

# TENDER DOCUMENT

## FACILITY MANAGEMENT SERVICES

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PROVIDENT WELWORTH CITY APARTMENT OWNERS' ASSOCIATION [PWCAOA]

PROVIDENT WELWORTH CITY, [CLUB HOUSE],  
MARASANDRA (OFF DODDABALLPURA-YELAHANKA MAIN ROAD)  
BANGALORE – 562163  
<https://welworthcity.in>

**Tender Code:** PWC-RFP-FMS-2023

*Tender Fee: Rs 5000 /- (INR FIVE THOUSAND ONLY)*

### **SCHEDULE:**

1. **Pre-bid Meeting:** 16-11-2023
2. **Bid Submission Deadline:** 18-11-2023
3. **Bid Opening:** 19-11-2023
4. **Presentation before PWC Board:** 21-11-2023
5. **Services Commencement Date:** 01 December 2023

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## I. INTRODUCTION:

On behalf of the Provident Welworth City Owners Apartment Owners Association (PWCAOA), sealed tenders are invited from reputable agencies for the provision of integrated Facility Management Services at Provident Welworth City Apartment, Marasandra, Bengaluru.

Integrated Services: Security, House Keeping, STP, WTP, Maintenance, AdminOffice, Gardening, Pest Control etc.,

## II. SUBMISSION REQUIREMENTS:

1. Bidders must carefully read and accept all terms and conditions.
2. Incomplete submissions will be summarily rejected.
3. All documents submitted must be self-attested.

## III. TECHNICAL AND FINANCIAL EVALUATION:

- Bid evaluation: 60% Technical, 40% Financial.

## IMPORTANT INSTRUCTIONS:

1. **Residential Apartment:** Provident Welworth City, Marasandra
2. **Governed By (Association):** Provident Welworth City Apartment Owners Association [PWCAOA]
3. **Services Required:** Facility Management at Provident Welworth City, Bengaluru.
4. **Commencement of Full Service:** Within Fifteen (15) days of the Award of Contract.
5. **Tender Cost:** Rs 5000 /- (non-refundable)
6. **Bid Security (EMD):** Rs 3,00,000/-
7. **Tender fee of Rs.5,000/-** [UPI/IMPS/NEFT/Card POS allowed – No Cash Transactions allowed] should be paid at club house, PWC, before submission of tender document. Physical copy of Tender document is available at Club house, PWC.

## IV. PROCEDURE FOR SUBMITTING TENDERS:

1. **Covering Letter:**
  - Clearly indicating the index/list of enclosures.
2. **Tender Document Fee/Receipt.**
3. **Original Tender Document:**
  - Duly filled, signed, and stamped on all pages.
4. **Additional Information of the Bidding Agency (Annexure-I):**
  - Duly signed and stamped.
5. **Bid Security (EMD) in Original (Annexure II).**
6. **Declaration (Annexure-III) with Attested Copies of Income Tax Return for the Last Three Years, PAN, GST Registration Certificate.**
7. **Undertaking of at least 3 years of Experience in Facility Management Services (Annexure-IV).**

8. **Undertaking to Accept Terms and Conditions (Annexure-IV):**
  - On letterhead, duly signed and stamped.
9. List of Present Clients (Annexure-V)
10. **Undertaking to Provide Manpower as per Desired Specifications (Annexure-VI).**
11. **Scope of Work (Annexure-VII).**
12. **Service Level Agreement (Annexure-VIII).**
13. **Minimum Manpower Required (Annexure-IX)**
14. **Prequalification Bid - Checklist (Annexure-X).**
15. **Technical Bid (Annexure-XI)**
16. **Financial Bid (with Pricing/Cost details) (Annexure-XII)**
17. **Penalty (Annexure-XIII)**
18. **Principle Employer Disclaimer Clause (Annexure-XIV)**
19. **Numbered and Signed Pages of Tender Document**

## V. TECHNICAL BID:

1. **Statement of Average Turnover:**
  - Minimum Turnover: 20 Crore/Annum for the last three years.
2. **Information about Total Manpower:**
  - Various categories and qualification levels.
3. **Duration of Agency's Experience in Facility Management Services.**
4. **ISO/Other Certifications Held by the Agency:**
  - Self-attested copies.
5. **List of Current Clients and Clients in the Previous Three Years.**
6. **Information about Training Programs/Tie-up for Employee Training.**
7. **Short Presentation to the Expert Committee:**
  - On the plan for providing facility management services.

## VI. PRICE BID:

- **Price Bid in Prescribed Format (Annexure-XII):**

## VII. BID EVALUATION:

- Bids ranked on combined weighted score (Quality: 60%, Cost: 40%).
- Tender awarded to the highest total combined score.
- Irrespective of Bid evaluation results, final decision can be made at discretion of Office Bearers of PWCAOA in the best interest of Provident Welworth City.

## VIII. TERMS AND CONDITIONS:

- **Period of Contract:** Initial 1 year, extendable up to 5 years.
- **Price:** Quoted rates valid for the entire contract period.
- **Payment:** Monthly basis within fifteen (15) days from bill/invoice certification. Post paid method.

- **Workmen Employed:** Compliance with all labor laws and statutory requirements.
- **Performance:** Continuous evaluation by a designated committee.
- **Arbitration:** Disputes settled under the Indian Arbitration and Conciliation Act, 1996.
- **Replacement of Staff:** Immediate replacement without reason.
- **Restrictions:** Prohibition of smoking or use of banned items on premises.
- **Attendance Register:** Agency responsible for maintaining records.
- **Certification of Bills/Invoices:** Certification by a Treasurer / Joint Treasurer or by nominated finance committee of the PWCAOA. (Incase Treasurer or Joint Treasurer are not available or unable to act, President of PWCAOA can certify bills/Invoices).
- **Penalty:** For missing SLA timelines, specified penalty will be applicable.

## X. GENERAL TERMS & CONDITIONS:

1. All terms and conditions are presumed accepted.
2. Tender forms are not transferable.
3. Each page of the tender should be numbered and signed.
4. Furnishing wrong information leads to ineligibility.
5. The bidder must furnish supporting documents.

## XI. BID SECURITY (EMD):

1. **Bid Security of Rs 3,00,000/-:** (DD/PO/BG/FDR).
2. **Validity:** 45 days beyond bid validity.
3. **Forfeiture:** If bidder withdraws within validity.

## XII. CONTRACT TENURE (EXTENSION):

1. **Contract Tenure:**
  - The contract will be valid initially for ONE YEAR from the date of engagement of the agency.
  - After the completion of the assigned responsibilities across the tenure of the contract, PWCAOA, at his sole discretion and mutual consent, may extend the contract on year-to-year basis and based on satisfactory performance of the agency during the previous year(s), successful meeting and exceeding of the SLAs.
  - In exceptionally deserving service provider, at his/her sole discretion and mutual consent, may consider further extension of the period of contact for which independent assessment of performance could be sought.
  - Facility Management Services Commencement date would be from 01 DECEMBER 2023.

### XIII. PAYMENT TERMS:

1. **Electronic Fund Transfer System:** Mandatory for workmen payment.
2. **Monthly Bill Submission:** Within the first week of the next month.
3. **Payment within Fifteen (15) Days of Bill/Invoice Submission:**
  - o By NEFT or RTGS or Cheque

### XIV. NOTICES:

Any notice, request, or consent sought pursuant to the tender shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by speed post, email, or facsimile to such Party i.e. the PWCAOA or Bidder.

### XV. TERMINATION:

The PWCAOA may terminate the Contract, by not less than thirty (30) days' written notice of termination to the Bidder/Agency, to be given after the occurrence of any of the events specified in paragraphs (i) to (iii) of this Clause and thirty (30) days in the case of the event referred below:

- i. If the Bidder/Agency fails to meet the performance obligations under the Contract.
- ii. if the Bidder/Agency becomes insolvent or bankrupt.
- iii. If the Bidder/Agency, in the judgment of the PWCAOA has engaged in corrupt or fraudulent practices in competing or in executing the Contract.

**Note:**

- "Corrupt Practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution.
- "Fraudulent Practice" means a misrepresentation of facts to influence a selection process or the execution of a contract to the detriment of the Purchaser.

### XVI. EXCLUSIVE RIGHT OF PWCAOA:

- PWCAOA has the exclusive right to accept, reject, or withdraw tender or the work order without stating any reason.

Signature of the Bidder with Seal.

**Witnesses:**

1.

Full Name:

Full Address (with Mobile & Email):

Signature:

2.

Name:

Full Address (with Mobile & Email):

Signature:

# Annexure - I

## *Additional Information of the Bidding Agency*

1. Tender Enquiry No.: PWC-RFP-FMS-2023
2. Due for Opening On: 19 NOV 2023
3. Name & Address of Bidder: \_\_\_\_\_

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### 4. Details of Bank Account of the Bidder/Agency:

- i) Name of the Bank: \_\_\_\_\_
- ii) Address of the Branch:
- iii) IFS Code No:
- iv) Bank Account No:
- v) Type of Account:
- vi) Furnish a cancelled cheque (as enclosure)

*Signature of Bidder*

*Full Name & Address of the Person Signing (In BLOCK LETTER)*

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# Annexure - II

## *Details of Earnest Money Deposit*

1. **Tender Enquiry No:** PWC-RFP-FMS-2023
2. **Due for Opening On:** 19 NOV 2023

Bid Security (EMD) as required by this tender is being submitted in the form of DD/Bank Guarantee/FDR favouring "PWCAOA" SBI Bank, Bashettihalli Branch, and duly discharged in favor in advance.

### 2. **Details of Bid Security Attached (DD/Pay Order/FDR, Bank Guarantee):**

a) **Instruments No.:** \_\_\_\_\_ **Dated** \_\_\_\_\_

b) **Drawn On (Bank):** \_\_\_\_\_

c) **Address of Branch:** \_\_\_\_\_

\_\_\_\_\_

d) **Amount:** \_\_\_\_\_ (INR)

*Signature of the Bidder*

*Name & Address with Stamp/Seal*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Annexure - III

## *Income Tax Return & PAN*

1. **Tender Enquiry No:** PWC-RFP-FMS-2023
2. **Due for Opening On:** 19 NOV 2023

As required by this tender, the copies of documents as per details given below are being submitted:

- **Details of IT Return:** Copy of IT returns of FY 2022-23, 2021-22, 2020-21.
- **PAN (Attach a photocopy of PAN Card):** \_\_\_\_\_
- **GST Registration No:** Copy of GST returns of FY 2022-23, 2021-22, 2020-21.

*Signature of the Bidder*

*Name & Address with Stamp/Seal*

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# Annexure - IV

## *Undertaking*

1. **Tender Enquiry No:** PWC-RFP-FMS-2023
2. **Due for Opening On:** 19 NOV 2023

I/We M/s hereby declare that:

- **Compliance with Terms and Conditions:** We have thoroughly reviewed and understood all the terms and conditions specified in the tender document and hereby commit to complying with them in their entirety.
- **Accuracy of Information:** We affirm that all information provided in our bid, including technical and financial details, is accurate and truthful to the best of our knowledge.
- **Validity of Bid:** Our bid remains valid for a period of 90 days from the tender submission deadline.
- **Bid Security:** EMD of INR 3,00,000/-
- **Acceptance of Terms and Conditions:** We acknowledge and accept any special conditions, specifications, or terms outlined in the tender document.
- **Performance Guarantee:** We commit to providing a performance guarantee, if required, to ensure that we meet the specified requirements and deliver the goods or services as per the terms of the contract. We acknowledge penalty terms.
- **Financial Stability:** We affirm our financial stability and capacity to fulfill the contract, as evidenced by the attached financial statements and other relevant documents.
- **Conflict of Interest:** We declare that we have no conflicts of interest that could compromise our ability to perform the contract fairly and impartially.
- **Compliance with Laws and Regulations:** We undertake to comply with all relevant laws, regulations, and standards in the execution of the contract.

*Signature of the Bidder*

*Name & Address with Stamp/Seal*

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## Annexure - V

### List of Present Clients

- List clients with whom annual billing for Manpower services not less than Rs 50 Lakhs/year in each case in the last three years.

S.No.	Name of the Client	Date of Start	Date of Completion	Area (in sq m) being serviced	Scope of Work	No. of Manpower Employed	Approx Annual Contract Value	Reference of Authorized Official on Client's Side with Contact Number
1								
2								
3								
4								
5								

Note: If space is not available, can be submitted as sperate sheet/document.

*Signature of the Bidder*

*Name & Address with Stamp/Seal*

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## Summary: Facilities Management Scope of Work

### Annexure-VI (Manpower Details):

- Information on total manpower, including qualifications and experience.
- Educational qualifications outlined for different categories of manpower (skilled staff)
- Emphasis on meeting statutory requirements such as PF and ESIC.

### Annexure-VII (Scope of Work):

- 1. Operations & Maintenance Services:**
  - Running, operation, and maintenance of utilities, services, and equipment.
  - Housekeeping, including cleaning of various areas, not limited to.
  - Pest Control.
  - Horticulture maintenance.
  - Provision of office assistants, account assistants, peons, etc., as needed.
  - Liaison with local authorities for statutory licenses and permissions.
  - Efficient Security Services including gate management.
- 2. Operations & Maintenance Services - Broad Outline:**
  - Day-to-day activities and preventive maintenance of equipment.
  - Coordination with Annual Maintenance Contract (AMC) contractors (if any).
  - Efforts to minimize downtime and reduce AMC costs.
- 3. Materials, Consumables & Spares:**
  - Consumable materials for cleaning and minor repairs provided by the service provider.
  - Major spares and parts provided by the PWCAOA.
  - Coordination and monitoring of AMCs.
- 4. Detailed Scope of Work. All-inclusive but limited to.**
  - Providing 24/7 Operations & Technical Support.
  - Power Generation (Solar) and Electrical System maintenance (BESCOM/SOLAR)
  - Mechanical services including plumbing, leakages, and drainage.
  - Electrical, Plumbing related fixtures / repairs/ replacements.
  - Firefighting equipment maintenance.
  - Sewage Treatment Plants operation and maintenance.
  - Water Treatment Plant operation and maintenance.
  - Planned Preventive Maintenance.
- 5. Housekeeping**
  - Standard cleaning services and procedures outlined.
  - Consumables provided by PWCAOA.
  - Cleaning areas include all common areas, roads, parks amenities, club house, parking areas, corridors, terraces, etc., but not limited to.
- 6. Pest Control (Annexure-VIII):**
  - Routine inspection and scheduled spraying.
  - Inclusive service covering all pests.

- Use of permitted chemicals.
- 7. **Horticulture / Landscaping:**
  - Maintenance of landscaping areas, all gardens, plants, and trees.
  - Installation of new plants as required. Plants to be provided by PWCAOA.
  - Use of provided materials like manure and fertilizers.
- 8. **General Requirements - Helpdesk Management:**
  - Establishment and management of a Helpdesk (24/7\*365)
  - Escalation procedures for unresolved issues.
  - Helpdesk includes all undefined emergencies.
- 9. **Safety Guidelines, Reporting, and Meetings :**
  - Adherence to safety standards.
  - Reporting mechanisms and meeting schedules.
  - Compliance with statutory acts.
- 10. **Liaison with PWCAOA, Statutory Bodies and Value Engineering:**
  - Liaison and Coordination with client vendors, law enforcement, local, state and/or central Government authorities (including all statutory bodies) as required.
  - Suggestions for improving services and reducing costs.
- 11. **Reporting and Compliance :**
  - Regular submission of reports as per agreed formats.
  - Compliance with statutory acts and regular proof submission.
- 12. **Security Services:**
  - Detailed SOP for security services shall be provided by bidder and will be negotiated by PWCAOA.

*Signature of the Bidder*

*Name & Address with Stamp/Seal*

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## Annexure VIII: Service Level Arrangements (SLAs)

*Chart: Broad description of problems to be addressed under each level of severity*

**Specify turnaround timeline for each severity.**

**Severity 1: Turn Around Time (TAT): \_\_\_ Hours**

1. Power Shut down
  - All / any DGs shut down.
  - Critical Services (STP/WTP) – Power Shutdown.
  - All/any of elevators of residential or club house are non-functional (due to electricity supply failure).
  - Shut down of Firefighting / detection systems.
  - Stock of diesel.
  - RMUs failure within campus.
2. Water supply to the PWC shutdown.
3. Any Critical Incident that leads to safety and security of Residents or Association Members or Staff or Property of Provident Welworth City.
4. Any other issue, that severity is critical in nature.

**Severity 2: Turn Around Time (TAT): \_\_\_ Hours.**

1. Critical damage to Building Structure/Façade
2. Serious problems with firefighting/detection, and electric supply systems (not amounting to shut down)
3. Water Supply shut down to any of the building [All towers and club house].
4. Choking of Sewerage/drainage
5. Serious issues with Campus cleanliness/security
6. 50% Elevators of residential or hostel or academic block are Non-functional.
7. Electricity/Water related issues problem in Club House, Amenity Areas (not amounting to shutdown).
8. Fan coil unit not operating.
9. Any other issue, that is high severity in nature.

**Severity 3: Turn Around Time (TAT): \_\_\_ Hours.**

1. Minor lapses in security, Parking problems/conflicts
2. Partial blockage in drainage/sewerage/water supply systems.
3. Building Maintenance issues
4. Issues with Common Areas & Amenities, Minor problems in electrical/firefighting & detection systems/Lighting/Solar Plant/AirConditioners in Club House / CCTV System/Intercom in clubhouse/Internet cabling.

**Severity 4: Turn Around Time (TAT): \_\_\_ Hours.**

1. Civil Infrastructure works, House Keeping & Security Services
2. Infrastructure works
3. Material shifting
4. All other works that, severity is low in nature.

*Signature of the Bidder*

*Name & Address with Stamp/Seal*

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## Annexure IX: Minimum Manpower Required

Three categories of manpower are required. Notes:

- The manpower numbers indicated are the minimum, and additional manpower can be included in the bid if required.
- Working hours: Except House Keeping and Admin Office, all other services should be provided round the clock (24/7). House Keeping and Admin Office will be functional all days during regular day shifts.
- Electromechanical services provided 24/7 for substation, DG, plumbing, fire fighting operation, RMUs etc.
- Weekly off for every deployed person (rotational weekly offs, but no completely shutdown of services; accordingly man power must be managed by bidder/service provider). No continuous shifts more than 2 allowed.
- All manpower deployments should be adhered with local / state labour laws.

*Signature of the Bidder*

*Name & Address with Stamp/Seal*

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## Annexure X: Prequalification BID - Checklist

1. Bid Security (EMD) of Rs. 3,00,000.00
2. Two self-attested recent passport size photograph
3. Self-attested copy of PAN card
4. Self-attested copy of GST Registration No.
5. Self-attested copy of valid Incorporation Certificate
6. Self-attested copy of valid Provident Fund Registration number
7. Self-attested copy of valid ESI Registration No.
8. Self-attested copy of valid License No. under Contract Labour (R&A) Act, 1970.
9. Self-attested copy of PSARA License
10. Proof of experiences of last three financial years.
11. Annual returns of the previous three years supported by audited balance sheet.
12. Any other documents, as required.
13. All Annexures

*Signature of the Bidder*

*Name & Address with Stamp/Seal*

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## Annexure XI: Technical Bid (Total points: 60)

1. Annual Turnover (Min 20 Crore/Annum)
2. Total Manpower on roll, no. of Trained Supervisory staff on roll, quality of manpower.
3. No of years of providing Facility Management Services
4. ISO/Other Certifications of the firm
5. Training of manpower – training methods deployed, upgradation of manpower, infrastructure/tie up for the training of employees for Facility Management Services
6. Plan for providing facilities management service to PWCAOA, Provident Welworth City, Marasandra

(Details should be provided as separate enclosure)

*Signature of the Bidder*

*Name & Address with Stamp/Seal*

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## Annexure XII: Financial Bid (Total: 40 points)

S.No.	Category of Employee	Qualifications	Number to be deployed	Salary PM	Total Cost (incl agency charges)
1	Manager/Supervisor	-	-	-	-
2	Electrical	-	-	-	-
3	Plumbing	-	-	-	-
4	Electro-mechanical	-	-	-	-
5	Security Officer	-	-	-	-
6	Security Supervisor	-	-	-	-
7	Security Guard Male/Female	-	-	-	-
8	STP / WTP Technicians	-	-	-	-
9	House Keeping (Staff)				
10	Housekeeping (Supervisor)				
11	Customer Care				
12	Gardener				
13	Technical Manager				
14	Lift Technician (inhouse)				
	Other charges (if any)				
TOTAL	-	-	-	-	-

Notes:

1. Salary must include ESI & PF as applicable.
2. Agency Charges should include Bonus, Uniform allowance, etc.
3. Wages should not be less than minimum wages.

(Details should be provided as separate enclosure)

*Signature of the Bidder*

*Name & Address with Stamp/Seal*

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## Annexure-XIII: Penalty

### Penalty Clause for Missing SLAs

In the event that the Service Provider fails to meet the agreed-upon Service Level Agreements (SLAs) as outlined in Annexure XI, the following penalty structure shall apply:

#### Severity 1:

- For each instance of failure to address a Severity 1 issue within the stipulated time frame, a penalty of [1% of monthly contract value] shall be imposed.

#### Severity 2:

- For each instance of failure to address a Severity 2 issue within the stipulated time frame, a penalty of [0.7% of monthly contract value] shall be imposed.

#### Severity 3:

- For each instance of failure to address a Severity 3 issue within the stipulated time frame, a penalty of [0.5% of monthly contract value] shall be imposed.

#### Severity 4:

- For each instance of failure to address a Severity 4 issue within the stipulated time frame, a penalty of [0.3% of monthly contract value] shall be imposed.

#### General Provisions:

1. The cumulative penalty for SLA failures in a calendar month shall not exceed [5% of monthly contract value].
2. Penalties will be deducted from the monthly invoice of the Service Provider.
3. The Client may, at its discretion, waive penalties for SLA failures in exceptional circumstances, provided that the Service Provider promptly rectifies the issue and implements preventive measures.

#### Review and Adjustments:

- The penalty structure outlined above may be subject to periodic review and adjustments based on mutual agreement between the Client and the Service Provider.

*Signature of the Bidder/Agency with stamp/Seal*

*Name and Address:*

## Annexure XIV: Principal Employer Disclaimer Clause

- The Provident Welworth City Apartment Owners' Association [PWCAOA], hereinafter referred to as the "Association," wishes to expressly clarify and declare that it shall not, under any circumstances, be construed as the principal employer in relation to any services or work carried out within the premises of the Provident Welworth City, Marasandra.
- The Association functions solely as a representative body of the residents within the apartment complex and is responsible for managing and administering common areas and amenities in accordance with the Association's bylaws. The services or work performed by individuals, contractors, or service providers within the premises, whether engaged directly by the Association or by individual residents, shall not attribute the Association as the principal employer.
- Any contractual relationships or engagements entered into by individual residents with service providers, contractors, or any other third parties for services within the premises shall be the sole responsibility of the respective residents. The Association shall not assume the role of a principal employer for any individual engaged by residents or for any work carried out within the premises.
- All residents and third parties are hereby informed that the Association disclaims any liability or responsibility as the principal employer for services rendered within the apartment complex.
- This disclaimer is intended to be legally binding on all residents, contractors, service providers, and any other parties associated with the apartment complex.

Acknowledged and agreed by bidder.

*Signature of the Bidder*

*Name & Address with Stamp/Seal*

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