year of Establishment	
7	PAN	
8	GST Registration No.	
9	Website	
10	Authorized Signatory - Name & Designation	
11	Contact Person - Name & Designation	
12	Mobile / Telephone	
13	Email	
15	Other relevant certifications	

ANNEXURE 3

DETAILS OF RELEVANT O&M WORKS

S. No.	Client / Location	Nature of Facility / Utilities Covered	Contract Value	O&M Period	Start Date	Completion / Current Status	Work Order & Client Certificate Ref.

Note: Submit work order/agreement and corresponding completion/satisfactory-performance/client certificate for each assignment claimed. The supporting certificate should clearly establish the scope and period of O&M.

ANNEXURE 4

FINANCIAL CAPABILITY

Financial Year	Annual Turnover (INR)	Net Worth (INR)
Last Audited FY 2023-24		
Last Audited FY 2024-25		
Latest Audited FY 2025-26		
Average Annual Turnover		

Certified that the above information is based on the audited financial statements of the Applicant.

Signature & Stamp of Chartered Accountant: _____
CA Name: _____
Membership No.: _____
UDIN: _____
Firm Name: _____
Signature of Authorized Signatory of Applicant: _____

ANNEXURE 5

SELF-DECLARATION ON Blacklisting

[To be submitted on the Applicant's letterhead / Rs 100 stamp paper]

We hereby declare that, as on the date of submission of this EOI:

- the Applicant is not debarred/ blacklisted by any Central/State Government department, PSU or public authority, except as specifically disclosed below.
- the Applicant has not abandoned an awarded work before completion, except as specifically disclosed below.
- the Applicant has not been required to suspend any project continuously for more than six months due to reasons attributable to the Applicant, except as specifically disclosed below.
- all material termination/default, litigation and arbitration matter that may affect our ability to perform the proposed O&M assignment have been disclosed below; and
- the information furnished in this declaration is complete and correct.

Details of disclosures, if any:

_____
_____
_____

Authorized Signatory
Name: _____
Designation: _____
Signature & Seal: _____
Date: _____

ANNEXURE 6

PROPOSED MANPOWER AND EQUIPMENT

A. Key / Supervisory Manpower

S. No.	Position	Proposed Nos.	Qualification / Experience Offered	Employment / Availability Status
1	Manager / O&M Manager			
2	Engineer - Roads & Storm Water			
3	Engineer - Water, Fire & Sewerage			
4	Engineer - Electrical & Mechanical			
5	ICT / SCADA Engineer			
6	Safety / EHS Officer			
7	Environmental Officer / Coordinator			
8	Customer Service / Billing Coordinator			
9	Security Officer / Supervisor			
10	Discipline / Shift Supervisors			
11	HT/LT Electricians / Electrical Technicians			
12	Instrumentation / SCADA Technicians			
13	Pump Operators / Mechanical Fitters			
14	Plumbers / Sewer & Drainage Team			
15	Civil / Road Maintenance Team			
16	Horticulture / Housekeeping Team			
17	Drivers / Equipment Operators			

B. Equipment / Machinery

S. No.	Equipment	Available Quantity	Owned / Leased / Assured Access	Remarks
1	Road sweeper			Indicative requirement: 1
2	Jetting-cum-suction machine			Indicative requirement: 1
3	Bush cutter			Indicative requirement: 2
4	Grass cutter			Indicative requirement: 2
5	Lawn mower			Indicative requirement: 2
6	Water tanker			Indicative requirement: 2
7	Utility camper/vehicle			Indicative requirement: 1
8	Motorcycles/bikes			Indicative requirement: 3
9	Backhoe loader			Indicative requirement: 1
10	HDPE electrofusion machine with mirror			Indicative requirement: 1
11	Welding machine			Indicative requirement: 1
12	Complete tools and tackles			Indicative requirement: 1 set
13	Insulation resistance tester (HT/LT suitable)			Indicative requirement: 1 set
14	Earth resistance tester			Indicative requirement: 1
15	Thermal imaging camera			Indicative requirement: 1
16	Power quality analyser			Indicative requirement: 1 or access
17	Relay secondary-injection test kit			Indicative requirement: 1 or assured access

18	Contact resistance meter			Indicative requirement: 1 or assured access
19	Transformer oil BDV kit			Indicative requirement: 1 or assured access
20	SF6 test/leak and authorised gas-handling arrangement			Indicative requirement: Assured access where applicable
21	Cable fault locator / HV test arrangement			Indicative requirement: Assured access
22	Lux meter			Indicative requirement: 1
23	Vibration meter			Indicative requirement: 1
24	Electrical rescue kit / arc-rated PPE / insulated tools			Indicative requirement: As required
25	Portable dewatering pumps			Indicative requirement: Adequate
26	Official communication devices / SIMs			Indicative requirement: As required

DOCUMENT CHECKLIST — ANNEXURE 7

S. No.	Document	Submitted (Yes/No/NA)	Page / Reference
1	Covering Letter / Letter of EOI Submission (Annexure 1).		
2	Applicant details and legal-status documents (Annexure 2).		
3	Certificate of incorporation/registration/partnership/LLP or other legal registration document.		
4	PAN and GST registration certificates, as applicable.		
5	Audited Balance Sheets and Profit & Loss Accounts for the last three audited financial years.		
6	Financial capability certificate (Annexure 4) certified by Chartered Accountant with UDIN, where applicable.		
7	Work orders/agreements for each similar O&M assignment claimed.		
8	Completion/satisfactory-performance certificates or client certificates clearly linking each claimed work order/contract and confirming the period of O&M service.		
9	Details of relevant O&M assignments (Annexure 3).		
10	Proposed organization chart and key manpower details.		
11	Indicative equipment/machinery deployment and ownership/lease/access details (Annexure 6).		
12	Self-declaration regarding debarment/blacklisting, abandonment, suspension, litigation and past performance (Annexure 5).		
13	Valid ISO 9001:2015 certificate, if retained as a mandatory criterion in the final EOI.		
14	Authorization/Power of Attorney/Board Resolution authorizing the signatory to submit the EOI.		
15	Consortium/JV agreement and lead-member authorization only if consortium/JV participation is permitted.		
16	Any other information considered necessary by the applicant to establish its capability.		