

# राष्ट्रीय कृषि और ग्रामीण विकास बैंक

## NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT



करम टोली रोड  
आदिवासी हॉस्टल के सामने  
रॉंची - 834 001  
इ-मेल - nabardjh@dataone.in  
दूरभाष : 0651 - 2361132/ 2361244  
फैक्स : 0651-2361108

Karam Toli Road  
Opposite Adivasi Hostel  
Ranchi - 834 001  
Email : nabardjh@dataone.in  
Phone : 0651 - 2361132 / 2361244  
Fax : 0651-2361108

NB JH/GAD/ / GAD-DSS-04/ 2009-10

10 December 2009

Dear Sir

### **Invitation of Tender for services regarding Security and Maintenance (cleaning / House keeping) at NABARD Jharkhand Regional Office, Ranchi**

Sealed tenders are invited for the captioned work at our office premises . Tenderers having similar experience in undertaking either only Security Services or Maintenance Services or both Security and Maintenance Services may submit their bids in the prescribed formats in two parts i.e. **Part-I ( Technical bid comprising of brief profile of the firm/agency its clientele list etc.)** and **Part-II ( the financial bid )** in two separate covers addressed to Shri M V Ashok, Chief General Manager, NABARD Jharkhand Regional Office, Opp. Adivasi College Hostel, Karamtoli Road, Ranchi-834001. The Sealed covers may be dropped in the Tender Box kept in the 5<sup>th</sup> floor of the office premises latest by 21 December 2009 during office hours (10 am to 5 pm) .

2. Tenders received after due date and time shall not be accepted. However, if adequate number of bids are not received, the bank at its sole discretion may extend the due date once or more than once or it may accept the bid and award the work in part or full or it may also at its sole discretion cancel the process. According to our estimate total 7 guards are required per day taking into account the shift duties of 8 hrs. each. We need 2 guards in each shift and one additional guard during office hours. Like-wise the number of maintenance staff has to be assessed considering that the office is spread over four floors and with around 15,000 sq.ft. Area.

3. The **Part-I** of the tender which is to be submitted along with Annexure I to III of the tender form duly signed on each page under seal should accompany with EMD of Rs.5,000/- by way of Demand Draft favouring NABARD drawn on any scheduled Bank at Ranchi. Part-I of the Tender shall be opened preferably at 11.00 am on 22 December 2009.

4. The **Part-II** of such bidders whose Part-I bid is considered satisfactory shall only be opened. Whether to consider credentials as satisfactory or not shall be at sole discretion of the bank . The decision about awarding the Contract will be taken solely based on the financial bids opened after excluding the Part-II bids of such tenderers whose Part-I are found unsatisfactory. Part II shall contain only Annexure IV duly filled in and signed.

5. The tenders may be opened in the presence of the tenderers or their authorized representatives who choose to be present at 11 am on 22 December 2009. NABARD reserves the right to accept or reject any tender either whole or in part , without assigning any reasons for doing so and it is not binding on the part of the NABARD to accept the lowest or any tender . Notwithstanding whatever has been indicated above, NABARD also reserves the right either to award the contract of Security Services and Maintenance Services independently as two different contracts or award both the services to a single bidder as it may deem fit.

6. The tender notice along with its enclosures is also displayed in our website '[which can also be downloaded.](#)

7. Please note that

- (a) Incomplete forms or forms not accompanied with the EMD shall not be considered.
- (b) The Bids which are not accompanied with documents as specified from Annexure I to IV as mentioned above as well as the various documents including earnest money, Income-Tax Return Assessment, Copies of registration with appropriate authorities of EPF, ESI, PAN No. etc., are liable for rejection forthwith and no further correspondence in the matter shall be entertained.
- (c) In case of any details/clarifications relating to terms and conditions of the tender, the same may be obtained from NABARD officials on any working day from Monday to Friday between 10 am to 5 pm either in person or on telephone no. 2361102.

Yours faithfully

**( P K Tripathy )**  
**Asst. General Manager**

Enclo.-

- (I) Annexure-I (Profile of the Tenderer)
- (II) Annexure-II ( Scope of work )
- (III) Annexure-III ( General Terms and conditions)
- (IV) Annexure-IV ( Price Bid)

**INFORMATION ABOUT TENDERER**

**Security Services**

1. Name of Tenderer
2. Address with telephone/fax Nos.
  - a) Head office
  - b) Branch Office
3. Telegraphic Address / E-Mail Address
4.
  - (a) Is the firm registered under the Indian Partnership Act 1932? If so, give the name & address of the partners alongwith the Registration No.
  - (b) Is your concern a proprietary concern? If so, give Name and Address of the proprietor.
  - (c) Is your concern incorporated under the Companies Act Or any other law in India? If yes, please give copy of relevant documents like Memorandum & Articles of Association, Bye Laws etc.
5. Have your firm changed its name at any time? If so, when and the reasons thereof.
6. Date of commencement of Business
7.
  - (a) Service tax Nos.
  - (b) Details with registration with statutory authorities for:
    - (i) PF
    - (ii) PAN No.
    - (iii) ESI

Please furnish certified copies of Registration and latest returns as filed with above authorities failing which Quotation is liable for rejection.
8. Income Tax Assessment Certificate for the last three years.
9. Name & address of Principal Bankers. Also submit solvency certificates.
10. Details of Places where Security Services are being provided to Govt./ Public sector undertaking / Public Limited co., in the past three years?

Sr.	Security Services	Organisation	Nature	Value	Area	Manpower	Contact Person
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No	carried out during the last 3 years	with location	of Job	(per annum Rs.)	covered (services)	deployed (no.)	at such orgn with Tel. No. and his designation

11. Details of infrastructure:- Please furnish complete details of various types of machinery/ equipment / qualified manpower etc., available for proposed service.

12. Turnover Receipts (last 3 years)

2006-2007	2007-2008	2008-2009

13. Whether any other services other than Security Services like House-keeping etc. is provided by the Company. If so, the details of the same.

14. We are enclosing herewith EMD (Interest free) of Rs. .... through D.D./

Pay Order No ..... Dated.....payable to NABARD at Ranchi.

15. Any other relevant information to substantiate your case :-

Signature

Name and Designation of authorised person signing the tender on behalf of the tenderer(s) with Rubber Stamp.

Full Name and address of the tenderer(s).

**INFORMATION ABOUT TENDERER**

**Maintenance Services**

1. Details of experience of execution of similar work with value of the work per annum.
2. Turnover of the firm / per annum.
3. Banker's detail / Solvency / Income tax etc.
4. Balance Sheet for the last three years.
5. Work Experience Certificates.
6. Organization details in respect of technical / non technical Staff workers.
7. Registration with statutory bodies / Licenses to execute such works from state authority.
8. Tools & Machinery.
9. Details of the Maintenance / House keeping services provided presently at other organisation.

Name of the organisation	Service how long the said contract is in operation	No. of persons engaged	Value of contract

1. Any other type of services provided by the Company.

Signature

Name and Designation of authorised person signing the tender on behalf of the tenderer(s) with Rubber Stamp.

Full Name and address of the tenderer(s).

## **SCOPE OF WORK**

### **Security Services**

The scope of services to be rendered under this contract includes:-

- a) To ensure security of the assets of NABARD against theft, pilferage etc. .and to implement anti-theft measures at the premises of NABARD.
- b) To prevent unauthorized persons gaining entry in the premises of NABARD.
- c) To maintain visitors and staff movement records as may be directed by NABARD from time to time.
- d) To ensure that no hawkers, vendors or unauthorised persons are allowed into the premises without the exclusive permission of the competent authority.
- e) To prevent entry of animals in the premises.
- f) To maintain law & order and discipline and to check all disturbances or nuisances in the premises.
- g) To bring to the notice of authorised NABARD representative any suspicious activity noticed during or after office hours in and around the premises of NABARD.
- h) To lodge complaints with police authorities regarding any unwarranted occurrence in and around the premises in consultation with the Competent Authority of NABARD.
- i) To conduct any internal investigation required by NABARD in the interest of the Security of the NABARD.
- j) To attend to fire-fighting in case of emergencies.
- k) To switch off electrical points, PCs, etc. after office hours in all floors/cabins of the building. To lock all the doors of the buildings after office hours and open the premises at 7 am for facilitating cleaning work.
- l) In case any person is stranded in the lift it shall be the responsibility of the guards on duty to arrange to open the lift and free the person.
- m) Guards to be deployed shall be
  - i. with education qualification of HSC and conversant with Hindi (written and oral)
  - ii. below 50 years of age,
  - iii. smart, polite and well dressed in uniform
- n) No items / goods shall be allowed to go outside without the Gate Pass to be issued by the authorised officer.

- o) Guards shall have to monitor and control the movement of vehicles of staff and visitors.
- p) Such other works to be carried out as entrusted to the agency from time to time.
- q) The contractor shall provide necessary uniform, baton stick, torches, shoes, raincoats, umbrella, drinking water bottle/cans and other related items etc. to its supervisors/security guards for effective discharge of services in the campus. A first aid box shall also be kept by the contractor at a convenient place at its own cost.
- r) It shall be obligatory for the Contractor to remove/ change/ rotate the security guards, as may be required and suggested by the authorised official of NABARD to ensure utmost discipline, sincerity, regularity and attentiveness etc.

## **SCOPE OF WORK**

### **Maintenance & House keeping services**

The general cleanliness, maintenance of NABARD office premises shall be carried out in the 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> floor, common areas like the staircases, terraces, roads, pathways, parking slot in the basement and in the front and back portion of the building including all cabins, open hall, conference hall, Lounge, all toilets, Dispensary, Record room & other rooms, corridors, etc.

Maintenance work includes to keep the area / rooms etc. in hygienic and clean condition by washing / mopping / sweeping / dusting removing web etc.

### **Schedule of work**

i.	Cleaning, sweeping and washing of floors of the area of office building including cabins, Conference hall.	Once Daily. Work should be completed before 9 a.m on all working days.
ii.	Cleaning, sweeping and washing of all bathrooms, toilets and wash basins of the office premises.	Twice a day. Very first cleaning of the day should be completed before 9 a.m on all working days.
iii.	Dusting of furniture & fixtures provided in the office building.	Daily in the morning.
iv.	Maintenance of conference room, arrange to switch on LCD Projector, TV, PA System at the time of meeting and switching off the same after completion of the meeting.	On regular basis.
v.	Change of curtains in the Conference Hall.	As and when required.
vi.	Removal of waste papers etc. from all the floors and rooms of the office building.	Daily.
vii.	Supply of drinking water at the executive meetings/conference.	As and when required.
viii.	Switch on and off lights, AC and other electrical appliances depending upon the requirement of	On regular basis.

	the office.	
ix.	Cleaning of all window panes /doors etc. in the office building.	Daily.
x.	Swabbing of floors with water.	Once a week.
xi.	Cleaning of canteen, lounge and washing points.	Daily.
xii.	Collection of all garbage from office building and disposal of all rubbish / waste material at a distant place away from the premises as identified by Municipal authorities.	Daily.
xiii.	To supply drinking water on the tables of senior officers.	Twice daily and visitors as and when required.
xiv.	Duties of the workers of the contractor should be staggered in such a manner that at least one worker is available during the entire office timings in order to carry out maintenance work as may be required.	Daily.
xv.	Shifting of tables, chairs, cupboards and all other Dead stock items from one location/ floor to another as directed by the Office.	As and when required.

### **Carpentry maintenance works**

Providing the services of skilled and experienced carpenters and masons with necessary tools and helpers to attend the maintenance repairs / replacement of items pertaining to carpentry and masonry work under the supervision of ACT of NABARD on payment basis as per the actual payment made to the carpenter and mason subject to submission of necessary bills / cash memos.

- a. Repairs of doors, windows, door closers, etc.
- b. Easing of doors, windows by adjustment of hinges, hydraulic door closures, and oiling whenever necessary for noiseless and smooth functioning.
- c. All wood works done in building its repairs/replacement.
- d. Any other item of repairs where a carpenter's services are specifically called for.

### **Minor Plumbing work**

In case directed by office, the services of a plumber may be made available to carry out minor plumbing works under the supervision of the ACT of NABARD. The charges of the plumber will be reimbursed to the maintenance contractor subject to the prior approval of the charges payable by the office.

## **GENERAL TERMS AND CONDITIONS OF CONTRACT**

### **Security Services**

- i. The term price shall include all sums for rendering security services inclusive of security guards, supervisor, if any.
- ii. If delay and / or deficiency in service occurs, NABARD may, at its option and without prejudice to any other rights terminate in whole or part the contract / order and, at its discretion, outsource the services of Security Services at NABARD Premises at Ranchi, from the next day of termination at risk and costs of the firm to whom the services originally entrusted and realise the difference in amount between the amounts spent and the amount to be paid as per the contract.
- iii. In addition to any other rights or remedy of the NABARD and any other event entitling the NABARD to terminate the contract, the NABARD may at its option terminate in whole or part the Contract so far as remains unfulfilled by written notice if **a)** the firm refuses to render all or any of the Security Services at NABARD Premises which the firm is required to render under the Contract, or refuse to render the same within the time or in the manner or otherwise according to the Contract; **b)** the firm becomes incapable of or unable to perform the Contract; **c)** death of proprietor of firm (if, an individual), or dissolution of Vendor (if a firm) or commencement of liquidation or winding up (whether voluntary or compulsory) of the firm (if a company) or appointment of a Receiver or Manager of the firm assets, or insolvency of the firm (if a sole proprietorship or of any partner of the firm (if a firm);
- iv. Upon termination of the contract in whole or in part, the firm shall be entitled only to receive payment in accordance with the Contract for the Security Services at NABARD premises rendered under the contract till the date of termination of contract, and shall not be entitled to any other payment or compensation.
- v. The persons engaged by the Vendor shall be the employees of the firm and in no circumstances shall be entitled to claim relationship of employers / employee with NABARD.
- vi. In case of NABARD being made party to any litigation by the employee of the firm for any reason whatsoever, the vendor shall bear / indemnify any cost to be incurred by NABARD.

- vii. In case of any dispute or difference arising out of or in connection with the tender conditions /contract, the authorised officials of the NABARD and Vendor will address the dispute/difference for a mutual resolution and failing which, the matter shall be referred for arbitration to a sole Arbitrator to be appointed by NABARD. The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Ranchi. The award of the Arbitrator shall be final and binding on both the parties. The Courts at Ranchi will have jurisdiction to decide the disputes, if any.
- viii. The firm shall at all times indemnify NABARD and shall keep it indemnified against all claims including payment to statutory authorities in terms of the various statutory enactment for which the firm shall be wholly and severally liable.
- ix. Security Agency to whom the contract is assigned shall forward its monthly bill to NABARD in respect of the services tendered during the preceding month. The bill in order shall be paid within 10 days.
- x. The period of contract shall be from 01 January 2010 to 31 March 2011.
- xi. The contractor shall also comply with provisions of various statutory requirements in respect of its personnel such as Provident Fund, Payment of minimum wages, Insurance Coverage against accident ,leave, Gratuity, Payment of bonus etc. as are applicable to them. 'NABARD ' shall have no obligations whatsoever and the 'Contractor' shall alone be responsible for the same.
- xii. The contractor shall submit an undertaking along with the bill of every month in respect of the previous month for having complied with all the all statutory obligations. However, first such undertaking may be submitted from February 2010.
- xiii. The contractor alone shall have the right to take disciplinary action against any person(s) engaged/ employed by it. NABARD shall under no circumstances be deemed or treated as the employer in respect of any person(s) engaged/employed by the contractor for any purpose, whatsoever, nor would NABARD be liable for any claim of any such person(s).
- xiv. The contractor shall indemnify and keep indemnified NABARD against any claim on account of any accident causing disability/death of any personnel while providing the services within the premises of NABARD , which may be under workmen's compensation act, 1923 or any other Acts or Notifications there of or otherwise in respect of any claim for damages or compensation payable in consequence of any accident or injury sustained, to be made good by the contractor.

xv. No overtime allowance or any compensation of any kind shall be payable by NABARD to any person including supervisor employed by the contractor.

xvi. Guards shall not be allowed to stay overnight in the said premises after their duty hours and they will not be entitled for kitchen facility in the said premises.

Signature(s) of the Tenderer(s)

Name and Designation of authorised Person signing the Tender  
on behalf of the Tenderer(s)

Full Name and Address of the Tenderer(s)

## **GENERAL TERMS & CONDITIONS**

### **Maintenance Services**

- 1) The compensation shall be payable to the party by NABARD within 10 days from the date of receipt of the bill for the month for which services have been rendered to the satisfaction of NABARD.
- 2) The contractor shall provide adequate manpower and supervisory staff both skilled and unskilled so as to provide quality work timely to the satisfaction of NABARD.
- 3) The contractor shall arrange necessary tools and machinery to carry out the works, however, NABARD will provide all consumables and house keeping materials except mentioned elsewhere.
- 4) All the workmen on duty shall be of good physique, health, well uniformed with Identity Card, free from any bad habits (teetotaler) and have good etiquette to deal with officers/guests.
- 5) The contractor shall arrange the petty items such as screws, nails, glues, adhesives, glazing clips, lubricant for oiling and greasing etc. for maintenance work at his cost.
- 6) In case of carpentry, plumbing work as mentioned in the scope of works, the contractor shall engage skilled labour on demand and the materials/articles required, may be purchased by the maintenance contractor in consultation and with prior approval of the officials of GAD, NABARD and seek reimbursement of the labour and material costs on submission of bill/cash memo etc.
- 7) The complaint register kept with ACT may be checked daily by the maintenance Supervisor and accordingly suitable action to be initiated.
- 8) The party shall comply with the municipal and other laws, obtain licence, permission as required under the contract labour laws and cover all the employees under his charge with all statutory requirements like minimum wages, PF, ESIC etc. The party shall indemnify and keep NABARD indemnified against any lapse on the party's part in complying with these conditions or any other statutory requirements in connection with the maintenance/housekeeping work.
- 9) This agreement shall stand automatically terminated in the event of insolvency, death or mental disorder of the party.
- 10) If the Chief General Manager of NABARD so considers that the situation so warrants to terminate this contract he shall do so without giving any prior notice

and also without assigning any reason and the party shall not be entitled to any compensation in the event of such termination. **However, in normal course the contract can be terminated by the party by giving three month's prior notice and by NABARD by giving one month's prior notice.**

- 11) If any dispute arises on any matter concerning this contract, then the decision of the Chief General Manager/ Officer-in-Charge of NABARD shall be final and binding.
- 12) The party shall execute the whole of the works included in the Contract and the party shall not directly or indirectly transfer, assign or sublet the Contract or any part thereof or interest therein without the written consent of the Institute.
- 13) That the maintenance contractor shall maintain and update any or all registers/documents relating the maintenance work, as asked to do from time to time by NABARD.
- 14) Contractor shall have to provide Uniform and Identity card to workers. Persons of doubtful integrity should not be deployed by the contractor.
- 15) Contractor shall observe all safety norms as per Central/State government regulations/Indian Electricity rules etc. and arrange to provide aprons, welding glasses, helmets, cotton gloves, strings and ropes, safety belts, first-aid arrangements etc. as required to carry out different types of works.

Signature

Name and Designation of authorised person signing the tender on behalf of the tenderer(s) with Rubber Stamp.

Full Name and address of the tenderer(s).

**PRICE BID**

**Security Services**

**Quotation for security arrangement for Office and Residential buildings of the bank**

The minimum wages as prescribed by the government of Jharkhand as applicable to shops & establishments / security services as applicable under the contract and bank will concurrently revise the minimum wages payable to the security agency on furnishing of documentary evidence to this effect. For the purpose of quotation, the presently prevailing and applicable rates may be indicated by the security agency in the following schedule:

i.	Number of guards	7	NA
ii.	Minimum wages as applicable at present (per guard per month)	-	Rs.
iii.	Sub total amount (ii x 7)	-	Rs.
iv.	Rate of service charges (indicate in percentage term over ii)	%	Rs.
v.	Rate of service tax %	%	Rs.
vi.	ESI	%	Rs.
vii.	PF	%	Rs.
viii.	Total amount (iii + iv + v + vi + vii)		Rs.
Amount in words:			

Date :

Place :

Signature(s) of the Tenderer(s)

Name and Designation of authorised Person signing the Tender  
on behalf of the Tenderer(s)

Firm Name :

Seal/rubber stamp :

**PRICE BID**

**Maintenance Services**

**QUOTE**

<b>Sl. No.</b>	<b>Description</b>	<b>Rate Rs. (in words &amp; figures) per month</b>
1	House keeping / cleaning work as described in the scope of work and schedule of this tender	

The rates shall be quoted in words and figures both.

1. The rates quoted above shall be inclusive of all taxes, duties, including service tax, if any, applicable.
2. The rates shall remain firm through the period of contract. No request for any type of escalation shall be entertained during the currency of the contract.

Date:

Place:

Signature

Name of authorised official :

Name of Firm :

Seal / Rubber stamp

**Ongoing/Executed Works in last 05 to 07 years**

Sl.No	Name of work	Amount of work	Details of organization	Period		Performance/Records
				From	To	

Date

Signature of tenderer

Place