

**RFP NO: NLSIU/RFP/2025-26/017/MANPOWER**

**PROVIDING FACILITY MANAGEMENT SERVICES AT  
NATIONAL LAW SCHOOL OF INDIA  
UNIVERSITY**

**GNANA BHARATHI MAIN RD, OPP NAAC, NAGARBHAVI, BENGALURU,  
KARNATAKA - 560072**

Tel: 080-23213160

E-mail id: registrar@nls.ac.in

Website link: [www.nls.ac.in](http://www.nls.ac.in)

## ANNEXURE - 2

### SCOPE OF WORK

The bidders are required to provide Integrated Facility Management Services for **any or all** of the following services:

1. Security Services
2. Mechanized Housekeeping / Cleaning Services which includes machinery
3. Plumbing Services
4. Carpentry services
5. Electrical Services
6. Driver
7. Gym Trainer
8. AV Technician
9. Gardeners
10. Pest Control
11. Administration Executives

The detailed scope of services is mentioned below:

#### I. Security Services

Nature of Services	Frequency
1. The Security Supervisor will be responsible for overall security arrangement of the concerned University covered in the contract.	24/7
2. Security Supervisor will ensure that all the instructions of the administration are strictly followed and there is no lapse of any kind.	
3. No outsiders are allowed to enter in the building without proper Gate Pass issued by the Authorized Officer of the concerned University or proper entry in the Visitor Register.	
4. No items are allowed to be taken out without proper Gate Passes issued by the competent officers as laid down in the contract or authorized by the employer for in-out movement of stores. The specimen signatures and telephone numbers of the above stated officers will be available with the Security personnel.	
5. The officers and staff of the NLSIU will keep the Identity cards with them got checking and allowing entry by the	

security personnel.

6. Deployment of Guards/Gunmen/Security Supervisors will be as per the instructions of the authorities of the University and the same will be monitored personally by the concerned authorities from time to time and will be responsible for its optimum utilization.
7. The Security Supervisor/Guard will also take round of all the important and sensitive points of the premises as specified by the University.
8. Security personnel shall also ensure door keeping duties.
9. The Guards on duty will also take care of vehicles, scooters/motor cycles/bicycles parked in the parking sites located within the premises of the University.
10. Entry of the street-dogs and stray cattle's into the premises is to be prevented. It should be at once driven out.
11. . The Guards on patrol duty should take care of all the Electrical arrangements, water taps, valves, etc. installed in the open all over the premises.
12. It should be ensured that flower plants, trees and grassy lawns are not damaged either by the staff or by the outsiders or by stray cattle's.
13. The Security Guards/Supervisors should be trained to extinguish fire with the help of fire extinguishing cylinders and other firefighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities.
14. In emergent situations, security staff/supervisor deployed shall also participate as per their role defined in the disaster plan, if any, of the NLSIU. Guards/Supervisors should be sensitized for their role in such situations.
15. The Security Supervisor/Guards are required to display mature behaviour, especially towards female staff and female visitors.
16. The Security Guard on duty shall not leave the premises until his reliever reports for duty.
17. Any other provisions as advised by the University may be incorporated in the agreement. The same shall also be binding on the contractor.

Sl.No	Particular	Manpower Category along with Qualification
1	Security supervisor	<ul style="list-style-type: none"> <li>• Minimum <b>10+2 (PUC / Higher Secondary)</b> pass <i>(Graduation preferred for large campuses, universities, hospitals, or corporate facilities)</i></li> </ul> <p><b>2. Experience</b></p> <ul style="list-style-type: none"> <li>• Minimum <b>3–5 years of experience</b> in security services</li> <li>• At least <b>1–2 years in a supervisory role</b></li> <li>• Experience in institutions such as <b>educational campuses, commercial complexes, industries, or hospitals</b> preferred</li> </ul> <p><b>3. Age Criteria</b></p> <ul style="list-style-type: none"> <li>• Typically <b>25 to 50 years</b></li> <li>• Physically fit and medically sound</li> </ul> <p><b>4. Training &amp; Certifications</b></p> <ul style="list-style-type: none"> <li>• Basic security training from a recognized agency</li> <li>• Knowledge of: <ul style="list-style-type: none"> <li>○ Access control systems</li> <li>○ CCTV monitoring</li> <li>○ Fire safety procedures</li> <li>○ Emergency response handling</li> </ul> </li> <li>• First Aid training preferred</li> <li>• PSARA compliance (where applicable)</li> </ul> <p><b>5. Skills &amp; Competencies</b></p> <ul style="list-style-type: none"> <li>• Good communication skills (local language + basic English preferred)</li> <li>• Leadership and team management ability</li> <li>• Incident reporting and documentation skills</li> <li>• Basic computer knowledge (MS Office, email, report preparation).</li> </ul>
2	Security Staff	Unskilled Category Minimum qualification SSLC and must be knowing local language (All three shifts)

## II. ASSISTANT FACILITY MANAGER

Sl no	Nature of Services	Frequency
1	<p><b>1. Operations &amp; Maintenance Supervision</b></p> <ul style="list-style-type: none"> <li>• Supervise day-to-day operations of all soft and hard FM services including housekeeping, security, electrical, plumbing, HVAC, carpentry, gardening, pest control, and waste management.</li> <li>• Ensure preventive and breakdown maintenance of all building systems and equipment.</li> <li>• Monitor uptime and performance of critical equipment (DG sets, transformers, UPS, elevators, HVAC, pumps etc.).</li> <li>• Coordinate with AMC vendors and service providers for timely service deliver</li> </ul>	Daily

	<p><b>Vendor &amp; Manpower Management</b></p> <ul style="list-style-type: none"> <li>• Supervise deployed manpower and ensure adequate staffing as per contract.</li> <li>• Verify attendance, duty rosters, and shift schedules.</li> <li>• Monitor contractor performance as per SLAs and KPIs.</li> <li>• Certify vendor bills after verification of work completion and compliance.</li> </ul> <p>Compliance &amp; Safety</p> <ul style="list-style-type: none"> <li>• Ensure statutory compliance related to electrical safety, fire safety, lift inspections, pollution control, and other applicable regulations.</li> <li>• Conduct periodic safety inspections and mock drills.</li> <li>• Ensure availability and maintenance of fire-fighting equipment and emergency systems.</li> <li>• Maintain compliance documentation and records.</li> </ul> <p><b>Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Prepare daily, weekly, and monthly performance reports.</li> <li>• Submit MIS reports covering maintenance activities, incidents, energy consumption, and vendor performance.</li> <li>• Assist in preparation of budgets and cost control measures.</li> </ul>	
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### III. HOUSEKEEPING SERVICES

Sl no	Nature of Services	Frequency
1.	<p><b>Sweeping &amp; Cleaning:</b></p> <ol style="list-style-type: none"> <li>1. Sweep and clean all floor areas, roads etc.</li> <li>2. Damp mopping of tiles, vitrified floors, staircases, sidewalls and entrance areas.</li> <li>3. Floors shall be made free of stain, dirt, mud, sand, footprints, liquid spills, and other debris.</li> <li>4. Chairs, computers, keyboards, trash, receptacles, and easily movable items shall be moved to clean underneath.</li> <li>5. During inclement weather, the frequency of cleaning may be higher. When completed, the floors and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of dirt remaining or water standing.</li> <li>6. After sweeping all vitrified floors, areas would be machine scrub cleaned.</li> <li>7. Sweep clean of debris from walkways and driveways and also clean them during appropriate climatic and water use conditions.</li> <li>8. Daily cleaning of lift cabins, mirrors &amp; doors on all the floors.</li> <li>9. Removal of stagnant water.</li> <li>10. Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises.</li> <li>11. Daily cleaning of office areas, classrooms, cabins, corridors, lobbies, staircases, and common areas</li> <li>12. Cleaning and sanitization of washrooms and pantry areas</li> <li>13. Periodic deep cleaning, shampooing of carpets, and polishing of floors</li> <li>14. Façade and glass cleaning</li> <li>15. Maintenance of drainage, terraces and canopies systems by periodic cleaning and removal of leaves, mud, silt, debris, and</li> </ol>	Daily

	<p>other obstructions to ensure free flow of rainwater and wastewater and to prevent waterlogging and blockages.</p> <p>16. Deployment of trained housekeeping staff along with required mechanized cleaning equipment.</p>	
2	<p><b>Vacuuming:</b></p> <ol style="list-style-type: none"> <li>1. Vacuuming all carpets, runners and carpet protectors so that they are free of dirt, lint, mud, etc.</li> <li>2. Heavy industrial type vacuum cleaner would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris.</li> <li>3. Any chairs, trash receptacles and easily moveable items shall be moved to vacuum underneath and then replaced in the original position.</li> <li>4. All Sofa set/chairs, revolving/non-revolving cushioned chairs cushioned stools, Curtains, venetian/vertical fabric blind, Roller Blinds etc.</li> </ol>	Daily
3	<p><b>Washrooms &amp; toilets cleaning:</b> Thorough cleaning and sanitization of toilets, bathrooms, wash basins and spray facilities, using suitable non-abrasive cleaners and disinfectants. All surfaces shall be free of grime, soap, mud and smudges.</p>	To be carried out on hourly basis
4	<ol style="list-style-type: none"> <li>1. Cleaning of mirrors, glass doors, glass windows, etc.</li> <li>2. Replenishment of paper towels, toilet paper, liquid soap, urinal cubes, naphthalene balls, odonil, etc. in all the toilets &amp; wash rooms.</li> </ol>	Daily
5	<p><b>Trash Removal:</b></p> <ol style="list-style-type: none"> <li>1. Emptying all waste paper baskets from all floor areas and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning items where they were located.</li> <li>2. All waste from waste paper baskets will be collected and deposited in the building's waste containers.</li> <li>3. Dry &amp; wet garbage would be segregated and temporarily dumped into designated area within the premises.</li> <li>4. Collection of old newspapers, bundling &amp; shifting to specified place.</li> <li>5. All the wastes, trash, debris, garden waste etc. has to be disposed from the campus on daily basis as per the guidelines of BBMP. Any co-ordination in this regard with BBMP has to be carried out by the Contractor.</li> </ol>	Daily
6.	The Instruments/Equipments like various heights ladders, telescope rods for cobwebs, sufficient lengths hose pipe for washing, Wet/dry vacuum cleaners, Phawda, Kudal, Rods for drainage cleaning, sign boards during cleaning activity etc. may be provided as per the scope of the work.	
7.	<p><b>Area of the Campus:- 23 Acres</b>  <b>Area of the Building:- Approx. 147441.00 sqft. (Cleaning all buildings in the Campus)</b></p>	
8.	Cleaning work should be carried out on Sundays and Public Holidays	
9.	Consumables and cleaning materials should be provided (please enclose the rate list)	

\*\*Note: Wherever the duty hours of the respective Employee/workman/Technician etc. mentioned above is exceeding 8 Hours, it will be sole responsibility of the Contractor to ensure relief arrangements and to quote their rates accordingly.

#### IV. Pest Control

SL No	Nature of Services	Frequency
1.	Fogging should to be done for the whole campus in the buildings of all floors and vacant places	Everyday
2	Spraying for the Mosquitos.	Alternative days
3	Rodent Control	Monthly once
4	Spraying for Bed bugs, Cockroach, lizard, Spider cleaning & spraying.	Monthly once
5	Sanitization of all buildings.	Daily
6	Control insect, fly's, Removing Honey beehaive.	Whenever necessary
7	Fumigation for all the buildings	15 days once

#### V. Electrical Services

S. No.	Nature of Services	Frequency
1	<ul style="list-style-type: none"> <li>• Deployment of skilled, licensed electrician on all days including Sundays and public holidays.</li> <li>• Electrician shall be equipped with required tools, testing instruments (multimeter, clamp meter, insulation tester, etc.), safety gear, and PPE.</li> <li>• Maintenance of complaint register and daily logbook.</li> </ul>	<b>24X7</b>
2	<p>Operation &amp; Maintenance of Electrical Installations</p> <p><b>Scope:</b> Operation and preventive maintenance of:</p> <ul style="list-style-type: none"> <li>• HT/LT panels</li> <li>• Transformers</li> <li>• Main Power Distribution Boards (PDBs)</li> <li>• MCC panels</li> <li>• Rising mains &amp; bus ducts</li> <li>• Capacitor banks</li> <li>• Switchgear and protection systems</li> <li>• Earthing system and lightning arrestors</li> </ul> <p><i>Exclusions:</i> Maintenance of office lights, office fixtures, and office power points within tenant demised premises (unless otherwise specified).</p>	Daily monitoring; preventive maintenance as per OEM schedule
3	<p><b>Common Area &amp; External Lighting Management</b></p> <p><b>Scope:</b></p> <ul style="list-style-type: none"> <li>• Operation of centralized lighting control panels.</li> <li>• Scheduled switching ON/OFF of common area lighting.</li> <li>• Monitoring of external façade, parking, landscape, and</li> </ul>	Daily

	<p>pathway lighting.</p> <ul style="list-style-type: none"> <li>• Replacement of fused lamps in common areas.</li> <li>• Ensuring energy efficiency and avoidance of wastage.</li> </ul>	
4	<p><b>Electricity Consumption Accounting</b></p> <p><b>Scope:</b></p> <ul style="list-style-type: none"> <li>• Monthly recording of main meter and sub-meter readings.</li> <li>• Preparation of energy consumption statements for individual occupants.</li> <li>• Proportionate allocation of common area electricity consumption.</li> <li>• Reconciliation of energy bills with utility provider.</li> <li>• Submission of monthly electricity consumption report.</li> </ul>	Monthly (Meter reading); Daily monitoring of main meters.
5	<p>This service covers day-to-day operation the following:</p> <ul style="list-style-type: none"> <li>- Daily operation of all existing and future DG sets.</li> <li>- Deployment of trained DG operators.</li> <li>- Monitoring fuel levels and maintaining fuel logbook.</li> <li>- Preventive maintenance as per OEM guidelines.</li> <li>- Load testing and periodic trial runs.</li> <li>- Maintaining AMF panels and synchronization panels.</li> <li>- Coordination for statutory compliance (PCB, electrical inspectorate, etc.).</li> </ul>	Daily
6	<p><b>Safety &amp; Compliance</b></p> <p>The FMSP shall ensure:</p> <ul style="list-style-type: none"> <li>• Compliance with Electricity Act, CEA regulations, and local statutory requirements.</li> <li>• All electricians possess valid licenses.</li> <li>• Lock-out/Tag-out (LOTO) procedures followed.</li> <li>• Maintenance of statutory records and inspection registers.</li> <li>• No electrical accidents attributable to negligence.</li> </ul>	
7	<p><b>Reporting Requirements</b></p> <ul style="list-style-type: none"> <li>• Daily logbook entries</li> <li>• Monthly preventive maintenance report</li> <li>• Energy consumption statement</li> <li>• Breakdown analysis report</li> <li>• DG fuel and performance report</li> <li>• Incident and safety report (if any)</li> </ul>	

## VI. Plumbing Services

S. No.	Nature of Services	Frequency
1	<p>Providing skilled plumber with all required tools on all days including Sundays and holidays</p> <p>The Plumbing Services shall include operation, maintenance, repair, replacement, and installation of all plumbing systems and allied infrastructure within the premises.</p>	24X7
2	<p><b>Operation &amp; Maintenance of Water Supply Systems</b></p> <ul style="list-style-type: none"> <li>• Operation and monitoring of: <ul style="list-style-type: none"> <li>○ Underground water tanks (UGT)</li> </ul> </li> </ul>	As & when required.

	<ul style="list-style-type: none"> <li>○ Overhead tanks (OHT)</li> <li>○ Domestic and flushing water lines</li> <li>○ Pump rooms and water distribution systems</li> <li>● Operation of transfer pumps, booster pumps, and pressure pumps</li> <li>● Monitoring of water levels and float valves</li> <li>● Checking and maintaining pump panels in coordination with electrical team</li> <li>● Maintaining proper water pressure across all buildings</li> </ul>	
3	<b>Sanitary &amp; Drainage Systems</b> <ul style="list-style-type: none"> <li>● Maintenance of internal soil, waste, and vent piping systems</li> <li>● Cleaning and clearing of choked drains, sewer lines, and floor traps</li> <li>● Maintenance of inspection chambers, manholes, and sewer lines</li> <li>● Periodic desilting of drainage lines</li> <li>● Ensuring proper functioning of sewage and storm water systems</li> </ul>	As & when required
4	<b>Fixtures &amp; Fittings Maintenance</b> <ul style="list-style-type: none"> <li>● Repair/replacement of WCs, urinals, wash basins, sinks</li> <li>● Maintenance of flush valves, health faucets, shower fittings</li> <li>● Replacement of damaged pipes, connectors, couplings, and seals</li> <li>● Attending leakages promptly</li> </ul>	As & when required
5	<b>Preventive Maintenance</b> <ul style="list-style-type: none"> <li>● Routine inspection of pipelines and fittings</li> <li>● Preventive checks for leakages, corrosion, and pressure issues</li> <li>● Periodic servicing of pumps and motors</li> <li>● Maintenance of plumbing shafts and ducts</li> </ul>	As & when required
6	<b>Breakdown &amp; Emergency Services</b> <ul style="list-style-type: none"> <li>● Attending emergency leakages, burst pipes, blockages</li> <li>● 24/7 response for major breakdowns (if required)</li> <li>● Immediate isolation and rectification to prevent damage</li> </ul>	As & when required
7	<b>Water Quality &amp; Conservation</b> <ul style="list-style-type: none"> <li>● Checking water levels and preventing overflow</li> <li>● Ensuring no water wastage through leakages</li> <li>● Assistance in water conservation measures</li> </ul>	Daily
8	<b>Minor Plumbing Works &amp; Modifications</b> <ul style="list-style-type: none"> <li>● Shifting/installation of new pipelines</li> <li>● Installation of new sanitary fixtures</li> <li>● Minor alteration works as per requirement</li> </ul>	As & when required
9	Keeping the rain water outlets on terraces, canopies, free of debris, foreign materials, etc. to ensure quick flow of water from terraces etc.	As & when required

## VII. Carpentry Services

S. No.	Nature of Services	Frequency
1	<p>Providing skilled carpenters with all required tools on all days including Sundays and holidays.</p> <p>Carpentry services shall include preventive, corrective, and emergency maintenance of all wooden and allied fixtures across the premises. The scope includes supply of minor consumables and tools required for routine works.</p>	Daily
2	<p><b>Routine / Preventive Maintenance</b></p> <ul style="list-style-type: none"> <li>• Inspection of doors, windows, frames, partitions, and wooden panels</li> <li>• Checking and tightening of hinges, handles, tower bolts, door closers</li> <li>• Lubrication of fittings and hardware</li> <li>• Alignment correction of doors/windows</li> <li>• Inspection of modular furniture and storage units</li> <li>• Checking wooden flooring/skirting for damage</li> <li>• Inspection of notice boards, pin-up boards, and soft boards</li> </ul>	As & when required
3	<p><b>Corrective / Breakdown Maintenance</b></p> <ul style="list-style-type: none"> <li>• Repair of damaged doors, windows, and frames</li> <li>• Replacement of locks, handles, hinges, door closers, stoppers</li> <li>• Repair/replacement of wooden partitions and paneling</li> <li>• Repair of modular furniture (drawers, shutters, cabinets)</li> <li>• Replacement of damaged plywood/laminate sections</li> <li>• Rectification of swollen wood due to seepage</li> <li>• Minor polishing/touch-up work</li> <li>• Repair of classroom furniture, tables, chairs, podiums</li> <li>• Repair of hostel/residential furniture (where applicable)</li> </ul>	As & when required
4	<p><b>Installation &amp; Minor Works</b></p> <ul style="list-style-type: none"> <li>• Installation of new locks, door closers, magnetic stoppers</li> <li>• Fixing of shelves, racks, whiteboards, notice boards</li> <li>• Installation of curtain rods and blinds</li> <li>• Minor fabrication/modification of wooden fixtures</li> <li>• Assistance in shifting and refixing furniture</li> </ul>	As & when required
5	<p><b>Emergency Services</b></p> <ul style="list-style-type: none"> <li>• Attending broken doors/windows affecting security</li> <li>• Urgent lock replacement</li> <li>• Rectification of door closures affecting safety</li> </ul>	As & when required

## IX. AV TECHNICAL SERVICES

S. No.	Nature of Services	Frequency
1	Deployment of skilled Audio-Visual (AV) technical personnel with all necessary tools, equipment, and accessories for operation and maintenance of AV systems on all days, including Sundays and holiday	Daily

2	<p><b>Operation &amp; Event Support</b></p> <ul style="list-style-type: none"> <li>• Operation of audio systems (PA systems, microphones – wired/wireless/lapel)</li> <li>• Operation of video systems (projectors, LED walls, displays)</li> <li>• Video conferencing setup (Zoom/Teams/Webex etc.)</li> <li>• Live streaming and recording support</li> <li>• Hybrid event technical management</li> <li>• Lighting control (basic stage/event lighting)</li> <li>• Podium / stage technical setup</li> <li>• Real-time troubleshooting during events</li> <li>• Event rehearsal technical support</li> <li>• Inspection of major conference halls/auditoriums</li> <li>• Testing of microphones, speakers, and display systems</li> <li>• Backup recording systems check</li> </ul>	Daily
3	<p><b><u>Preventive Maintenance</u></b></p> <ul style="list-style-type: none"> <li>• Routine inspection of all AV equipment</li> <li>• Testing of microphones, amplifiers, speakers, mixers</li> <li>• Checking and calibration of projectors, screens, LED panels</li> <li>• Cable inspection and replacement</li> <li>• Firmware/software updates for AV systems</li> <li>• Cleaning of filters, lenses, racks, and equipment cabinets</li> </ul>	Daily
4	<p><b>Installation &amp; Commissioning</b></p> <ul style="list-style-type: none"> <li>• Installation of new AV equipment</li> <li>• Cabling and rack management</li> <li>• Integration with existing systems</li> <li>• Testing &amp; commissioning</li> <li>• User orientation and basic training</li> </ul>	As & when required
4	<p><b>Corrective Maintenance</b></p> <ul style="list-style-type: none"> <li>• Diagnosis and repair of faulty AV equipment</li> <li>• Replacement of defective components (subject to approval)</li> <li>• Coordination with OEM/vendor for warranty claims</li> <li>• Restoration of system functionality within agreed TAT</li> </ul>	As & when required
5	<p><b>Inventory &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Maintaining AV asset register</li> <li>• Service logs and maintenance reports</li> <li>• Event support log</li> <li>• Preventive maintenance checklist reports</li> <li>• Annual system health report</li> </ul>	As & when required
	<p><b>Technical Advisory</b></p> <ul style="list-style-type: none"> <li>• Recommendation for upgrades</li> <li>• Obsolescence planning</li> <li>• Support during procurement evaluation</li> <li>• Technical drawings and layout support (if required)</li> </ul>	Monthly

## X. Gardening

S. No.	Nature of Services	Frequency
1	A Gardener in general shift shall be provided to carry out the scope of this service	
2	<ol style="list-style-type: none"> <li>1. Watering of lawns, plants, shrubs, hedges, trees, and potted plants</li> <li>2. Mowing and trimming of lawns</li> <li>3. Pruning and trimming of hedges, shrubs, and trees</li> <li>4. Weeding and removal of unwanted vegetation from lawns, beds, and pathways</li> <li>5. Application of fertilizers, manure, compost, and soil conditioning</li> <li>6. Pest and disease control treatment (eco-friendly methods preferred)</li> <li>7. Replacement of seasonal plants, saplings, and grass patchwork</li> <li>8. Maintenance of flower beds and landscaped areas</li> <li>9. Cleaning of garden areas, removal of dry leaves, and disposal of green waste</li> <li>10. Maintenance of irrigation systems (sprinklers, drip systems, pipelines)</li> <li>11. Upkeep of indoor plants including watering, cleaning of leaves, and replacement</li> <li>12. Landscaping improvements and beautification works</li> </ol>	Daily (or as per seasonal requirement)
3	Cost of all materials to carry out the above scope including tools & equipment such as lawn mowers, secateurs, shears, sickles, brooms and spares for lawn mowers et., shall include in contract price	Daily (or as per seasonal requirement)

## XI. Administration Executives

S. No.	Nature of Services	Frequency
1	<p><b>Administration Executive</b></p> <p><b>Nature of Services:</b></p> <ol style="list-style-type: none"> <li>1. Overall coordination of day-to-day administrative operations of the campus/organization.</li> <li>2. Supervision of front office, housekeeping, security, maintenance coordination, and support staff.</li> <li>3. Vendor coordination and monitoring of outsourced services (electrical, plumbing, carpentry, AV, etc.).</li> <li>4. Preparation and maintenance of administrative records, reports, registers, and MIS.</li> <li>5. Processing of purchase requisitions, work orders, invoices, and service agreements.</li> <li>6. Monitoring of AMC/CMC contracts and ensuring timely renewal.</li> <li>7. Asset management and inventory control (furniture, fixtures, equipment, consumables).</li> <li>8. Coordination for meetings, events, conferences, and official visits.</li> <li>9. Handling correspondence, drafting letters, notices, circulars, and</li> </ol>	Daily

	<p>official communications.</p> <p>10. Ensuring statutory compliance related to labour laws, safety regulations, and local authority requirements.</p> <p>11. Budget tracking and support in preparation of administrative budgets.</p> <p>12. Grievance handling related to administrative services.</p> <p>13. Coordination with Finance, HR, and Academic/Project departments for smooth operations.</p> <p>14. Emergency response coordination and incident reporting.</p>	
2	<p><b>Front Office / Reception Executive</b></p> <p><b>Nature of Services:</b></p> <ol style="list-style-type: none"> <li>1. Handling visitors, issuing visitor passes, and maintaining visitor logs.</li> <li>2. Managing incoming and outgoing calls, emails, and courier dispatch.</li> <li>3. Maintaining reception area and ensuring professional representation of the organization.</li> <li>4. Coordination of meeting room bookings and scheduling.</li> <li>5. Assisting in travel bookings and logistics arrangements.</li> </ol>	Daily
3	<p><b>Administrative Assistant / Office Assistant</b></p> <p><b>Nature of Services:</b></p> <ol style="list-style-type: none"> <li>1. Filing, documentation, and record management (physical and digital).</li> <li>2. Data entry and preparation of reports, spreadsheets, and official documents.</li> <li>3. Assistance in procurement documentation and vendor follow-ups.</li> <li>4. Support in organizing meetings, workshops, and events.</li> <li>5. Maintaining office supplies and stationery inventory.</li> <li>6. Assisting departments in routine administrative tasks.</li> </ol>	Daily

## XII. Driver

S. No.	Nature of Services	Frequency
1	Providing licensed and experienced driver for official vehicles as assigned	Daily
2	Safe driving of staff, officials, guests, and visitors to designated locations	Daily
3	Conducting routine vehicle checks (fuel level, engine oil, coolant, tyre pressure, battery, etc.)	Daily
4	Always maintaining confidentiality and professional conduct	Continuous

### XIII. GYM TRAINER

S. No.	Nature of Services	Frequency
1	Deployment of qualified and certified Gym Trainer during prescribed gym operating hours	Daily
2	Supervision of gym floor activities to ensure safe and proper use of equipment	Daily
3	Monitoring member progress and updating fitness plans accordingly	Daily
4	Reporting malfunctioning equipment to maintenance team and maintaining equipment usage log	Daily
5	Ensuring all gym equipment is arranged properly after use	Daily
6	Maintaining attendance records of gym users	Daily

### MANPOWER REQUIREMENT AND QUALIFICATION CRITERIA

Sl.No	Particular	Manpower Category along with Qualification
1	Assistant Facility Manager	<p>Bachelor's degree in engineering (Electrical / Mechanical / Civil)</p> <p><b>OR</b></p> <p>Diploma in Engineering (Electrical / Mechanical / Civil) with additional experience</p> <p><b>OR</b></p> <p>Bachelor's Degree with PG Diploma in Facility Management</p> <p><b>Minimum Experience</b></p> <ul style="list-style-type: none"> <li>• For Degree Holders: Minimum <b>3 years</b> of relevant experience in Facility Management.</li> <li>• For Diploma Holders: Minimum <b>5 years</b> of relevant experience in Facility Management.</li> <li>• Experience must include: <ul style="list-style-type: none"> <li>○ Handling both <b>Hard Services</b> (Electrical, HVAC, Plumbing, STP, DG, Fire Systems)</li> <li>○ Supervision of <b>Soft Services</b> (Housekeeping, Security coordination, Pest Control, Landscaping)</li> </ul> </li> </ul> <p>Vendor and AMC management</p>
3	Housekeeping Supervisor	<p>1. <b>Educational Qualification:</b></p> <ul style="list-style-type: none"> <li>○ Minimum <b>PUC / 12th Pass</b>.</li> <li>○ Diploma / Certification in <b>Housekeeping / Facility Management / Hotel Management</b> preferred.</li> </ul> <p>2. <b>Experience:</b></p> <ul style="list-style-type: none"> <li>○ Minimum <b>5 years of experience</b> in housekeeping services.</li> <li>○ At least <b>1-2 years in a supervisory role</b> in institutional / commercial / campus / hospital / corporate environment.</li> </ul>

		<ul style="list-style-type: none"> <li>○ Experience in handling mechanized cleaning equipment and large manpower teams preferred.</li> </ul> <p><b>3. Skills &amp; Competencies:</b></p> <ul style="list-style-type: none"> <li>○ Knowledge of housekeeping chemicals, tools, and mechanized equipment.</li> <li>○ Ability to supervise and manage housekeeping staff (attendance, duty allocation, shift planning).</li> <li>○ Basic knowledge of safety standards and hygiene protocols.</li> <li>○ Ability to maintain registers, checklists, and reporting formats.</li> </ul> <p><b>4. Other Requirements:</b></p> <ul style="list-style-type: none"> <li>○ Physically fit and capable of field supervision.</li> <li>○ Age preferably between <b>25–50 years</b>.</li> </ul>
<b>3</b>	Housekeeping (7AM to 9 PM (Shift wise))	<b>Experience:</b> <ul style="list-style-type: none"> <li>• Minimum 3–5 years of experience in housekeeping services</li> </ul>
<b>4</b>	Electrician 7AM to 9 PM (Shift wise)	Minimum qualification ITI in electrical (Skilled Category) with 5 years' of relevant experience.
<b>5</b>	Carpenter 7AM to 9 PM (Shift wise)	Minimum qualification ITI in carpentry (Skilled Category) with 5 years' of relevant experience.
<b>6</b>	Plumber 7AM to 9 PM (Shift wise)	Minimum qualification ITI in plumbing (Skilled Category) with Minimum 5 Years' of relevant experience in similar field.
<b>7</b>	Administration Executive and Other Administrative Posts (9.30AM to 5.30 PM)	Minimum Qualification: Bachelor's degree in business administration / commerce / management / arts / science or equivalent from a recognized university with Minimum 3–5 years of relevant experience in administration, office management, or facility coordination.
<b>8</b>	Gym Trainer	<p><b>Educational Qualification</b></p> <ul style="list-style-type: none"> <li>• Minimum 10+2 (Higher Secondary) pass from a recognized board.</li> <li>• Bachelor's Degree / Diploma in Physical Education, Sports Science, Fitness Training, or related field (preferred).</li> </ul> <p><b>Professional Certification (Mandatory)</b></p> <ul style="list-style-type: none"> <li>• Certified Fitness Trainer from a recognized institution such as: <ul style="list-style-type: none"> <li>○ K11 School of Fitness Sciences</li> <li>○ Gold's Gym Fitness Institute (GGFI)</li> <li>○ ACSM / NASM / ISSA or equivalent recognized certification</li> </ul> </li> <li>• Valid CPR (Cardiopulmonary Resuscitation) &amp; First Aid Certification.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Minimum <b>2–3 years of experience</b> as a Gym Trainer / Fitness Instructor in reputed gyms,</li> </ul>

		<p>fitness centers, educational institutions, or corporate facilities.</p> <ul style="list-style-type: none"> <li>• Experience in handling multiple clients and preparing customized workout plans.</li> </ul> <p><b>Skills &amp; Competencies</b></p> <ul style="list-style-type: none"> <li>• Knowledge of strength training, cardio training, functional training, and use of gym equipment.</li> <li>• Ability to design personalized fitness programs.</li> <li>• Knowledge of injury prevention and basic nutrition guidance.</li> <li>• Good communication and interpersonal skills.</li> </ul> <p><b>Age Criteria</b></p> <ul style="list-style-type: none"> <li>• Preferably between 21–45 years (may be relaxed based on experience and fitness level).</li> </ul>
9	AV Technician	<p><b>A. Educational Qualification:</b></p> <ol style="list-style-type: none"> <li>1. ITI / Diploma in Electronics / Electrical / Audio-Visual Technology / Sound Engineering or equivalent from a recognized institute.</li> <li>2. Certification in Audio-Visual Systems, Sound Systems, or related technical training will be preferred.</li> </ol> <p><b>B. Experience:</b></p> <ol style="list-style-type: none"> <li>1. Minimum 2–3 years of experience in handling Audio-Visual equipment in corporate offices, universities, auditoriums, conference halls, or similar establishments.</li> <li>2. Experience in operating and troubleshooting: <ul style="list-style-type: none"> <li>○ Projectors, LED walls, and display systems</li> <li>○ PA systems, microphones, mixers, amplifiers</li> <li>○ Video conferencing systems (Zoom/Teams/Webex setups)</li> <li>○ Control panels and AV automation systems</li> </ul> </li> </ol> <p><b>C. Technical Skills:</b></p> <ol style="list-style-type: none"> <li>1. Knowledge of AV wiring, cabling, and connectivity (HDMI, VGA, LAN, Fiber, etc.).</li> <li>2. Ability to diagnose and rectify minor faults in AV systems.</li> <li>3. Basic knowledge of electrical safety practices.</li> <li>4. Familiarity with hybrid event setup and live streaming support (preferred).</li> </ol> <p><b>D. Other Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Good communication skills and coordination ability.</li> <li>2. Presentable appearance and professional conduct.</li> <li>3. Availability for support during events, including weekends and holidays if required.</li> </ol>
10	Driver	<p><b>Educational Qualification</b></p> <ul style="list-style-type: none"> <li>• Minimum <b>10th Pass</b> (SSLC or equivalent).</li> <li>• Basic reading and writing knowledge in English/Hindi/Local language.</li> </ul>

		<p><b>License Requirements</b></p> <ul style="list-style-type: none"><li>• Valid <b>Driving License (LMV / HVM as applicable)</b> issued by competent authority.</li><li>• License must be at least <b>3–5 years old</b>.</li><li>• No history of license suspension or cancellation.</li></ul> <p><b>Experience</b></p> <ul style="list-style-type: none"><li>• Minimum <b>3–5 years of driving experience</b> in reputed organizations/institutions.</li><li>• Experience in driving official vehicles (SUV/Sedan/Van) preferred.</li><li>• Knowledge of local routes and nearby cities.</li></ul> <p><b>Age Criteria</b></p> <ul style="list-style-type: none"><li>• Between <b>25 to 50 years</b> (may be modified as per requirement).</li></ul>
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