



CASAGRAN MRO

OWNERS WELFARE ASSOCIATION

Reg. No - SRG/Chennai South/452/2021

CASAGRAN MRO
OWNERS WELFARE ASSOCIATION
AADHANUR ROAD, VARADHARAJAPURAM
KANCHIPURAM DISTRICT PIN 600 048

Invites

NOTICE INVITING TENDER

**THE INTEGRATED FACILITY MANAGEMENT SERVICE
FOR
CASAGRAN MRO**

TENDER REFERENCE: CGMOWA/002/IFM/2025-26

NOTICE INVITING TENDER**Casagrand Miro****Owners Welfare Association****Aadhanur Road, Varadharajapuram, Kanchipuram District,****TamilNadu, PIN : 600048**

CGMOWA invites sealed tenders from reputed and experienced agency for providing “**Comprehensive Integrated Facility Management Service**” at its Residential Premises located at:

Aadhanur Main Road, Varadharajapuram, Chennai – 600048.

Interested and eligible vendors may contact our Association through email at **mowa.miro@gmail.com**, by phone at **044-45962453 / 9976280011**, or visit our website **www.cgmiro.com** to collect/download the tender document and submit the completed tender on or before **05.12.2025**.

Date 15-11-2025**Tender Committee**

SCHEDULE

Casagrand Miro is a residential community consisting of 10 blocks with 384 dwelling units. CGMOWA invites tenders from eligible agencies for Integrated Facility Management Service for the premises of Casagrand Miro, Aadhanur Road, Varadharajapuram, Kanchipuram - 600 048.

SECTION A : TENDER CALL NOTICE

➤ Tender No	002/IFM/2025-2026
➤ Name of Work	Integrated Facility Management Service
➤ Estimated Bid Value for 2 Years	84,00,000.00 + Taxes (2 Years)
➤ Bid calling date	15-11-2025
➤ Bid document Fee (Non-Refundable)	Rs 500.00 by way of GPAY OR DD from any scheduled Bank in favour of "Casagrand Miro Owners Welfare Association (CGMOWA)"
➤ Starting date and Time for submission of Tender	15-11-2025 - 10:00 AM
➤ Last date and time for submission of Tender	05-12-2025 - 17:00 PM
➤ Bid Opening	07-12-2025
➤ Contact No.	Association Desk: 044 4596 2453 Tender Committee: 99762 80011

1. CONTRACT PERIOD

- ❖ The contract shall be valid initially for a period of two (2) years, with a provision for extension of up to six (6) months based on satisfactory performance as evaluated by CGMOWA.
- ❖ CGMOWA reserves the right to terminate the contract at any time by providing a two (2) months notice, if the services rendered are found unsatisfactory.

2. MODE OF TENDER

❖ Submission

- Tenders shall be submitted in a **sealed envelope** superscribed as “Tender for Integrated Facility Management Services at Casagrand Miro Premises”.
- The sealed tender must be deposited in the **Tender Box** placed at: **CGMOWA Office, Aadhanur Main Road, Varadharajapuram, Chennai – 600048.**

❖ Two-Part System

- **Part I – Technical Bid (Annexure I)** : Eligibility documents, company profile, statutory registrations, and past experience.
- **Part II – Financial Bid (Annexure II)** : Price bid in the prescribed format with seal and signature.
- Both parts must be placed in separate sealed envelopes and then enclosed within one outer sealed cover.

❖ Late Submission

- Any tender received after the prescribed date and time shall be **summarily rejected**.

3. SITE INSPECTION AND PRE-BID CONDITIONS

❖ Reading the Document & Site Survey

- Bidders are advised to carefully read the entire tender document and conduct a **site survey** before bid submission.
- Clarifications or site visits may be arranged through contact details provided in the tender notice.

❖ Preparation & Submission of Bids

- Technical and Financial bids shall be prepared strictly as per prescribed formats.

- Incomplete, conditional, or multiple bids from the same bidder will not be accepted.
- Conditional bids are liable for rejection.

❖ **Right to Cancel/Extend**

- CGMOWA may, at its discretion, cancel the bidding process or extend the submission deadline.

❖ **Mandatory Documents**

- Cancelled cheque leaf and bank details
- PAN Card copy
- GST Registration with HSN/SAC Code
- Other statutory certificates as applicable

❖ **Amendments/Clarifications**

- CGMOWA may issue amendments or seek additional clarifications any time before the deadline.
- Failure to submit requested information may lead to disqualification.

❖ **Restriction on Related Parties**

- Related contractors or parties with business relationships shall not submit separate bids.
- Bids from such related entities will be rejected.

❖ **Abnormal Rates**

- Bidders must quote realistic rates. Unreasonably high or low rates may lead to rejection unless justified with cost analysis.

4. ELIGIBILITY CRITERIA

Bidders must meet the following minimum pre-qualification criteria and submit supporting documents for each:

❖ **Financial Capacity**

- Average annual turnover of at least ₹1 crore during FY 2022–23, 2023–24, and 2024–25.
- Submit CA-certified turnover certificates or audited balance sheets.

❖ **Experience in Similar Works**

- Successfully executed similar contracts of at least ₹40 lakhs value per order in the last three years.
- “Similar Works” include comprehensive O&M covering Security, Civil, Electrical, Plumbing, Horticulture, and Housekeeping services in residential or corporate premises.
- Submit Work Orders and Completion Certificates.

❖ Local Presence

- Registered office or branch within Chennai / Kanchipuram / Chengalpattu District.
- Provide proof such as Registration Certificate, Rental/Lease Agreement, or Utility Bill.

❖ Statutory Licenses

- Possession of valid Electrical Contractors License / HT License.
- Submit current valid copy.

SECTION B : SCOPE OF WORK**1. NAME OF WORK****❖ Integrated Facility Management for Casagrand Miro Residential Premises**

The selected agency shall provide **comprehensive facility management services** including manpower, supervision, machinery, statutory compliance, and reporting to ensure smooth operations.

2. QUALIFICATIONS AND FUNCTIONAL SCOPE OF WORK**❖ FACILITY MANAGER (FM) – 01 NO.**

To ensure smooth, continuous, and efficient management of all facility-related operations within Casagrand Miro, the appointed Facility Manager (FM) shall perform the following duties:

- **Qualification:** Engineering Degree(BE/B.Tech) or Diploma in Electrical/Mechanical Engineering.
- **Experience:** Minimum **5 years** of professional experience in Facility Management services, covering operations, maintenance, and administration.
- The Facility Manager shall be **mandatorily available at the MIRO premises between 9:00 AM and 6:00 PM**.
- Weekly off should be given once a week, and any absence must be appropriately substituted.
- The FM shall act as the single point of contact between the Integrated Facility Management Agency and CGMOWA.
- **Supervision and Coordination:** Oversee and coordinate all maintenance and repair activities across the premises, including electrical, plumbing, housekeeping, security, and horticulture.
- Ensure all staff (housekeeping, security, technical, and supervisors) perform duties as per the defined schedule and standard operating procedures.

- Coordinate effectively with CGMOWA representatives on all operational and service matters.
- **Daily Reporting:** Submit a **daily report** covering electrical performance, manpower deployment, breakdown management, and fuel availability (DG and diesel).
- **Weekly Reporting:** Prepare and submit a **weekly summary report** including, Critical spares inventory status, Tools management list, 5S / One Point Lesson. (**Sort, Set in Order, Shine, Standardize, Sustain**) updates, Training schedule, Cleaning equipment condition and availability.
- **Monthly Reporting:** Submit a **comprehensive monthly report** including, Utility and media consumption data (electricity, diesel, water), Statutory compliance and audit updates, AMC/CAMC service performance and OEM follow-up, Improvement and preventive maintenance suggestions.
- **Tools and Equipment Management:** Maintain and monitor the working condition of all tools such as ladders, scaffolding, and mask lifts.,
- Ensure HSE (Health, Safety & Environment) clearance for all such equipment before use.
- Maintain calibration and condition monitoring records.
- **Performance and Efficiency:** Track energy consumption and identify opportunities for energy savings and operational improvements.
- Measure equipment efficiency and ensure proactive upkeep and preventive maintenance.
- **AMC/CAMC Oversight:** Maintain a **52-week preventive maintenance planner** and ensure adherence by respective service providers or OEMs.
- Ensure quality service delivery under all AMC/CAMC agreements.
- **Monthly Management Review:** Present a consolidated **Monthly Management Report** to CGMOWA covering. Resource consumption, Manpower utilization, Improvement initiatives, OPL and media downtime, Spare updates, Safety observations, Ongoing projects and key highlights.
- Responsibilities: Overall supervision of facility services including security, housekeeping, technical, horticulture, and coordination with CGMOWA.

❖ MULTI-SKILLED TECHNICIANS (MST) – 03 NOS.

- To ensure uninterrupted and efficient operation of all building systems and utilities within Casagrand Miro, the **Multi Skill Technician (MST)** shall perform the following duties and responsibilities.
- MSTs shall be deployed in **round-the-clock (24×7) technical coverage** of all essential services.

- Weekly off has to give on routine basis to avoid absenteeism.
- MSTs will report to the Facility Manager (FM) and shall support him in executing preventive, breakdown, and routine maintenance tasks as per schedule.
- **Qualification:** ITI or Diploma in Electrical / Mechanical / Electronics discipline from a recognized institution.
- **Experience:** Minimum **3 years of hands-on experience** in Facility Maintenance, covering electrical, plumbing, and mechanical systems.
- Maintenance and replacement of lights in **car parking areas, basements, gardens, terraces, swimming pool areas, and all floor common areas.**
- Conducting **preventive maintenance and general checks** on utilities such as DG sets, transformers, circuit breakers, fuse panels, and other control panels.
- **Monitoring and reporting** daily energy consumption of TNEB and DG power sources.
- Ensuring proper removal and routing of **loose or exposed wiring** to maintain electrical safety.
- Attending to **breakdown maintenance** of pumps, motors, MCBs, relays, and other electrical equipment.
- Maintaining records/logbooks for daily and preventive electrical maintenance
- Monitoring and maintaining **water levels** in basement and overhead tanks.
- Supervising **water supply systems** and ensuring efficient operation of STP (Sewage Treatment Plant) water distribution.
- Performing **repair and maintenance of plumbing installations** in all common areas.
- Attending to **leakages, blockages, and line issues** in both water and sewage systems.
- Replacing **damaged, corroded, or rusted pipelines and valves** in common areas wherever necessary.
- Monitoring **diesel levels** in DG storage and **water levels** in all tanks and reservoirs.
- Reporting abnormalities or critical issues immediately to the Facility Manager.
- Assisting in regular inspection and upkeep of **CCTV, Lifts and Elevators, fire alarm, access control, and communication systems.**
- Maintaining **preventive maintenance checklists** with date-wise task completion entries.
- Supporting inventory management of tools, spares, and consumables.
- Adhere strictly to **electrical and occupational safety standards** while carrying out maintenance work.

- Use **Personal Protective Equipment (PPE)** and follow safe work practices during all activities.
- Ensure compliance with **statutory and environmental regulations** applicable to facility operations.
- Report any unsafe conditions or near-miss incidents to the Facility Manager immediately.
- Plumbing, Carpentry Work, CCTV Maintenance, Lift and Elevator Maintenance, Telephone Line, Video and Audio Systems, AV Room, Party Hall, Bore well lifting, Motor and Pumps general servicing and greasing, etc.

❖ **HOUSEKEEPING STAFF (HK) – 11 NOS.**

- 8 Female and 3 Male staff to be deployed daily between 9:00 AM and 5:00 PM.
- Weekly off has to give everyone on routine basis to avoid absenteeism.
- Daily cleaning, sweeping, and mopping of **floors, corridors, staircases, podium, pathways, and car parking areas.**
- Cleaning and maintenance of **toilets, washrooms, and common utility areas** with proper hygiene practices.
- **Cobweb removal** and cleaning in all floors, ceilings, and parking areas.
- **Sweeping and mopping** all steps, gardens, podiums, and required open areas.
- Cleaning of all **furniture, desktops, chairs, sofas, storage units, reception tables, paper stands**, etc. in the **Clubhouse and Association Office.**
- **Dustbin clearing** at all floors, restrooms, clubhouse, and office rooms.
- Cleaning of **metal bodies** such as fire extinguishers, fire buckets, and panels.
- Cleaning of **windows, doors, and glass surfaces** (both sides) to ensure no fingerprints or stains remain.
- Cleaning of **staircases, elevators, side-beadings, side-walls, and podium entrance areas** to maintain a dust-free environment.
- Sweeping and cleaning of **walkways, driveways**, and periodic **hose washing.**
- After cleaning, all floors shall have a **uniform appearance** with no streaks, smears, detergent residue, or standing water.
- **Electrical room, Lift room, and Cassette AC areas** to be cleaned (sweeping, dusting, cobweb removal, mat cleaning) as per protocol.
- **Monitoring and replenishment** of toiletries and consumables as required.
- **Quarterly deep cleaning and Machine Mopping** of Corridor Pathways and stairways, ceilings, walls, partitions, toilets, washrooms, and parking areas.
- **Polishing of stainless-steel railings** and metal fittings on a regular basis.
- **Spot cleaning** of spills, stains, Birds menace and specific areas as directed by CGMOWA.

-
- Regular **cleaning and arranging of tools, trolleys, and housekeeping equipment.**
 - Cleaning of **Clubhouse and Swimming Pool equipment/motors** to ensure hygiene and proper condition.
 - **Weekly deep cleaning** of all Clubhouse equipment as directed by CGMOWA.
 - **Any other cleaning or maintenance activity** assigned by CGMOWA from time to time.
 - The service provider must ensure that all areas are kept **clean, odor-free, and hygienic** at all times.
 - The staff must use **approved cleaning materials** and maintain **MSDS (Material Safety Data Sheet)** for all chemicals used.
 - Proper **uniform, ID cards, gloves, and safety gear** must be provided to all housekeeping staff.
 - Daily cleaning checklists and logbooks shall be maintained and verified by the Facility Manager/CGMOWA.

❖ **GARDENERS – 02 NOS.**

2 Male Professional and dedicated gardener to be deployed daily between 9:00 AM and 5:00 PM.

To ensure the upkeep and aesthetic maintenance of the landscaped and green areas within **Casagrand Miro**, the selected service provider shall deploy experienced gardeners responsible for maintaining all lawns, plants, and podium gardens in a healthy and well-groomed condition throughout the year.

- Daily working hours: **9:00 AM to 5:00 PM.** Weekly off has to give on routine basis to avoid absenteeism.
- Gardeners shall report to the **Facility Manager (FM)** and coordinate daily work plans with the FM or his designated supervisor.
- **Plant and maintain seasonal plants, shrubs, and flowering species** as per seasonal requirements and design plans.
- **Water all plants, lawns, and landscaped areas** regularly to maintain optimum soil moisture levels.
- **Monitor plant health** regularly and identify signs of wilting, nutrient deficiency, or pest infestation.
- **Deal with pest problems** using environment-friendly pest control methods in coordination with the Facility Manager.
- Replace dead or damaged plants promptly to maintain uniformity in landscape appearance.

-
- **Fertilizer application, pesticide treatment, snake repellent spraying, and mosquito Spraying and fogging** shall be carried out at **regular intervals of every 15 days**
 - **Mow, trim, and fertilize** green spaces to maintain uniform height and growth.
 - **Mulch, edge, and weed** gardens, podium lawns, and other landscaped areas.
 - **Prune and trim trees, shrubs, and bushes** periodically to maintain shape, safety, and visibility.
 - Maintain the overall **cleanliness of all garden areas**, keeping them free from fallen leaves, litter, and debris.
 - Maintain all **gardening tools, equipment, and machinery** (mowers, trimmers, sprayers, etc.) in good working condition.
 - Report any malfunctioning or damaged equipment immediately to the Facility Manager.
 - Maintain a **log of tool usage and servicing** for all horticultural equipment.
 - Carry out **seasonal plantation programs** and soil enrichment activities as per the direction of CGMOWA.
 - Apply **fertilizers, compost, and manure** at regular intervals to promote healthy plant growth.
 - Assist in **festival and event decoration** involving natural plants and floral arrangements within the premises.
 - Follow **eco-friendly**.
 - Wear appropriate **personal protective equipment (PPE)** during gardening operations.
 - Ensure proper **disposal of green waste** in designated composting or collection areas.
 - Submit a **weekly report** on horticultural activities, including watering schedules, pest treatment, and planting updates.
 - Highlight any **requirements for replantation or landscape improvement** to the Facility Manager for approval.

❖ **SECURITY TEAM – 10 NOS**

To ensure the safety, security, and orderly conduct within Casagrand Miro, the appointed Security Agency shall provide round-the-clock professional security coverage, following all applicable labour laws, safety standards, and government regulations.

- Assistant Security Officers (ASO): 02 Nos.
- One ASO must be available in each 12-hour shift.
- Security Guards: 07 Nos.

-
- One reliever guard shall be responsible for substituting and balancing duties for the ASO and security guards during their weekly off days.
 - Morning Shift (9:00 AM – 9:00 PM): 04 Guards
 - Night Shift (9:00 PM – 9:00 AM): 03 Guards
 - Weekly off has to give everyone on routine basis to avoid absenteeism.
 - All security personnel shall be **physically fit, disciplined, and well-groomed**.
 - The minimum educational qualification required for all Guards and Assistant Security Officers (ASOs) shall be **10th Standard**.
 - **Age limit:**
 - Security Guards – Not exceeding **50 years**
 - Assistant Security Officers (ASO) – Not exceeding **60 years**
 - All deployed personnel must possess valid **police verification certificates** and **ID proof**.
 - Security guards must have the ability to use smartphones/Tablets and should be trained to operate the CGMOWA-provided Security App.
 - Ensure **round-the-clock security coverage** for all entry/exit gates, common areas, and parking spaces.
 - Maintain overall vigilance and **safeguard all movable and immovable property** of the premises.
 - Prevent theft, vandalism, unauthorized access, or damage to any part of the community.
 - **Control traffic and crowd** at entrance gates and internal areas.
 - Maintain calm and order during peak hours or public gatherings within the premises.
 - Prevent unauthorized entry of outsiders, vendors, or service providers without prior approval.
 - Verify and record visitor details in the **visitor register** or **digital entry system**.
 - Ensure all **visitor vehicles** are identified, logged, and parked only in designated parking zones.
 - Conduct **thorough checking of incoming and outgoing materials** against proper gate passes duly signed by authorized personnel.
 - Maintain strict watch at all access points and ensure no part of the premises remains unattended.
 - Conduct **timely patrolling rounds** of the entire premises, ensuring visibility in all zones.
 - Report and record any unusual activity, damage, or suspicious movement immediately.
 - Ensure **CCTV monitoring** and assist in reviewing footage when required.

-
- Identify and report **unclaimed or suspicious objects/persons** to the ASO or Facility Manager without delay.
 - **Evacuate occupants** in case of fire, earthquake, or other natural calamities as per emergency procedures.
 - Maintain updated **emergency contact numbers** of the nearest **Police Station, Fire Station, and Ambulance**.
 - Assist in coordinating with emergency response teams during incidents.
 - Ensure **firefighting equipment** is easily accessible and operable.
 - The **outgoing guard** shall submit the attendance of the incoming guard within **15 minutes** of shift commencement for verification by the caretaker on duty.
 - The **security supervisor** shall maintain all registers, including:
 - Visitor Register
 - Vehicle Entry Register
 - Material Movement Register
 - Incident/Occurrence Log Book
 - Submit daily shift and incident reports to the Facility Manager.
 - The service provider shall provide all security personnel with:
 - Proper **uniform, whistle, and baton** for day duty.
 - **Five-cell torchlight** and **5-ft. stick** for night duty.
 - Functional **smartphones** for communication and reporting.
 - The agency must maintain a **24x7 control room** with valid **telephone and mobile numbers**, along with names of the duty officers, for emergency communication and coordination.
 - Security personnel must remain alert, courteous, and professional at all times.
 - Guards shall not leave their assigned post until properly relieved.
 - No hawkers, unauthorized vendors, or marketing personnel shall be permitted inside the premises without prior approval.
 - Security personnel shall maintain confidentiality of all community-related information.
 - Intelligence gathering regarding **anti-social or suspicious activities** shall be part of their preventive vigilance duty.

3. GENERAL RESPONSIBILITIES OF THE AGENCY

- Ensure uninterrupted services across all facility functions.
- All machinery— including trimmers, weeders, mowers, mosquito spraying and fogging machines, floor and pathway mopping machines, parking sweepers, and any other required equipment— as well as tools such as drilling machines, angle grinders, spanners, hammers, wrenches, and other necessary accessories for

work, **shall be provided by the Agency**. The Agency shall also be responsible for the **proper maintenance** of all such machinery, tools, and equipment. **CGMOWA will not be responsible** for any machinery, tools, or equipment.

- CGMOWA will provide consumable items such as **mops, hand sweepers, wipers, cleaning chemicals, pesticide chemicals, and horticulture consumables**.
- Provide uniforms, Identity Cards, walkie-talkies, safety gear, tools, smartphones with SIM cards, biometric attendance service, raincoats, umbrellas, gumboots for gardeners, reflective jackets for security guards, and all necessary equipment to the deployed manpower at its own cost.
- Maintain attendance registers, duty rosters, and logbooks for each service.
- Replace any absent staff with suitable substitutes without affecting service quality.
- Coordinate with CGMOWA for smooth handling of events, emergencies, and maintenance shutdowns.
- Maintain discipline, courtesy, and professional standards at all times.

SECTION C : GENERAL TERMS AND CONDITIONS

- The agency must comply with labour, fire, municipal, and safety regulations.
- Staff must be medically examined and have verified backgrounds.
- CGMOWA will not be liable for wages, ESI, or PF liabilities.
- Maintenance charges, if applicable, will be as per CGMOWA's standard rates.
- No subletting or transfer of contract is allowed.
- Any modification to infrastructure must have prior written approval.
- The agency must maintain the premises in good and hygienic condition.
- CGMOWA may inspect the facilities at any time without notice.
- Smoking, alcohol, or use of intoxicants is strictly prohibited.
- Misconduct or nuisance by staff will lead to immediate removal.
- All disputes between CGMOWA and the agency shall be referred to the **President, CGMOWA**, who will act as the sole arbitrator.
- The decision of the arbitrator shall be final and binding.
- All disputes will fall under **Kancheepuram District jurisdiction**.

SECTION D : BIDDING PROCEDURE AND EVALUATION PROCESS

- The sealed tender must be addressed to **The President, CGMOWA**, and superscribed with **"Tender for Integrated Facility Management Services."**
- Sealed tenders must be deposited in the **Tender Box kept at the CGMOWA Association Room** before the specified date and time.

- Offers must be submitted strictly in the **prescribed bid format** only. Incomplete, conditional, or unsigned bids will be summarily rejected.
- **Late submissions** will not be accepted under any circumstances.
- Each tender shall consist of **two separate sealed envelopes**:
 - **Part – I: Technical Bid (Annexure I)**
 - **Part – II: Financial Bid (Annexure II)**
- Both envelopes must be placed in one outer sealed cover marked as “**Tender for Integrated Facility Management Services.**”
- Each page of the tender document, including annexures, must be Acknowledged, **signed and stamped** by the authorized signatory of the bidder.
- The tender shall remain **valid for a minimum of 90 days** from the date of opening of the technical bid.
- Bids will be considered for evaluation only if accompanied by valid proof of payment of the tender document fee. For payment details, please contact the number mentioned.”
- The **Technical Bid** will be opened first by the **Tender Committee** in the presence of bidders or their representatives.
- The **Tender Committee** will evaluate technical bids based on eligibility, statutory compliance, past experience, manpower strength, and overall suitability.
- Only those bidders who meet all eligibility and technical criteria will qualify for the opening of the Financial Bid.
- The **Financial Bid** of technically qualified bidders will be opened on a separate date, which will be communicated in advance to the eligible participants.
- **Financial bids must clearly indicate the monthly service charges** and should not contain any overwriting, alterations, or conditional pricing.
- The **bidder quoting the lowest overall monthly service cost (L1)** and meeting all tender terms and conditions will normally be considered for the award of the contract.
- In case of a **tie** in financial offers, the committee may conduct negotiations or evaluate based on service quality, experience, or past performance.

-
- The **Tender Committee's recommendation** will be placed before the **CGMOWA Managing Committee** for final approval.
 - The successful bidder will be issued a **Letter of Intent (LOI)** and shall Accept the award in writing within the stipulated period.
 - Execute a **Formal Service Agreement** with CGMOWA.
 - **CGMOWA reserves the right** to accept or reject any or all bids, wholly or partly, without assigning any reason whatsoever. The decision of the Tender Committee shall be final and binding on all bidders.
 - **Non-compliance, withdrawal, or misrepresentation** after bid submission may lead to forfeiture of the tender fee and disqualification from future tenders.

SECTION E : AWARD OF WORK AND CONTRACT CONDITIONS

❖ AWARD OF CONTRACT

- After final approval by the CGMOWA Managing Committee, a **Letter of Intent (LOI)** will be issued to the successful bidder.
- The bidder shall confirm acceptance of the award in writing within **seven (7) days** of receipt of the LOI.
- Upon acceptance, the bidder shall execute a **Formal Agreement** with CGMOWA within **fifteen (15) days** from the date of issue of the LOI.

❖ COMMENCEMENT OF WORK

- The agency must commence the services within **15 days** from the date of signing the agreement or as specified in the LOI.
- Failure to start the work within the stipulated period may result in **cancellation of the award** and forfeiture of the Security Deposit.
- **CONTRACT PERIOD** - The initial contract period shall be **2 years**, extendable for **6 Months** further periods based on satisfactory performance and mutual consent of both parties.
- CGMOWA reserves the right to **terminate the contract** by giving **Two (2) months written notice** without assigning any reason.

❖ PAYMENT TERMS

- Payment will be made on a **monthly basis**, upon submission of Invoice for services rendered, Attendance records and Proof of statutory payments (EPF, ESI, etc.) for the deployed staff.
- Payment will be released within **15 days** after verification and approval by the Facility Management Committee.

-
- Any penalty or deduction imposed due to non-performance or absenteeism will be adjusted in the monthly bill.
 - No advance payment shall be made. The monthly bill shall be processed only after submission of all compliance documents and satisfactory performance reports.

❖ STATUTORY COMPLIANCE

- The agency must comply with all applicable laws and regulations, including: **EPF, ESI, Contract Labour (Regulation & Abolition) Act, Workmen Compensation Insurance** and any other relevant legislation.
- Proof of compliance must be submitted monthly along with wage payment statements.
- All personnel shall be covered under insurance for **accidents and third-party liabilities**.

❖ PENALTIES FOR NON-PERFORMANCE

- In case of unsatisfactory service, non-deployment, or repeated complaints, CGMOWA may impose penalties such as:
- ₹500 per day for each absent staff without substitute.
- ₹1,000 per incident for non-compliance or negligence.
- Termination of contract upon repeated violations.

❖ TERMINATION OF CONTRACT

- CGMOWA may terminate the contract by giving **60 days written notice** for unsatisfactory performance or violation of terms.
- The agency may also terminate the contract with one month's notice, subject to satisfactory handover of responsibilities.

❖ RENEWAL AND EXTENSION

- The contract may be extended for an additional period of up to **6 Months** based on satisfactory performance and mutual agreement, on the same or revised terms and conditions.

❖ DISPUTE RESOLUTION

- Any dispute arising out of or relating to this contract shall be referred to the **President, CGMOWA**, whose decision shall be final and binding.
- Jurisdiction for any legal proceedings shall be within the **local courts of Kancheepuram District**.

ANNEXURES

ANNEXURE – I: TECHNICAL BID FORMAT

(To be submitted in Envelope – I)

1	Name of the Agency	
2	Registered Office Address	
3	Contact Person & Designation	
4	Contact No. & Email ID:	
5	Company Registration No. / Year of Establishment	
6	GST No.	
7	EPF & ESI Registration Nos.	
8	Labour License No.	
9	PSARA License No. –for Security Services	
10	Total No. of Employees on Roll	

11. Details of Similar Contracts Executed (last 3 years)

S.No	Name of Client	Nature of Work	Contract Value	Duration	Reference No.

12. List of Documents Attached:

- Company registration/Certificate of Incorporation
- Statutory certificates/GST, PAN, Director AADHAR, ESI, EPF
- Experience certificates/ Work Order, Service Order, Client references
- Financial turnover proof - last 3 years ITR, 6 Months Bank Statement)
- Any other supporting document
- **NOTE** : The bidder shall disclose and submit a detailed checklist of all machinery, tools, tackles, and equipment proposed to be deployed during the contract period. The list must be furnished along with the technical bid, and only those items declared in the checklist will be considered for evaluation.

Authorized Signatory

Name: _____

Designation: _____

Date: _____

Seal & Signature

ANNEXURE – II: FINANCIAL BID FORMAT

(To be submitted in Envelope – II)

Tender for Integrated Facility Management Services

(To include Housekeeping, Security, and Supervision)

Component	Manpower	Monthly Cost per Person (₹)	Total Monthly Cost (₹)
Facility Manager	1		
Housekeeping (Male)	3		
Housekeeping (Female)	8		
Multi Skill Technician (MST)	3		
Assistant Security Officers (ASO)	2		
Security Guards	8		
Gardeners (Male)	2		
Subtotal (Wages + Benefits)			
Service Charge %			
Tax %			
Total Monthly Cost (Inclusive of All Taxes)			

Note:

- All statutory contributions (EPF, ESI, Bonus, etc.) must be included in the above rates.
- Taxes shall be applied as per prevailing government norms.

Authorized Signatory

Name: _____

Designation: _____

Date: _____

Seal & Signature

ANNEXURE – III: PROPOSED STAFF DEPLOYMENT CHART

CATEGORY	NO. OF STAFF	SHIFT DETAILS	DUTY HOURS	REMARKS
Facility Manager	1	General Shift	8 hrs	Overall monitoring and reporting
Housekeeping (Male)	3	General Shift	8 hrs	Car parking cleaning, cobweb removal, water wash monthly
Housekeeping (Female)	8	General Shift	8 hrs	Cleaning of blocks, podium, and pathways
Multi Skill Tech (MST)	3	3 Shifts	8 hrs	Overall Work Electrical, Plumbing, Checklist Monitoring
Assistant Security Officers (AS))	2	2 Shifts	12 hrs	Supervision of guards
Security Guards (Male)	8	2 Shifts	12 hrs	Gate control, patrolling
Gardeners	2	General Shift	8 hrs	Maintaining Gardens and Plants

-----End of Tender Document-----

Casagrand Miro Owners Welfare Association (CGMOWA)

WWW.CGMIRO.COM