TENDER FOR
Housekeeping Services at NABARD Office Premises at RTC X-Roads and Staff Quarters at Ameerpet, Hyderabad for the Period 01.04.2022 to 31.03.2025

Date of issue of tender document 15 February 2022

Pre Bid Meeting with bidders 25 February 2022 at 11:00AM

Due date for submission of tender 08 March 2022 by 02:00PM

Date and time of opening technical bids 08 March 2022 at 04:00PM

Date of opening of Financial Bid Will be communicated later

Earnest Money Deposit 1,20,000.00

Retention Money Deposit (RMD) 5% of the contract value will be deposited with NABARD as security deposit till the completion of the contract period. The amount will be refunded after completion of the contract period.
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NOTICE INVITING E-TENDER

Ref. No. NB. TSRO. HYD/ 2043 /DPSP/ Housekeeping-AMC /2021-22
14 Feb. 2022

To,

M/S

Madam/Dear Sir

निविदा सूचना- नाबार्ड कार्यालय परिसर आरटीसी क्रॉस रोड और स्टाफ कार्टर अमीरपेट, हैदराबाद में हाउसकीपिंग सेवाएं प्रदान करने के लिए दिनांक 01.04.2022 से 31.03.2025 की अवधि के लिए संविदा

e-Tender under Annual Maintenance Contract for Housekeeping Services at office premises of NABARD Regional Office, RTC X Roads, Hyderabad and Staff quarters at Ameerpet, Hyderabad for the period 01.04.2022 to 31.03.2025

National Bank for Agriculture and Rural Development (NABARD), Telangana Regional Office, Hyderabad invites e-tender through electronic bidding system in two parts from eligible bidders for the captioned services as per the terms and conditions contained in the tender.

2. The e-tender will be available to the bidders/contractors on e-procurement portal of NABARD (https://nabard.eproc.in) for download from 10:00AM on 15 February 2022. Tender document may also be downloaded from NABARD’s website: www.nabard.org as well as from the Central Public Procurement Portal.

3. Please note that to submit e-tender through electronic mode, interested bidders should have Digital Signature Certificates (DSC) to login to NABARD’s e-Procurement portal (https://nabard.eproc.in/). Interested Vendor / Service Providers may download the tender document from any one of these following options - NABARD’s website www.nabard.org or Central Public Procurement Portal https://eprocure.gov.in

4. This is an e-Tender and all Tenderers are requested to submit their bids through e-tendering (e-bid) mode by logging in to e-Procurement portal of NABARD (https://nabard.eproc.in/) for the aforesaid services as per the requirements as specifically mentioned elsewhere in this e-tender document. For this purpose, tenderers will be required to register themselves on e-Procurement portal of NABARD and create user ID and Password. The bidder shall submit two separate e-bids for the captioned services i.e., Technical bid and Price/Financial bid...
which should be complete in all respects. Tenders may be submitted online not later than 14:00 hrs. on 08 March 2022. Technical bids shall be opened online on 08 March 2022 at 16:00 hrs. at the Office of Chief General Manager, NABARD, Telangana Regional Office, RTC X Roads, Hyderabad – 500 020.

5. Tenderers are advised to submit e-tender (e-bids) through e-Procurement portal of NABARD (https://nabard.eproc.in/) only, after carefully following the instructions related to systems and procedures as indicated on the link and step-wise tutorials (Vendor Guide) provided for submission of e-bids. Tenderers can upload their tender documents directly from their PC in the designated folder created for them in On-line Bid form. Please refer the section on uploading various Tender documents in the help guide provided in the Bidding Manual (Vendor Guide) available in the home page at NABARD e-Procurement portal. In case of any further guidance, help and support while submission of e-bids, NABARD has engaged M/s C1 India Pvt. Ltd. As a facilitating agency who have created exclusive ‘Help Desk’/ ‘Support Team’ for facilitation of bidders. Their contact details are mentioned as under:

   Contact numbers for Support

<table>
<thead>
<tr>
<th>Sr.No</th>
<th>Name</th>
<th>Email Id</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fairlin Jivin</td>
<td><a href="mailto:fairlin.jivin@ciindia.com">fairlin.jivin@ciindia.com</a></td>
<td>0124-4302000 ext 112</td>
</tr>
<tr>
<td>2</td>
<td>Sachin Toraskar</td>
<td><a href="mailto:sachin.toraskar@ciindia.com">sachin.toraskar@ciindia.com</a></td>
<td>0124-4302000 ext 200</td>
</tr>
<tr>
<td>3</td>
<td>Ujwala Shimpi</td>
<td><a href="mailto:ujwala.shimpi@ciindia.com">ujwala.shimpi@ciindia.com</a></td>
<td>0124-4302000 ext 114</td>
</tr>
<tr>
<td>4</td>
<td>Email id for Support</td>
<td><a href="mailto:nabardsupport@ciindia.com">nabardsupport@ciindia.com</a></td>
<td></td>
</tr>
</tbody>
</table>

6. Instructions regarding Technical Bid, Price Bid, submission process and description & scope of works and the services required have been elaborated in the Terms and Conditions of the tender and other parts of the tender document.

7. It must be noted that the only Bidders who are willing to enter into Integrity Pact (IP) with the Bank on every stage of bidding, will be eligible to participate in the bidding process. Tenderer must implement Integrity Pact (IP) in the prescribed format in all phases of the contract. (http://www.cvc.nic.in)

8. Earnest Money Deposit (EMD) of Rs.1,20,000.00 (Rupees One Lakh Twenty Thousand Only) is to be posted through NEFT/RTGS as per details given below. Tender without EMD shall be rejected.

   Payee Name : NABARD
   Current Account No : NABADMN14
   Name of the Bank : NABARD
   IFSC Code : NBRD0000002

9. After depositing the EMD amount, the tenderers are advised to send an email to dpsp.tsro@nabard.org with the details of the transaction. Tender without EMD shall be rejected. However, MSEs as defined in MSE Procurement Policy
issued by GoI or bidders who are registered with Central Procurement Organisations or empanelled with NABARD itself are exempt from submitting the EMD, a copy of the registration certificate needs to be uploaded in the Technical Bid.

10. A **Pre-Bid meeting** is scheduled to be held on **25 February 2022 at 11:00 AM** in the **Conference Hall on 2nd Floor of Telangana Regional Office**, 1 -1- 61, RTC ‘X’ Roads, Musheerabad, Hyderabad-500020. The clarifications being sought in the pre-bid meeting should be submitted in writing at least 2 working days prior to the date of pre-bid meeting by email on dpsp.tsro@nabard.org. All the clarifications of the pre-bid meeting will be part of e-tender and will be updated and uploaded on NABARD’s e-Procurement portal (https://nabard.eproc.in/) alongside NABARD website (www.nabard.org). Further, bidders/ representatives of bidders have to strictly follow COVID-19 related precautionary norms. In case of failure to do so, Bank, at its discretion, may prevent them from attending the meeting.

11. **Retention Money Deposit (RMD):** The Successful Tenderer will be required to deposit 5% of the accepted value of tender (total value of the contract for one year), as Performance/Initial Security Deposit within 15 days of award of work and shall be refunded after 60 days from the expiry of the satisfactory AMC period and will not bear any interest. The EMD/ISD together with RMD will constitute Security Deposit. While determining the RMD, the EMD/ISD already with the Bank shall be taken into account. The RMD will be released as per the terms and conditions of the tender. The Security Deposit will be liable to be forfeited in case the contractor commits any breach of any terms and conditions of the Contract or fails to complete the work/service.

12. The **Price/Financial Bid** shall be opened at a later date after detailed evaluation of the technical bid. The date of opening of price/ financial bid shall be intimated separately to the technically qualified bidders only.

13. The **Price/ Financial Bid** should not contain any conditions whatsoever and any such conditional bids received shall be rejected.

14. In case two or more tenderers quote identical/ equal amount, one more opportunity will be given to those tenderers to revise the rates.

15. **NABARD does not bind itself to accept the lowest bid (L1).** NABARD reserves the right to accept or reject any /all tender/s in part or whole of any firm / firms without assigning any reasons whatsoever.

16. The decision of the bank shall be final and binding with regard to technical and price bids and the e-tendering process.

17. The tender will be rejected, if any bidder proposes any deviation from the prescribed technical criteria requirement.

18. Tenderers must ensure attachment of relevant documents, supporting the Pre-Qualification Criteria and Technical Document Sheets.
19. The bids shall remain valid and open for acceptance for 3 months from the date of opening of Price Bid.

20. NABARD reserves the right to accept or reject any/all tender/s in part or whole of any firm/firms without assigning any reasons whatsoever. The decision of the Bank in this regard shall be final. In the event of intending tenderers failure to satisfy the bank, the bank reserved the right to reject the tender.

21. NABARD reserves right to change/modify/amend any or all provisions of the tender document. Such revision/amendment or corrigendum/addendum, if any, will be made available on NABARD’s e-Procurement portal and NABARD’s website only.

22. The successful bidder shall execute an ‘Articles of Agreement’ of work contract with NABARD in accordance with the standard/prescribed format (Annexure D) enclosed within 15 days from the date of acceptance of the offer failing which the bidder’s EMD may stand forfeited.

23. The pre-qualification criteria, terms and conditions, formats of “Technical Bid”, “Price/Financial Bid” and Pre-Contract Integrity Pact are enclosed as Annexure.

Yours faithfully

-Sd-
(Bolla Sreenivasulu)
Deputy General Manager
## SCHEDULE OF EVENTS

<table>
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<tr>
<th>Event</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bid Document Availability</strong></td>
<td>Tenderers are advised to submit e-tender (e-bids) through e-Procurement portal of NABARD (<a href="https://nabard.eproc.in/">https://nabard.eproc.in/</a>). Tender document (for reference purpose only) can be downloaded from: <a href="https://www.nabard.org/Tenders.aspx?cid=501&amp;id=24">https://www.nabard.org/Tenders.aspx?cid=501&amp;id=24</a>, as well as from Central Public Procurement Portal (CPPP) from <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>.</td>
</tr>
</tbody>
</table>
| **Earnest Money Deposit (EMD)**      | The contractor shall deposit Earnest Money Deposit for an amount of **Rs.1,20,000.00 (Rupees One Lakh Twenty Thousand Only)** through NEFT/RTGS credited into our Bank Account, details mentioned on page 4:  

**If the bidder wants to claim exemption under MSME Procurement Policy of Govt. of India, the bidder has to submit documentary proof of registration as MSME with Central Procurement Organizations or NABARD itself.** |
| **RMD**                              | 5% of Contract Value                                                                                                                                 |
| **Pre-Bid Meeting**                  | 25 February 2022 at 11:00 AM                                                                                                                                 |
| **Last Date of Submission of Tender**| **08 March 2022 by 2:00 PM**                                                                                                                            |
| **Opening of Technical Bids**        | **08 March 2022 at 4:00 PM**  
Authorized representatives of vendors may be present during opening of the Technical Bids. **However, Technical Bids would be opened even in the absence of any or all of the vendors’ representatives.**  
Price Bid will be opened on a subsequent date, which will be communicated to such bidders who qualify the Eligibility Criteria and Technical Bid. |
| **Opening of Price Bids**            |                                                                                                                                                       |
| **Contact Details:**                 | Department of Premises, Security and Procurement NABARD, Telangana Regional Office, 1-1-61, R.T.C. ‘X’ Roads, Musheerabad, Hyderabad-500020 |
|                                      |                                                                                                                                                       |
TECHNICAL BID
(Part-I)
DISCLAIMER

The information contained in this Tender Document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of National Bank for Agriculture & Rural Development (NABARD), Telangana Regional Office, Hyderabad is provided to the bidder(s) on the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided.

2. This Tender Document is neither an agreement and nor an offer and its only invitation to bid by NABARD, Telangana RO, Hyderabad to any party other than the applicants who are qualified to submit the bids (“bidders”). The purpose of this Tender Document is to provide the bidder(s) with information to assist them in formulation of their proposals. This Tender Document does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis regarding any information contained in the Tender Document and the meaning and impact of that information and should check the accuracy, reliability and completeness of the information in this Tender Document and where necessary obtain independent advice. National Bank for Agriculture & Rural Development, Telangana RO Hyderabad makes no representation or warranty, express or implied, and shall incur no liability under any law, statute rules or regulations as to the accuracy, reliability or completeness of this Tender Document. NABARD may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document.

3. The Tender Document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between NABARD and any successful Bidder as identified by NABARD after completion of the selection process.

Signature, Seal and Stamp of tenderer
Pre-Qualification Criteria

The contractors should meet following qualification criteria:
Minimum 7 years’ experience (as on 31.03.2021) in the field of Housekeeping Services AMC Contracts, which include all the activities as listed in scope of work and should have at least one of the qualifying works carried out for Public Sector Undertakings (PSUs)/Banks/Govt. Offices.

2. The bidders should have carried out similar works during last 7 years (ending 31.03.2021) with annual contract value (costing individually) not less than the amount as given in following table:

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Experience Criteria</th>
<th>(Rs. Lakh)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>One similar work during last 7 years (ending 31.03.2021) with annual contract value (costing individually) not less than Rs. &gt;&gt;&gt;&gt; (80% of estimated tender value)</td>
<td>48.00</td>
</tr>
<tr>
<td>OR</td>
<td></td>
<td>OR</td>
</tr>
<tr>
<td>2</td>
<td>Two similar works during last 7 years (ending 31.03.2021) with annual contract value (costing individually) not less than Rs. &gt;&gt;&gt;&gt; (50% of estimated tender value)</td>
<td>30.00</td>
</tr>
<tr>
<td>OR</td>
<td></td>
<td>OR</td>
</tr>
<tr>
<td>3</td>
<td>Three similar works during last 7 years (ending 31.03.2021) with annual contract value (costing individually) not less than Rs. &gt;&gt;&gt;&gt; (40% of estimated tender value)</td>
<td>24.00</td>
</tr>
</tbody>
</table>

**Note 1:** To obtain the realistic value of work during the previous years, cost index @5% per year per work shall be added over the actual cost of executed works to calculate the value of works as on 31.03.2021.

**Note 2:** Similar works mean those works as indicated in Para 1 above.

3. The tenderers should have Annual Turnover as given in the following table during the last three years ending 31 March 2021 supported with audited balance sheet / profit & loss statement or a registered Chartered Accountant certified statement of accounts.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Turn over Criteria</th>
<th>(Rs. Lakh)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Annual Turnover during each of the last three years ending 31.03.2021 should be</td>
<td>18.00</td>
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</table>

4. The tenderer should have their own office within the city / suburban areas of Hyderabad. If the contractor belongs to other city, a detailed write up on execution arrangements shall be submitted by the tenderer.

5. The tenderers should have applicable Tax registrations (PAN, GSTN TIN, TAN, etc.) and also registration with Labour Dept., Provident Fund, ESIC, etc., supported with documentary evidence and licenses, permissions, approvals issued by Labour
enforcement and other statutory authorities, wherever applicable.

6. Tender shall be accompanied by a copy of each of the documents like -
   a) Company/Partnership Firm/Proprietorship Firm etc. Registration Certificate
   b) Articles of Association/Memorandum of Association/ partnership deed/ any
      other relevant document showing composition of the firm
   c) Documents supporting Address Proof (Both for Registered office Address as well as local office at Hyderabad)
   d) MSE Registration Certificate
   e) PAN
   f) GSTN Registration
   g) Employee State Insurance (ESI) Act registration
   h) EPFO registration,
   i) Registration under Contract Labour Act/Labour Department
   j) Particulars of bankers & Bank account details.
   k) List of eligible work executed during last seven years
   l) Details of works on hand (Vendor should have at least one ongoing Housekeeping Service work in Hyderabad)
   m) Details of work/ service experience shall be supported by work orders and corresponding completion certificates.
   n) The client-wise names of similar work(s), year(s) of execution of work (s) awarded, and actual value of executed work(s), reasons for delay (if any), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished in the prescribed format (Annexure-I).
   o) Audited final accounts of the business of the contractor for last 3 years (2018-19, 2019-20 and 2020-21) duly certified by a Chartered Accountant / Certificate of Turnover issued by a Chartered Accountant should be enclosed in proof of their credit worthiness and turnover for the last three years.
   p) There shall not be any case pending with the police or in a court of law against the bidder or any of its guards deployed in any govt organization.
   q) The bidder should submit an undertaking that it has not been blacklisted by any authority/entity in India or abroad.

7. If required, original certificates shall be produced for verification by the tenderer and will be returned after verification.

8. The tenderers should have applicable Tax registrations (PAN, GSTN TIN, TAN, etc.) and also registration with Labour Dept., Provident Fund, ESIC, etc., supported with documentary evidence and licenses, permissions, approvals issued by Labour enforcement and other statutory authorities, wherever applicable.

9. Tenderers should have a current bank account with a scheduled commercial bank. Intending applicants are required to furnish details about their firm/organization, experience, competence, etc.

10. The staff deployed by the firm at site should have adequate experience and knowledge in their respective works.
11. The application form should be signed by a person on behalf of the Firm/Organization, who is duly authorized to do so.

12. If the space in the application form is insufficient for furnishing full details, such information should be supplied on a separate sheet duly signed by competent authority.

13. Applications containing false or inadequate information are liable for rejection and Bank reserves the right to blacklist those agencies.

14. The firms which do not fulfil prequalification criteria shall not be considered for selection and award of work. NABARD reserves the right to verify any or all the documents furnished by the Tenderers with any authorities. NABARD also reserves the right to cancel any or all the applications without assigning any reason thereof.

15. In case of two or more L1 quotes, the revised price bid will be sought from the L1 vendors only.

16. In case of receipt of 2 or more L1 quotes in the second instance again, the award of work will be decided on the basis of superiority of the vendor based on parameter matrix by NABARD or by way of draw of lots. Decision of NABARD in this regard will be final and binding to all.
Instructions for filling the tender

1. All the pages of the Tender Document shall be signed by the Tenderer.
2. NABARD takes no responsibility for delay / loss in post/system or non-receipt of Quotations / Tender Documents by any reason.
3. Tenderers are advised to submit e-tender (e-bids) through e-Procurement portal of NABARD (https://nabard.eproc.in/) only, after carefully following the instructions related to systems and procedures as indicated on the link and step-wise tutorials (Vendor Guide) provided for submission of e-bids. Tenderers can upload their tender documents directly from their PC in the designated folder created for them in On-line Bid form. Please refer the section on uploading various Tender documents in the help guide provided in the Bidding Manual (Vendor Guide) available in the home page at NABARD e-Procurement portal. The last date of receipt of Tender is on or before 14.00 hours on 08.03.2022 and Technical Bids will be opened at 1600 hours on 08.03.2022. Revision in date and time, if any, would be conveyed.
4. Bids submitted by unauthorized agents and physical/FAX/Telegraphic bids shall not be entertained/ considered.
5. Rates should include all items pertaining to the housekeeping works as mentioned in the tender and unless the same is done to the satisfaction of the NABARD's Engineer/ACTs, the bill will not be accepted.
6. Rates should be filled in the Tender neatly and no overwriting shall be made. Corrections, if any shall be authenticated by subscribing signature of the tenderer. The rates quoted should be written legibly in words and figures. If on check, differences are observed between the rates given by the Contractor in words and figures or in the amount worked out by him, the following procedure shall be followed.
7. When there is a difference between the rates in figures and in words, the rate that corresponds to the amounts worked out by the Contractor shall be taken as correct.
   a. When the amount of an item is not worked out by the Contractor or it does not correspond with the rate written either in figures or in words, then the rate quoted by the Contractor in words shall be taken as correct.
   b. When the rates quoted by the Contractor in figures and in words tallies, but the amount is not worked out correctly, the rate quoted by the Contractor shall be taken as correct and not the amount.

DECLARATION BY THE CONTRACTOR

We / I have read and understood all the instructions / conditions made above and we / I have taken into account the above Instructions / Terms and Conditions while quoting the rates. We / I accept all the above Terms and Conditions without any reservation, in all respects.

Place : (Signature of the Tenderer)
Date Name and Address Seal:
Format- Covering Letter by the Tenderer for Submission of BID

(To be submitted in Tenderer's own Letter head) No. ............................

Date: ..................................

To

Shri Y K Rao
Chief General Manager
National Bank for Agriculture and Rural Development
Telangana Regional Office
Hyderabad

Dear Sir,

Submission of e-Tender under Annual Maintenance Contract for Housekeeping Services at office premises of NABARD Regional Office, RTC X- Roads, Hyderabad and Staff quarters at Ameerpet, Hyderabad for the period 01.04.2022 to 31.03.2025

With reference to NABARD, TS RO’s e-Tender Notice dated .................2022, I/We offer our services for Annual Maintenance Contract for Housekeeping Services at office premises of NABARD Regional Office, RTC X Roads, Hyderabad and Staff quarters at Ameerpet, Hyderabad for the period 01.04.2022 to 31.03.2025. I/We understand that NABARD reserve the right to accept or reject any or all the tenders either in full or in part without assigning any reason there for.

I/We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of price bid of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. We also agree to keep the earnest money valid during the entire period of validity of tender.

All the desired information in the prescribed format i.e. format of technical bid, price bid documents and certificates as required by NABARD, are enclosed herewith for NABARD’s perusal.

Thanking

Yours faithfully

(Signature of Authorized person on behalf of the Firm / Agency / Tenderer)
(Tenderer's Seal)
Letter of Undertaking from the Tenderer

Shri Y K Rao
Chief General Manager
National Bank for Agriculture and Rural Development
Telangana Regional Office
HYDERABAD

Dear Sir,

Annual Maintenance Contract for Housekeeping Services –
at office premises of NABARD Regional Office, RTC X Roads, Hyderabad
and Staff quarters at Ameerpet, Hyderabad for the period 01.04.2022 to
31.03.2025

1. I / We have examined the Scope of Works, Specifications and Schedule of
Quantities and Terms and Conditions relating to the Tender for the said works
after having obtained the Tender invited by you.

2. I / We have visited the Office Premises of NABARD and Staff quarters and
familiarized/examined the scope of works specified in the Tender Document
and acquired the requisite information relating thereto as affecting the
Tender.

3. I / We hereby offer to execute and complete the works in strict accordance with
the Tender Document at the item rates quoted by me / us in the attached Bill
of Quantities in all respects as per the Specifications and Scope of Works
described in the Tender Document and the Annexures containing Terms and
Conditions.

4. I/ We agree to deposit interest-free EMD along with tender’s technical bid.

5. I/We agree to deposit all taxes, levies, Cess etc., on account of service rendered
by me to NABARD, to the concerned tax collection authorities from time to time
as per extant rules and regulations on the matter.

6. I/We agree to pay all Government (Central and State) Taxes such as Income
Tax, Surcharge, Cess, GST, etc. and other taxes prevailing from time to time
and the rates quoted by us are inclusive of the same. The rates will be exclusive
of all taxes (The payment shall be subject to TDS and taxes as applicable at the
time of payment) and would remain firm for the entire Contract Period. Even
if the contracts are extended, the rates will not be changed by us.

7. I /We further agree to pay any fine or statutory dues imposed by any statutory
authority in course of execution of subject contract, for which the tender is being submitted.

8. The rates quoted by me/us, are firm and shall not be subjected to variations on account of fluctuation in the market rates, taxes or any other reasons whatsoever for the captioned period.

9. I/We further agree to pay the personnel deployed in NABARD premises, their wages in accordance with the relevant Minimum Wages Act, on a monthly basis. The contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the personnel deployed by them in NABARD

10. I/ We hereby certify that all the statements made and information supplied in the tender document and accompanying statements are true and correct.

11. Should this Tender be accepted, I / we hereby agree to abide by and fulfil all the Terms and Conditions and Provisions of the Contract Document.

Name of the person authorized to sign and submit the tender:

(i)

(ii)

(Documentary proof in respect of Letter of Authority/Power of Attorney to be enclosed along with the Tender).

Yours faithfully

(Name and signature of the tenderer)

Place:

Date:
## FORMAT OF TECHNICAL BID

<table>
<thead>
<tr>
<th>(A) Name of the firm and Composition of the Firm</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Full particulars (whether the Tenderer is an individual/Proprietorship Firm partnership firm / company etc.) of the composition of the firm of Tenderers in detail should be submitted along with the name(s) and address(es) of the partners, copy of the Articles of Association /Power of Attorney/ any other relevant document.]</td>
</tr>
</tbody>
</table>

(a.1) Registered Head Office Address

(a.2) Local Office Address

(a.3) Year of establishment/Registration and Act under which registered

<table>
<thead>
<tr>
<th>(B) Work Experience</th>
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<tbody>
<tr>
<td>(Details of work experience supported by work orders indicating the value &amp; general specification of work, No. of persons to be engaged as per agreement, other documents and certificates. The details along with documentary evidence of previous experience, if any, of carrying out works for NABARD / Public sector banks / Government department / Semi Govt. department / Other Public Sector Undertakings / private banks / Private sector / housing societies at any other Centre should also be given.)</td>
</tr>
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</table>

<table>
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<tr>
<th>(C) Credit worthiness of the Tenderer &amp; Turnover during the specified period</th>
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<tbody>
<tr>
<td>(Copies of IT deposit certificates (such as copy of deposited Form 16 or any such other certificate) along with latest final accounts of the business of the Tenderer duly certified by a CA should be enclosed in proof of their credit worthiness and Turnover for the last three years ending 31.03.2021.)</td>
</tr>
</tbody>
</table>

| (D) Name(s) and address (es) of the Bankers and their present contact executives (Written information about the names and address of their bankers along with full details like names, postal address, e-mail IDs, telephone (landline & mobile No. s), Fax No. etc of the contact executive (i.e. The persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished.) |

17
(E) Details of Bank accounts
(Full particulars of their bank accounts, account No., type of account, account opening date etc. should be furnished.)

(F) Name(s) and address(es) of the Clients and their present Executives (Written information about the names and address of their clients along with full details like names, postal address, e-mail IDs, telephone (landline & mobile No.s), Fax No. etc. of the contact executive (i.e. The persons who can be contacted at the office of their Clients by the NABARD, in case it is so needed) should be furnished.)

(G) Litigation & civil suits
(The Tenderer should furnish details of his involvement in any type of litigation with any of his present or past clients. He should also furnish the details of any civil suits pending against him or his workmen in any court of law.)

(H) Whether registered with the Registrar of companies/Registrar of firms. If so, mention number and date and attach a copy of registration

(I) Details of Registration with Provident Fund, Labour Authorities, ESIC, if any.

(J) Whether registered for GSTN/ service tax purposes. **Please furnish relevant copies.**

(K) Whether registered in the panel of other banks and other financial institutions and if yes, furnish the details of registration viz. names, category and date of registration, etc.

(L) MSE Registration Certificate, if applicable

(M) Details of EMD and UTR no:

### Details of Key Administrative Personnel

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Name</th>
<th>Designation</th>
<th>Qualification</th>
<th>Professional Experience</th>
<th>No. of years associated with the firm</th>
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18
List of important works executed by the firm during last 7 years with experience in executing works of similar nature i.e. annual maintenance contract of housekeeping services. Please arrange to provide value of job, approximate area of each contract where housekeeping services was/ is being undertaken and the year of AMC along with copy of work orders, performance certificates / completion certificates.

Please note that the details furnished should be for Annual Maintenance Contracts of similar nature (Housekeeping Services)

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Name of the work and Location</th>
<th>Nature of Work</th>
<th>Name &amp; full postal address of the owner</th>
<th>Contract Amount (₹.)</th>
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</table>

List of important works on hand costing 18.00 lakh and above with experience in executing works of similar work i.e. annual maintenance contract of Housekeeping Services

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Name of the work and Location</th>
<th>Nature of Work</th>
<th>Name &amp; full postal address of the owner</th>
<th>Contract Amount (₹.)</th>
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SIGNATURE AND SEAL OF THE BIDDER
**Experience of Housekeeping Services Personnel**

1. List of Housekeeping Services Personnel, giving details about their academic/technical qualifications, experience, etc. including that in the applicant’s organization. (Please attach extra sheets if required).

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name</th>
<th>Age</th>
<th>Qualification</th>
<th>Experience</th>
<th>Nature of works handled</th>
<th>Date from which employed in the organization</th>
<th>Any other relevant information</th>
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</tbody>
</table>

2. **List of available tools/ Equipment.** (Please attach extra sheets if required).

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of tools/ Equipment and Accessories</th>
<th>Total No. of units</th>
<th>No. of units can be spared for NABARD's work</th>
</tr>
</thead>
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<tr>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
<td>(4)</td>
</tr>
</tbody>
</table>

3. Indicate other points, if any, to show applicant’s technical and managerial competency to indicate any important point in applicant’s favor.

4. No. of supplementary sheets attached.

**Declaration by the Contractor**

We / I have read and understood the Scope of Work and special terms and conditions for the Housekeeping Services AMC in the entire premises (both inside and outside) as indicated in NIT and we / I have taken into account the above while quoting the rates. We / I accept all the above points without any reservation from our / my side, in all respects.

Further, We / I also declare that no prohibitive things/banned chemicals, which are harmful to human life, will be used.

(Signature of the Tenderer) / Authorized person on behalf of the firm/ organisation/vendor (Authorization letter/power of attorney to be enclosed, in case authorized person is signing the document)

Address:

Name and Seal:
Place:
Date:
## CHECK-LIST FOR TECHNICAL BID

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Documents asked for</th>
<th>Whether Placed or Not</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>A) Bid Security (EMD) of Rs. (Rupees in words) in the form of e-payment</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>One self-attested recent passport size photograph of the Authorized person of the firm/agency, with name, Designation, address and office telephone numbers. If the bidder is a company/partnership firm, name designation, address and office telephone, numbers of Directors/Partners also.</td>
<td></td>
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<tr>
<td>3.</td>
<td>Undertaking on own Letter-Head as per format prescribed in Appendix- II</td>
<td></td>
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<tr>
<td>4.</td>
<td>Self-attested copy of the PAN card with copy of cancelled cheque for KYC compliance.</td>
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<tr>
<td>5.</td>
<td>Self-attested copy of GSTIN Registration</td>
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<tr>
<td>7.</td>
<td>Valid Contractor License issued by Government of Uttar Pradesh</td>
<td></td>
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<tr>
<td>8.</td>
<td>Self-attested copy of valid Employees Provident Fund Registration number.</td>
<td></td>
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<tr>
<td>11.</td>
<td>Proof of experiences of last seven financial years as specified in the NIT along with satisfactory performance certificates from the concerned employers as per</td>
<td></td>
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<tr>
<td>13.</td>
<td>Signed and scanned Copy of Pre Contract Integrity Pact on Rs. 200 Stamp Paper.</td>
<td></td>
</tr>
</tbody>
</table>
**ANNEXURE – I**

**List Of Important Works**

List of important works executed by the firm during last 7 years with experience in executing works of similar nature i.e. annual maintenance contract of housekeeping services. Please arrange to provide value of job, approximate area of each contract where housekeeping services was/is being undertaken and the year of AMC along with copy of work orders, performance certificates / completion certificates.

*Please note that the details furnished should be for Annual Maintenance Contracts of similar nature (Housekeeping Services)*

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Name of the Work and Location</th>
<th>Nature of Work</th>
<th>Name &amp; full postal address of the owner</th>
<th>Contract Amount (₹.)</th>
<th>Completion Date / Reasons for Delay if any</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

List of important works on hand costing 18.00 lakh and above with experience in executing works of similar work i.e. annual maintenance contract of Housekeeping Services

**SIGNATURE AND SEAL OF THE BIDDER**
Annexure II

SCOPE OF WORK

The details of premises are as under:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Premises and Address</th>
<th>Area of the Premises (Approx.)</th>
<th>No. of Flats</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Office Premises 1-1-61, RTC X Roads, Musheerabad, Hyderabad Ground + 4 Floors</td>
<td><strong>32800 Sq Ft</strong></td>
<td>----</td>
</tr>
<tr>
<td>2</td>
<td>Opposite to Lal Bunglaw Krishi Vihar, NABARD Staff Quarters, Ameerpet “A” and “B” Blocks Ground + 7 Floors “C”, “D” and “E” Blocks Ground + 4 Floors</td>
<td><strong>33624.57 Sq yd</strong></td>
<td>150</td>
</tr>
</tbody>
</table>

OFFICE PREMISES

The Contractor shall provide Housekeeping staff with Relievers as per the following requirements:

<table>
<thead>
<tr>
<th>Location</th>
<th>No. of Housekeeping Staff required per day</th>
</tr>
</thead>
<tbody>
<tr>
<td>NABARD, Telangana Regional Office at RTC ‘X’ Roads Musheerabad Hyderabad</td>
<td>09</td>
</tr>
<tr>
<td>NABARD O Staff Quarters at Ameerpet</td>
<td>11</td>
</tr>
</tbody>
</table>

a. Cleaning of all toilets (both ladies and gents) and passage outside the toilets including sweeping/mopping/wet cleaning of floors, clearing and cleaning of litter bins, cleaning of mirrors etc. minimum four times daily or more. Cleaning of washbasin and W/C from inside and out with specified chemicals and soap four times during their shift and whenever else need arises.

b. Cleaning (sweeping/moping) of the passage outside the toilets thrice daily. All cleaning tools and material shall be provided by the contractor. The amount spent on cleaning material will be reimbursed on actual expenditure basis. The material of Bureau of Indian Standards (BIS) standard has to be kept with ACT one month in advance.
c. Sweeping and mopping would automatically include cleaning cobwebs, tiles flooring, wall tiles and skirting in the said areas.

d. Sweeping and wet sponge cleaning all staircases twice daily and moping / wet cleaning/scrubbing bi-weekly.

e. Cleaning of roof terrace at least once per week and washing as directed by the Bank engineer/ACT. Cleaning of Solar Panels installed at roof-top twice a week.

f. Daily sweeping of parking space (ground floor) and weekly washing and drying.

g. Sweeping of open areas and pedestrian strips twice daily and washing as directed by the Bank engineer/ACT.

h. Cleaning of all the glasses of windows from outside of all the floors (Ground+ 4 Floors) at Office Premises (Monthly). Contractor shall provide for all jhulla and abseiling kit etc. for cleaning of windows.

i. Proper safety equipment as per relevant IS Codes should be used by the agency for cleaning glasses of the windows including material for cleaning.

j. Cleaning as per the need in all above places. No extra payment will be made for the same.

k. Any other cleaning works in the office building as per the instructions of the Bank. If the works are not attended on the same day/ next day a pro-rata recovery will be affected as per Special conditions of this tender.

l. Collection of waste and disposal on daily basis.

m. Replacement of tissues in each toilet (ladies/gents), cleaning and changing of towels (if provided)/ tissue papers every day in toilets and providing hand wash liquid soap in each toilet, of high quality (BIS Mark).

n. Cleaning of all work stations, computers, key boards, printers other related items at Office premises on daily basis before start of office hours.

o. If the above services are not attended as per the above mentioned time period pro-rata recovery will be affected as per Special conditions of this tender.

p. Serving water and tea to all staff in the office on all working days.
SPECIAL INSTRUCTION

a. You will provide sufficient/ as indicated above manpower both male and female as well as supervisor to ensure that the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank, so that first sweeping / cleaning is completed before 9.00 AM in the morning.

b. You will provide sufficient number of supervisors to ensure proper and effective supervision of the cleaning work.

c. Sufficient number of lady sweepers may be deployed for cleaning of ladies toilets.

d. The manpower provided by you should be available from **07.30 Hrs to 19.30 Hrs with proper splitting of work hours. While majority of the manpower will be deployed up to the close of Office i.e. 17.30 Hrs, a few personnel should be made available up to 19.30 Hrs.** The deployment of manpower may be flexible and could be changed depending upon the work requirements. The deployment of manpower should be in conformity to the prevalent provisions of labor and other laws.

e. You will provide substitutes in case of absentees.

f. The rate quoted by you for the AMC work will include the cost of manpower (including supervisors), cost of equipment/machinery/brooms, mops, sticks, gloves, gum boots etc. and the cost of cleaning and other materials. The cleaning materials of high quality (BIS Mark) to be provided are :
   1. Phenyl solutions
   2. Deodorized detergent for mopping
   3. Odonil air fresheners in Bathrooms
   4. Urinal screen mats
   5. Naphthalene balls
   6. Sanitary cubes
   7. Toilet Rim Blocks
   8. Liquid soap
   9. Any other cleaning material required.

g. Housekeeping staff must be suitably trained and must be in proper uniform all the time.

h. The housekeeping staff shall be responsible for cleaning of the washrooms/toilets to ensure that the same is spic-and-span.
NABARD RESIDENTIAL STAFF QUARTERS, AMEERPET, HYDERABAD

a. Collections of waste from each flat and disposal on daily basis.
b. Daily sweeping and mopping/wet cleaning/scrubbing of all staircases in all the buildings. Washing of staircases fortnightly or as directed by Bank.
c. Sweeping and Cleaning of parking spaces daily. Washing the parking spaces once in fifteen days.
d. Sweeping of all open areas garden etc. daily,
e. Cleaning, Sweeping & mopping of the ACT Room / Gymnasium daily.
f. Daily Cleaning of Common toilets.
g. Cleaning of terrace weekly.
h. Any other item of cleaning work as advised by ACT / other Bank officials.
i. Monthly cleaning of vacant flats / SRAs / Record Room.
j. Weekly cleaning of toilets in all residential occupied flats.
k. Cleaning of Fans, cobwebs inaccessible spots and Netlon mesh – Quarterly
l. Cleaning of Room in occupied flats – Yearly.
m. Cleaning, sweeping, mopping of vacant flats and make them ready for possession as and when required.
n. If the above services are not attended as per the above mentioned time period pro-rata recovery will be affected as per Special conditions of this tender.
o. Cleaning, Sweeping and mopping would automatically include cleaning cobwebs, tiles flooring, walls, wall tiles, windows, railings and skirting in the said areas.

SPECIAL INSTRUCTIONS

1. The Agency will provide at least 10 workers and also one supervisor in staff quarters for above work to complete the above mentioned works to the satisfaction of NABARD.
2. The Agency will supervise the above work on a daily basis.
3. The Agency will provide substitute in case of absentees.
4. All cleaning tools and material shall be provided by the contractor. The amount spent on cleaning material will be reimbursed on actual expenditure basis. The material of Bureau of Indian Standards (BIS) standard has to be kept with ACT one month in advance.
5. The Agency shall provide necessary registers to keep record of day to day progress of work.
6. The above list of works mentioned is illustrative and not exhaustive. NABARD RO may include works relating cleaning, mopping, scrubbing etc. if required additionally, for which no additional charges shall be paid.

Signature of the Tenderer: Name and Seal:
Place:
Date:
Address:
Annexure III

**General Terms and Conditions**

1. This is an e-procurement tender of National Bank of Agriculture and Rural development. You are requested to read and understand the Notice Inviting e-tender and subsequent Corrigendum, if any, before submitting your online tender.

2. Tenderers are advised to visit the site and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting.

3. The rates will be exclusive of all taxes (The payment shall be subject to TDS and taxes as applicable at the time of payment) and would remain firm for the entire Contract Period. No increase in rates will be allowed during the entire Contract Period on this account.

4. Monthly payments will be made in the case of Housekeeping Services AMC work based on the bills submitted by the Contractor and certified by the concerned Bank’s Officer to the effect that the works / complaints recorded in the registers/software are attended and rectified as per the scope of the work. The Contractor has to get the Signature of the Caretaker & Protocol & Security Officer after completion of the respective works on the formats enclosed/given for respective work and should submit all these with the bill.

5. Any discrepancy in settlement of bills may be brought to the notice of NABARD within a period of one month after the settlement of the Bills. NABARD will not entertain any claim regarding any dispute in settlement of the bills after stipulated time.

6. Income Tax, GST and other taxes, as applicable, will be deducted from total payment due to the Contractors.

7. All works, complaints / instructions given by the respective authorities covered under the Annual Maintenance Contract are to be attended on the same day. In case of delay in attending the work in time, NABARD will be at liberty to get the work done through any other agency and the cost there for shall be recovered from the Contractor at the discretion of NABARD Telangana RO.

8. The Contractor should arrange to obtain necessary insurance cover i.e. (i) Workmen Compensation policy and (ii) Contractors All Risk Policy (CAR policy) for his employees at his cost and should be responsible for the safety of persons employed by him. The original Insurance Policy should be submitted to NABARD immediately after award of work. The CAR policies are required to be **at least for 1.25 times of the contract value.**

9. The Contractor shall be fully responsible and shall indemnify NABARD with suitable Insurance cover in the event of any damage to men or material, injury / damage or death as the case may be, caused directly or indirectly due to the negligence of the Contractor or his agents and / or his employees or workmen. The decision of NABARD in this regard shall be final and binding.

10. The personnel provided shall be the employees of the Contractor and all statutory liabilities will be paid by the contractor such as ESI, PF, Workmen’s Compensation Act, etc.
11. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Payment of Minimum Wages Act, 1948, Contract Labour (Regulation & Abolition) Act 1970, EPF etc. with regard to the personnel engaged by him for works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the NABARD, Telangana RO Hyderabad and to the concerned Labour Department.

12. As far as EPF is concerned, it shall be the duty of the Contractor to get PF code number allotted against which the PF subscription, deducted from the payment of the personnel engaged and equal employer’s amount of contribution should be deposited with the respective PF authorities within 7 days of close of every month. The particulars of the employees engaged for the NABARD RO/ Staff Quarters at are required to be submitted to the NABARD Telangana Regional Office.

13. The antecedents of the staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard to be submitted to the NABARD Telangana RO Hyderabad and Telangana RO Hyderabad shall ensure that the contractor complies with the provisions.

14. The Contractor will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of the NABARD. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. The Contractor has to give an undertaking (on the format), duly countersigned by the concerned official of the NABARD Telangana RO Hyderabad, regarding payment of wages as per rules and laws in force, before receiving the 2nd payment onwards.

15. All liabilities arising out of accident or death while on duty of the required housekeeping services personnel shall be borne by the contractor. The contractor shall cover all his employees with a comprehensive Group Insurance policy. The contractor shall indemnify the NABARD, Telangana RO Hyderabad against all liabilities arising out of any such accidents or deaths.

16. Adequate supervision will be provided to ensure correct performance of the said housekeeping services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the Contractor deployed, the supervisory staff will move in their areas of responsibility.

17. All necessary reports and other information will be supplied immediately as required and regular meetings will be held with the NABARD Telangana RO Hyderabad.

18. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the NABARD Telangana RO Hyderabad and shall not knowingly lend to any person or company any of the effects of the NABARD, Telangana RO Hyderabad under its control.

19. The staff deployed shall not accept any gratitude or reward in any shape.

20. The contractor shall provide training at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
21. Under the terms of their employment agreement with the Contractor the housekeeping staff shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Contractor.

22. That in the event of any loss occurred to NABARD Telangana RO Hyderabad, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the NABARD Telangana RO Hyderabad, the said loss can claim from the contractor up to the value of the loss. The decision of CGM/OIC NABARD, Telangana RO Hyderabad will be final and binding on the agency, respectively.

23. The contractor shall do and perform all such services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which the NABARD, Telangana RO Hyderabad may issue from time to time and which have been mutually agreed upon between the two parties.

24. NABARD, Telangana RO Hyderabad shall have the right, within reason, if any person employed by the contractor is considered to be undesirable or otherwise, to inform to the contractor and contractor shall replace such person immediately.

25. The contractor shall be responsible to maintain all property and equipment of the NABARD, Telangana RO Hyderabad entrusted to it.

26. The contractor will deploy supervisors as agent of the contractor and the instructions given to the supervisor by NABARD will be deemed to be instructions given to the contractor. The supervisor shall be required to follow the instructions of NABARD Telangana RO Hyderabad and ensure that the work done accordingly.

27. The contractor shall pay the personnel deployed in NABARD Office and Staff Quarters premises, their wages in accordance with the relevant Minimum Wages Act, on a monthly basis. The contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the personnel deployed by them in NABARD.

28. The Contractor shall be responsible to fulfil all the obligations in connection with the workers employed by it for the purpose of the Contract and all the Statutory and other liabilities if any including minimum wages of Central/ State Govt. (whichever is higher shall be applicable), leave, salary, uniform, identity cards, ex-gratia, ESI, Provident Fund, Workman Compensation, if any, etc. (as applicable) in connection therewith shall be on the Contractor account and payable by the concerned Contractor. The contractor shall liaise with Labour Department of State/Central Government and comply with all necessary regulations and instructions in this regard.

29. All the Standard Conditions of the Contract shall be binding on the parties as per Indian Contract Act and prevailing Rules.

30. The Contractor shall comply with all the applicable Acts, Rules, Regulations and Law(s) for entering into Maintenance Contract and the Bank will not in any way be liable or responsible for any default / irregularities / penalties on the Contractor's part.
31. The following requisites are to be fulfilled by the contractor:
   a. Time schedule of services
   b. Presence of required number of the persons at the site as per contract
   c. Maintain desired quality of the work as per specification
32. The penalties for not complying with the above are indicated in Special Conditions of contract.
33. The contractor shall always post at site, experienced staff at site at least to the extent of strength as given elsewhere in this tender document, round the clock.
34. The contractor shall, for all intents and purposes, be the “NABARD” within the meaning of different Labour Legislations in respect of skilled and unskilled personnel so employed and deployed in NABARD and the manpower so employed and deployed in NABARD shall remain under the overall control and supervision of the contractor. The persons deployed by the contractor in NABARD shall not have claims of Master and Servant relationship (implicitly or explicitly) between him/her/them and NABARD nor have any principal and agent relationship with or against the NABARD. The contractor's personnel shall not claim any benefit/compensation/absorption/regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.
35. The Contractor shall comply with the provisions of Contract Labour (Regulation and Abolition) Act, 1970, Minimum Wages Act and all other Labour Laws and other Statutory Regulations (both Central and States) that may be enforced from time to time by the Appropriate Authorities. NABARD shall not be responsible for any penalty on failure on the part of contractor to comply with any Labour Regulations.
36. The contractor shall maintain attendance register of his staff employed at various sites and wage register for payment (at least minimum wages as per Central or State Govt. whichever is higher shall be paid) with all records up to date as per the labour regulations. The contractor shall submit the monthly payment records to the staff employed by him.
37. The contractor shall ensure that the payment is regularly credited to the bank account of the individual labour employed at Bank’s premises and pay slips for respective payments are duly issued regularly. NABARD will ask for present/past pay slips and payment records related to ESI/PF to be submitted along with the monthly bill. In extraordinary case of wages being disbursed in cash, the same may be done in the presence of authorized representative of NABARD as required as under relevant law.
38. The manpower deployed by the contractor should be polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of NABARD. Necessary grooming should be done by the contractor before posting the staff at site. He shall also comply with the provisions of all labour legislations. Receipt of any complaint in this regard shall be viewed seriously.
39. No additional payment shall be made if contractor keeps more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactorily as per the contract provision.
40. The Contractor or his authorised representative should visit the site as per requirement and meet NABARD’s Security Officer/bank’s Officer with prior appointment for any clarifications and to receive instructions, etc. at the site.

41. The Contractor’s workmen should report to P&SO/site supervisor as per timings mentioned in the Price bid/ Bill of Quantities. A register will be kept at site on all the locations showing attendance on day to day basis and which will be countersigned by the security guard on duty the time when contractor’s worker arrives & signs at site. The same shall also be signed by AM P&S/ P&SO and the same or copy shall be presented along with the Contractor’s monthly bill.

42. The workers / staff employed should wear colour code uniforms displaying contractor firm’s name. The Contractor should not employ any person who is prohibited by Law from being employed for fulfilling obligations under this Contract. Any indecent behaviour / suspicious activities of the staff employed shall be viewed seriously and a suitable penalty shall be imposed on contractor. The contractor is also required to submit the list of workers with photo ID, educational qualification, address proof, etc. before deputing the workers.

43. Any act of indiscipline / misconduct / theft / pilferage on the part of any employee engaged by the Contractor resulting in any loss to NABARD in kind or cash will be viewed seriously and NABARD will have the right to levy damages or fine and / or even terminate the Contract forthwith, if necessary.

44. In case of any default or failure on Contractor's part to comply with all / any one of the Terms/ Conditions, NABARD reserves the right to take necessary steps to remedy the situation including, inter-alia, the deduction of appropriate amount/s from dues otherwise payable to Contractor and/or by taking recourse to appropriate recovery proceedings. The contractor shall keep NABARD indemnified against all claims whatsoever in respect of the manpower deployed by it in NABARD. In case any employee of the contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the contractor to contest the same. In case NABARD or its employee is made contractor and is supposed to contest the case, NABARD will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses which shall be paid in advance by the contractor to NABARD or any person authorized by NABARD, on demand. Further, the contractor will ensure that no financial or any other liability comes to NABARD or its employee in this respect of any nature whatsoever and shall keep NABARD or any employee of NABARD indemnified in this respect.

45. "Any dispute or difference whatsoever arising on any matter concerning this contract between the parties out of or relating to the services, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration in accordance with Arbitration and Conciliation Act, 1996 or any modification thereof. The arbitration shall be conducted by sole arbitrator appointed by NABARD and the award made in pursuance thereof shall be binding on the parties."

46. The venue of the arbitration shall be at Hyderabad.

47. The language of arbitration shall be English.
48. Work under the contract shall be continued by the contractor during the arbitration proceedings unless otherwise directed in writing by NABARD, unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

49. The Contractor should not at any time do, cause or permit any nuisance on the site / do anything which shall cause unnecessary disturbances or inconvenience to the occupants / visitors at site or near the site of work.

50. The personnel deployed by the Contractor can use the common facilities such as drinking water, toilet, etc. if any, provided at the premises. However, it should be ensured that the same should be kept in hygienic condition.

51. The work should be carried out with minimum inconvenience to the occupants/NABARD Staff. The workmen employed by the Contractor should abide by the Rules and Regulations maintained by NABARD in the premises, especially in respect of working hours, entry of the workers to the premises, interpersonal relation with the occupants, etc.

52. The contractor shall promptly and timely obtain all such consents, permissions, approvals, licenses etc., as may be necessary or required, in accordance with this Tender. The Contractor should obtain approvals, if any, necessary for the work from the Statutory Bodies on behalf of the NABARD. The Contractor shall assist the NABARD fully in respect of any liaison with the Municipal or any other Authority for necessary approval / permission with regard to the maintenance works. The fees and other statutory charges, if any, will be reimbursed to the Contractor based on the original receipts produced to the NABARD.

53. The Contractor shall ensure that the employed staff shall not undertake any private work inside or outside NABARD’s residential/Office premises.

54. The engaged staff shall also undertake other specific work related with/without housekeeping services and other works during working hours as per instruction of Officer/P&SO, if required.

55. The staff shall subject themselves to security check at the time of leaving the Bank's premises daily.

56. No articles, other than personal belongings, shall be taken out without approval from Assistant General Manager (Protocol & Security)/ Assistant Care Taker / Care Taker.

57. They shall not engage themselves in any activity detrimental to the interests / reputation of the Bank.

58. The personnel deployed by the Contractor for duty in the said premises shall not be deemed to be employees of ‘NABARD’ in any manner and they shall not be eligible for any benefits which the ‘NABARD’ provides to its employees. The obligation if any, for any benefit shall be the sole responsibility and rests entirely with the Contractor.

59. NABARD will not be under any liability to pay any compensation to the personnel deployed by the Contractor for their sustaining any injury etc. while discharging the duties in the said premises. The Contractor shall get the personnel posted for duty at the said premises, insured against accidents at his own cost.
60. NABARD shall, in the event of the Contractor committing any breach of any of the terms and conditions or if the services provided by the Contractor is considered to be unsatisfactory by the ‘NABARD’ or for any other reason considered by the ‘NABARD’ as insufficient, be entitled to terminate the contract by giving seven days’ notice in writing and the Contractor shall not be entitled to any compensation for such termination.

61. On expiry of or early termination of the Contract, the personnel engaged shall vacate the said premises, without any way causing any damage to the said premises and the property therein.

62. In case of any dispute or difference between the parties under this Contract, the same shall be referred to the arbitration of the Chief General Manager/ Officer in Charge, Telangana RO Hyderabad or of the person nominated by him/her and his/her decision shall be final and binding on the parties.

63. The above list of duties is only indicative in nature. The personnel deployed by the Contractor should perform any other duties assigned by Bank’s authorised officials from time to time as per requirement.

64. Termination of agreement: “If the services of the contractor are not found to be satisfactory, the contractor will be given a notice, with a notice period of 30 days, to improve his services. If the contractor fails to improve his services within the Notice period, NABARD shall have the discretion to terminate the contract either in part or in whole, on any day after the expiry of the said notice period if

   a. in the opinion of the Bank (which shall not be called in question by the contractor and shall be binding on the contractor) the contractor fails or refuses to implement this agreement to the Bank's satisfaction and/or
   b. the contractor commits a breach of any terms and conditions of this agreement and/or
   c. the contractor is adjudged an insolvent or a compromise is entered by him with his creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of contractor and/or
   d. for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/or
   e. there is any variation in the ownership/partnership or management of the contractor or his business without the prior approval in writing of the Bank to such variation.

65. In the event of termination of this agreement for any reason whatsoever, the contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

66. In case the Contractor desires to terminate the Contract, he may do so by giving the Bank a notice period of three months.

67. On site storage space will be provided to the Contractor subject to availability. NABARD will not be responsible for Contractor's materials.

68. The Contractor shall not directly or indirectly transfer, assign or sublet the Contract or any part of it, without written permission of NABARD. But he can engage various licensed agencies/agencies for carrying out different works.
69. While submitting the monthly bill for AMC, the contractors have to submit all the required documents/statements as desired by NABARD. Contractor will not link payments to his labours with the settlement of his bill by NABARD.

70. It is the contractor’s responsibility to coordinate with other service providers viz. companies, municipality etc. for completion of the work, if required and attending to the work along with liaising with local bodies including making payments to statutory bodies. Bank shall reimburse the payments for such works on production of valid receipts. No other charges for such works shall be payable.

71. Validity of Offer: 90 days from the date of opening of the price bid.

72. The successful bidder shall execute an agreement with NABARD at his cost on non-judicial stamp paper as per the prevailing rates in accordance with the standard format enclosed (articles of agreement) within 14 days from the date of issue of work order failing which bidders EMD may stand forfeited.

73. Additional Terms and Conditions, Special conditions, Safety conditions as stated in attached sheets.

74. Arbitration - In the event of any difference or dispute in connection with the agreement over the right of obligations of the parties, the decision of the Chief General Manager, NABARD Telangana RO Hyderabad shall be final and binding upon the parties. The place of arbitration shall be Hyderabad. The Indian laws shall be applicable to the arbitration.

**SPECIAL INSTRUCTIONS:**

- a) The contractor will provide sufficient manpower to ensure that the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank. In case of emergency the contractor shall be required to post additional staff without any extra cost to the Bank.

- b) The contractor will provide sufficient number of supervisors to ensure proper and effective supervision.

- c) The manpower provided by the contractor should be available in office Premises. The deployment of manpower and their timing may be flexible and could be changed/increased depending upon the quantum of work and requirement of Bank.

- d) The contractor will provide necessary substitutes in case of absentees.

- e) Quantities indicated in the Financial Bid may vary to the extent or may be deleted without any notice and as such the rates quoted should be workable and should include all overheads, profits, taxes as applicable and all other incidental charges.

- f) **Security Deposit (SD):**- The successful tenderer will be required to deposit 2% of the accepted value of tender (total value of the contract for one year), as initial security deposit (ISD) within 15 days of award of work and shall be refunded after One year from the expiry of the satisfactory AMC period and will not bear any interest. The Earnest Money Deposit (EMD) of the successful tenderer, if any, shall be adjusted towards initial Security Deposit. No mobilisation advance will be given to contractor. The Security Deposit shall be refunded to the contractor on completion of AMC period and completion of all contractual obligations.
g) Quoted rates should be workable, reasonable and should include incidental and all overheads and profits. The Tenderer will furnish Rate Analysis for scrutiny of the rates by NABARD, if required.

h) **PAYMENT**: The contractor shall be required to raise bill for monthly payments of housekeeping personnel in the name of Chief General Manager, Telangana Regional Office, NABARD, Hyderabad. Based on the attendance sheets of the contractor duly verified by the Caretaker of the Bank Colonies, attested by the officer nominated by the bank will be paid. The Contractor will ensure that workers engaged by him must receive their entitled wages on time. In view of this, the following procedure will be adopted.

(i) Contractor shall pay their entitled wages on the 05 of every month. It shall not be linked to the payment of the bill.

(ii) Payment must be made by the service providers through ECS/NEFT/any other electronic payment system. Under no circumstances payments will be made in cash. To ensure this, service provider will get a bank account opened for every engaged employee.

(iii) While submitting the bill for the next month, the services provider must file a certificate certifying the following:

   a. Wages of employees were paid as per minimum wages norm applicable has been credited to their bank accounts on (date)

   b. ESI Contribution relating to workers amounting to Rs..... was deposited on (date) (copy of the challan enclosed)

   c. EPF contribution relating to workers amounting to Rs..... was deposited on (date) (copy of the challan enclosed)

   d. The service provider is complying with all statutory Labour Laws including Minimum Wage Act.

j. The contractor shall compulsorily issue a salary slip to every personnel in the indicating details of salary including Name of Employee, Designation, Month, No. of Days present, -ESI No., PF No., etc.

DECLARATION BY THE CONTRACTOR

We / I have read and understood the special terms and conditions for the Housekeeping Services AMC in the entire premises (both inside and outside)/Staff Quarters and we / I have taken into account the above while quoting the rates. We / I accept all the above points without any reservation from our / my side, in all respects.

I/We accept all the Terms and Conditions in all respects without any reservation.

Signature of the Tenderer: Name and Seal:

Place:

Date:
Annexure IV

SAFETY CONDITIONS OF THE CONTRACT

SAFETY CODE

- The contractor shall be responsible for all injury to persons, and for all structural and decorative damage to property which may arise from the operation or neglect of contractor or their staff or damages arising from carelessness, accident or any other cause whatsoever in any way connected with carrying out of the contractor. The contractor shall indemnify the Bank and hold it harmless in respect of all and any such injury or damages to persons or property as aforesaid and also in respect of any claim made in respect of injury or damages under Acts of Government or otherwise and also in respect of any Award of compensation of damages consequent upon such claims.

- The Contractor shall maintain in a readily accessible place first aid appliances including adequate supply of sterilized dressings and cotton wool.

- An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.

- It is entirely the responsibility of the contractor to follow the safety procedures such as using safety belts, life lines, helmets, rubber gloves etc. depending upon the nature of works Contractor is free to approach NABARD for any suggestion in this regard. However any lapse in this regard will be viewed seriously.

- A penalty of ₹1,000.00 shall be levied for violation of safety norms including non-use of personal protective equipment. A penalty of ₹2,000.00 shall be levied if violation is repeated.

- Penal action will also be taken if the contractor’s supervisors and workmen do not wear the uniforms and photo identity cards issued by the contractor and thus pose a security risk to the safety of the Bank’s establishments, its officers and the families of its officers residing in flats. The decision of the Bank in all such cases attracting penalties shall be final and binding on the contractor.

- An adequate insurance coverage shall be arranged by the contractor for all employees/workmen against accident & the Bank shall not be responsible for any liability arising out of any accident / injury caused to the employees/workmen while executing the work.

- The Bank shall be at liberty and is hereby empowered to deduct the amount of any damages compensation, cost charges and expenses arising or accruing from or in respect of any such claim or damages from any or all sums due or to become due to the contractor.

- Smoking and chewing pan/ tobacco are prohibited in the Office. As part
of the contract, the contractor must satisfy the above mentioned safety requirements and must ensure at all the time that these are followed without any deviation.

**Declaration by the Contractor**

We / I have read and understood the Safety code for the Housekeeping Services AMC in the entire Office premises and Staff Quarters, we / I have taken into account the above while quoting the rates. We / I accept all the above points without any reservation from our / my side, in all respects.

**Signature of the tenderer with seal**

Name and Seal
Place:
Date:
Address:
INDEMNITY BOND

(On Rs.100/- Stamp Paper)

KNOW all men by these presents that I, Shri..............................................................of
M/s .............................................................................. do hereby execute
Indemnity Bond in favor of National Bank for Agriculture and Rural Development
( NABARD), having their Telangana Regional Office at 1-1-61, RTC ‘X’ Roads,
Musheerabad, Hyderabad-500020 and M/s..............................................................
having their office at .......................................................... on this .............. day
of........................2021. WHEREAS NABARD have appointed M/s
.............................................. as the Contractor for their proposed work relating
to“Annual Maintenance Contract for Housekeeping Services at office premises of
NABARD Regional Office, RTC X Roads, Hyderabad and Staff quarters at Ameerpet,
Hyderabad for the period 01.04.2022 to 31.03.2025.”

THIS DEED WITNESSETH AS FOLLOWS:-

I/We  M/s ..............................................................hereby do Indemnify, and same harmless
NABARD against and from

1. any third party claims, civil or criminal complaints liabilities, site mishaps and
   other accidents or disputes and/or damages occurring or arising out of any
   mishaps at the site due to faulty work, negligence, faulty construction and/or for
   violating any law, rules and regulations in force, for the time being while
   executing/executed works by me/us,
2. any damages, loss or expenses due to or resulting from negligence or breach of duty
   on the part of me/us or any sub-contractor/s if any, servants or agents.
3. any claim by an employee of mine/ours or of sub-contractor/s, if any, under the
   Workmen Compensation Act and Employers Liability Act, 1939 or any other law,
   rules and regulations in force for the time being and any Acts replacing and/or
   amend the same or any of the same as may be in force at the time and under any
   law in respect of injuries to persons or property arising out of and in the course of
   the execution of the contract work and/or arising out of and in the course of
employment of any workmen/employee.

4. any act or omission of mine/ours of sub-contractor/s if any, our/their servants or agents which may involve any loss, damage liability, civil or criminal action.

IN WITNESS WHEREOF THE M/s ...............................................has set his/their hands on this .............day of ............. 2022.

SIGNED AND DELIVERED BY THE AFORESAID M/s IN THE PRESENCE OF WITNESS:

(1) ............................................
(2) .............................................
**Annexure VI**

**PROFORMA FOR ELECTRONIC PAYMENT**

Details of Bank account to be furnished by the contractors/service providers for effecting payment with phone nos.:-

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1</td>
<td>Name of the account holder (As appearing in the Bank account)</td>
</tr>
<tr>
<td>2</td>
<td>Name of the Bank</td>
</tr>
<tr>
<td>3</td>
<td>Name of the Branch</td>
</tr>
<tr>
<td>4</td>
<td>Account Number</td>
</tr>
<tr>
<td>5</td>
<td>RTGS/NEFT/IFS Code</td>
</tr>
<tr>
<td>6</td>
<td>Type of account (Savings, Current, etc.)</td>
</tr>
<tr>
<td>7</td>
<td>PAN Number</td>
</tr>
<tr>
<td>8</td>
<td>GSTN Number</td>
</tr>
<tr>
<td>9</td>
<td>Contact Number (Phone/Mobile)</td>
</tr>
</tbody>
</table>

Signature  
Seal & Stamp

Please attach  
(1) One original cancelled cheque leaf of the above Bank account and  
(2) Copy of PAN Card  
(3) Allotment letter/registration letter under GSTN  
(4) Copy of address proof
PRE-CONTRACT INTEGRITY PACT

(To be submitted on ₹ 200 Stamp Paper only on first page and remaining document on normal A4 size pages duly signed by the bidder)

Between

National Bank for Agriculture and Rural Development (NABARD) hereinafter referred to as “The Principal”

And

.......................................................... hereinafter referred to as “The Bidder/Contractor”

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for.............................................The Principal values full compliance with all relevant laws of the land, rules, regulation, and economic use of resources and of fairness /transparency in its relations with its Bidder(s) and/or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will, in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and
in addition can initiate disciplinary actions.

Section 2 – Commitments of the Bidder(s)/Contractor(s)

(1) The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution:

a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal’s employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.

e. The Bidder(s) /Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2) The Bidder(s) /Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
Section 3 – Disqualification from tender process and exclusion from future contracts

If the Bidder(s) /Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form which put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process.

Section 4 – Compensation for Damages

(1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.

(2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

(1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conformed to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process.

Section 6 – Equal treatment of all Bidders / Contractors/ Subcontractors

(1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors

(3) The Principal will disqualify from the tender process all bidders who do not sign the Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidders(s) / Contractor(s)/ Subcontractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief
Vigilance Officer.

**Section 8 – Independent External Monitor**

1. The Principal appoints competent and credible Independent External Monitor fort his Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

The Independent External Monitor appointed for NABARD is

**Shri Promod Kumar Sangewar, IRSS, Retd.**

H. No. 12-5-65/1, Flat no. 109

Sri Harsha Sethuram Unique

Vijayapuri Colony, South Lalguda

Secunderabad- 500017

Telangana

2. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders /Contractors as confidential. He / she reports to the Chairman, NABARD.

3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.

4. The monitor is under contractual obligation to treat the information and documents of the Bidder(s) /Contractor(s) / Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on ‘Non-disclosure of Confidential Information and of ‘Absence of Conflict of Interest’. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, NABARD and recuse himself/herself from that case.

5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project, provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
(7) The monitor will submit a written report to the Chairman, NABARD within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposal for correcting problematic situations.

(8) If the Monitor has reported to the Chairman, NABARD, a substantiated suspicion of an offence under the relevant IPC/PC Act, and the Chairman NABARD has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(9) The word ‘Monitor’ would include both singular and plural.

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contract or 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings. If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharge/determined by the Chairman of NABARD.

Section 10 – Other provisions

(1) This agreement is subject of Indian Law, Place of performance and jurisdiction is the Head Office of the Principal, i.e. Mumbai.

(2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

(3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

(4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

(5) Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.

(6) In the event of any contradiction between the Integrity Pact and its Annexure, if any, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)  (For & on behalf of the Bidder/Contractor)
(Office Seal)  (Office Seal)

Place ______________________________
Date ______________________________
Witness 1: _________________________
Name & Address

Witness 2: _________________________
Name & Address
# Annexure VIII

## ORGANIZATIONAL/FINANCIAL PROFILE OF THE BIDDER

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Constitution</td>
</tr>
<tr>
<td>2</td>
<td>Date of Establishment</td>
</tr>
<tr>
<td>3</td>
<td>Address for Communication</td>
</tr>
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<td></td>
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</tr>
<tr>
<td>4</td>
<td>Classification</td>
</tr>
<tr>
<td>5</td>
<td>If Joint Venture, then specify names of Partners in the Service Support Co.</td>
</tr>
<tr>
<td>6</td>
<td>Others (please specify)</td>
</tr>
<tr>
<td>7</td>
<td>Name(s) of Proprietor(s) / Partner(s) / Directors</td>
</tr>
<tr>
<td>8</td>
<td>Number of Engineers/Staff familiar with the Product/Services offered.</td>
</tr>
<tr>
<td>9</td>
<td>Total Number of Employees</td>
</tr>
<tr>
<td>10</td>
<td>Number of locations where Service Support Centers are available.</td>
</tr>
</tbody>
</table>

### Business Figures for 3 years (copies of supporting documents to be enclosed)

<table>
<thead>
<tr>
<th>Year</th>
<th>Sales turnover (₹. Lakh)</th>
<th>Net Profit (₹. Lakh)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year Before Last</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
List of reputed major Corporate Customers to whom the similar services were provided: (Please furnish details in the following format. Important: Indicate the contract details of at least 3 years)

<table>
<thead>
<tr>
<th>Name and address of the Customer with phone number</th>
<th>Services Rendered</th>
<th>Year of Supply/Service</th>
<th>Brief details of items supplied/Services rendered</th>
<th>Approx. Value of order (Rs)</th>
<th>Whether the Customer is continuing under Warranty/AMC</th>
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</thead>
<tbody>
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</tbody>
</table>

IT returns for last 3 years (copies to be submitted)

<table>
<thead>
<tr>
<th>Financial Year</th>
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</thead>
<tbody>
<tr>
<td></td>
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<td></td>
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<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature, Stamp of Vendor/Bidder Name:
LIST OF PROFESSIONAL STAFF

List of professional staff with the contractor, giving their qualification, experience, including that in the present organisation*

<table>
<thead>
<tr>
<th>S No</th>
<th>Name</th>
<th>Age</th>
<th>Qualification</th>
<th>Experience</th>
<th>Nature of works handled</th>
<th>Name of the assignments handled</th>
<th>Date from which employed in current organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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<td>7</td>
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</tbody>
</table>

* Use separate/additional sheets as per the requirement

Signature of the applicant with full address and office seal

Note: Indicate other points (including clients’ certificates), if any, relating to your technical and managerial competency which you would like to bring to our notice.
ANNEXURE X

UNDERTAKING

This is to certify that M/s (Name of the agency with address) has paid the contract labour employed for services of NABARD for the month of (Month with Year) as per statutory requirement and rules and laws in force related to payment of EPF, ESI, Bonus and provided weekly off.

Signature:
Name:

Date
Annexure XI

Performance Bank Guarantee (Initial Security Deposit) format

To
The Chief General Manager,
National Bank for Agriculture & Rural Development,
Telangana Regional Office
1-1-61, RTC X Roads, Musheerabad
HYDERABAD – 500 020

In consideration of National Bank for Agriculture and Rural Development (NABARD) having Head Office at C-24, G-Block, Bandra-Kurla Complex, P.O. Box No.8121, Bandra (E), Mumbai – 400 051 (hereinafter referred to as “Purchaser”) having agreed to __________________________ (type of work) at __________________________ (Place – HO/RO/TE) (hereinafter referred to as “Services”) from __________________________ (hereinafter referred to as “Contractor”) on the terms and conditions contained in the RFQ (Ref. NO.________ Dated________) and their agreement (hereinafter referred to as the “Contract”) and subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the __________________________ (hereinafter referred to as “Proposed Services”) as per the terms and conditions as set forth in the said contract and also guaranteeing the Proposed Services as per the terms and conditions of the said contract; 1) We, --------------------------- (Bank) (hereinafter called “the Bank”), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time up to ___________ (validity date of BG) money or monies not exceeding a total sum of Rs ______/- (Rupees ___________ only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by the purchaser on failure of the contractor to provide proposed services as per the terms and conditions of the said contract.

2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether the contractor has failed to provide Proposed Services as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/ or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.
3) This Guarantee shall expire on _________ (validity date) without prejudice to
the purchaser’s claim or claims demanded from or otherwise notified to the Bank in
writing on or before the said date i.e ____________.

4) The Bank further undertakes not to revoke this Guarantee during its currency
except with the previous consent of the purchaser in writing and this Guarantee shall
continue to be enforceable till the aforesaid date of expiry or the last date of the
extended period of expiry of Guarantee agreed upon by all the parties to this
Guarantee, as the case may be, unless during the currency of this Guarantee all the
dues of the purchaser under or by virtue of the said contract have been duly paid and
its claims satisfied or discharged or the purchaser certifies that the terms and
conditions of the said contract have been fully carried out by the contractor and
accordingly discharges the Guarantee.

5) In order to give full effect to the Guarantee herein contained, the purchaser shall be
entitled to act as if we are purchaser’s principal debtors in respect of all the claims of
the purchaser against the contractor hereby Guaranteed by us as aforesaid and we
hereby expressly waive all our rights of surety-ship and other rights, if any, which are
in any way inconsistent with the above or any other provisions of this Guarantee.

6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty
without affecting, in any manner, the Bank’s obligations under this Guarantee to
extend the time of performance by the contractor from time to time or to postpone for
any time or from time to time any of the rights or powers exercisable by the purchaser
against the contractor and either to enforce or forbear to enforce any of the terms and
conditions of the said contract, and the Bank shall not be released from its liability for
the reasons of any such extensions being granted to the contractor or any forbearance,
act or omission on the part of the purchaser or any other indulgence shown by the
purchaser or by any other matter or thing whatsoever which under the law relating to
sureties would, but for this provision, have the effect of so relieving the Bank.

7) The Guarantee shall not be affected by any change in the constitution of the
contractor or the Bank nor shall it be affected by any change in the constitution of the
purchaser by any amalgamation or absorption or with the contractor, Bank or the
purchaser, but will ensure for and be available to and enforceable by the absorbing or
amalgamated company or concern.

8) This Guarantee and the powers and provisions herein contained are in addition to
and not by way of limitation or in substitution of any other guarantee or guarantees
heretofore issued by the Bank (whether singly or jointly with other banks) on behalf of
the contractor heretofore mentioned for the same contract referred to heretofore and
also for the same purpose for which this guarantee is issued, and now existing un-
cancelled and the Bank further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by the Bank on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax, e-mail or registered post to the local address of the Bank as mentioned in this guarantee.

10) Notwithstanding anything contained herein:
   
i) Our liability under this Bank Guarantee shall not exceed ₹. ___________/ (Rupees __________________ only)
   
   ii) This Bank Guarantee shall be valid up to __________ (validity date) ;
   
   iii) Unless actions to enforce the claims is filed on or before __________ (validity date) all rights under the said guarantee shall be forfeited and Bank shall be relieved and discharged from all liabilities thereunder. iv) The Bank is liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if the purchaser serves upon the Bank a written claim or demand on or before __________ (validity date)  

11) The Bank has power to issue this Guarantee under the statute/ constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this ______________ day of ______________ at __________ For and on behalf of ---- ---------------- Bank.
PART- II

PRICE BID / Bill of Quantities
PREAMBLE

1) Quoted rates should be workable and reasonable and should include incidental and all overheads and profits. It should also include the mandatory charges like bonus (as per the provisions of “The Payment of Bonus Act. 1965”) and gratuity (as per the provisions of “The Payment of gratuity Act, 1972”). Schedule of Quantity and Calculation Sheet Showing Break-up of The Rates Quoted as per ANNEXURE-IX should be filled carefully. The contractor should furnish Rate Analysis for scrutiny of the rates if required by NABARD.

2) Contractor shall pay the ESI & EPF contributions of all employees as per the prevailing Employees Insurance and Employees Provident Funds Acts under the contract, if ESI & EPF Act is applicable to the contractor as per law. The expenditure incurred by the contractor towards payment of employer's share of ESI & EPF contributions, if any, for this contract, shall be reimbursed by NABARD, as the case may be, on production of proof of payment (counterfoils) & other documents such as registration number, photo card etc. along with monthly bill. The rates in the Schedule of Quantity should be quoted EXCLUSIVE of ESI & PF benefits, but should be based on the minimum wages as notified by office of the Chief Labour Commissioner, Ahmedabad, Ministry of Labour & Employment, Government of India for Category A from time to time.

3) The rates quoted SHOULD NOT include Goods and Services Tax. Service tax, as applicable, shall be paid depending upon the rate decided by Government of India from time to time.

4) In case the rates quoted are found unreasonable and do not conform to the specifications or stipulations given in the tender document, the financial bids submitted would be rejected outright and the final decision in this regard will be that of NABARD.

5) Rates shall have to be quoted both in words and figures.

6) The bid not adhering to above mentioned directions is liable to be rejected.
Annual Maintenance Contract for Housekeeping Services at office premises of NABARD Regional Office, RTC X Roads, Hyderabad and Staff quarters at Ameerpet, Hyderabad for the period 01.04.2022 to 31.03.2025.

Rates to be quoted based on the scope of works and specification/description of items as well as terms and conditions contained in the Tender Document. The rates are to be quoted taking into consideration the details of scope of work given in the tender terms and conditions including special terms and conditions.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Description</th>
<th>Details</th>
<th>Staff Quarters Ameerpet(₹.)</th>
<th>Office Premises (₹.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Minimum wages (as per Central Govt. or Telangana State Govt. whichever is higher) inclusive of Special Allowance /VDA .(As per prevailing law)</td>
<td>1 Skilled and 10 unskilled at Staff quarters for 26 days and 9 unskilled at Office premises for 22 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>EPF (Employer portion) (13% of A)</td>
<td>13%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>ESI Contribution (3.25% of A)</td>
<td>3.25%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>Bonus (8.33% of A)</td>
<td>8.33%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E</td>
<td>Other charges/other statutory payments</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>Sub Total (A+B+C+D+E)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G</td>
<td>Service Charges (Mandatory)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>H</td>
<td>Total (F+G) excluding GST</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I</td>
<td>Grand Total (Staff quarters and Office premises) (Excluding GST)</td>
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<td></td>
<td></td>
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<tr>
<td>J</td>
<td>GST as Applicable</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>K</td>
<td>Amount in Words.</td>
<td>₹ ............          ₹ ........................................</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Note 1: - Rates shall be quoted as “Total Cost per Month”.

Note 2: - The agency is required to provide 9 workers at NABARD Regional Office premises (Ground + FOUR Floors) at RTC 'X' Roads, Musheerabad for 22 days a month and 10 workers and 1 supervisor (i.e, 11 workers) at NABARD Staff Quarters, Ameerpet for 26 days a month respectively.

Note 3: - No change shall be allowed in this table.

Note 4: - Minimum wages, ESI, EPF etc. above shall be paid as per Central Govt. Acts/Notifications including amendments/ modification.

VDA=Variable Dearness Allowance, ESI= Employee State Insurance, EPF= Employee Provident Fund

I/we declare that:
   a) The rates quoted are as per the conditions mentioned in this tender document.
   b) The Financial Bid is liable to be rejected if any of the above rates and percentage are found not to be in compliance with the respective statutory laws.

Accepted all terms & conditions of price bid

Place                                      Signature of Tenderer
Date                                       Name and Seal
Address