

**Tender for Empanelment of contractors and Annual
Maintenance Contract for various services
in Office building and Officers' Quarters of
NABARD's Jharkhand Regional Office,
Ranchi from 01 April 2025 to 31 March 2027**



**Jharkhand Regional Office
Near PHED Water Tank, Bariatu-Booty Road,
Ranchi, Jharkhand – 834009**

Date of issue of tender document	20 February 2025
Pre Bid Meeting with bidders	03 March 2025 at 03:00 PM
Due date for submission of tender	12 March 2025 by 02:00 PM
Date and time of opening technical bids	12 March 2025 at 03:00 PM
Issue and Opening of Price Bid	Will be communicated to qualified bidders in due course.

NOTICE INVITING TENDER

Ref.No. NB.JH.DPSP/148461/ AMC/ 2024-25
20 February 2025

Madam/ Dear Sir

Notice Inviting Tender (NIT) – Tender for Empanelment of contractors and Annual Maintenance Contract for various services in Office building and Officers' Quarters of NABARD's Jharkhand Regional Office, Ranchi from 01 April 2025 to 31 March 2027

1. NABARD, Jharkhand Regional office, Ranchi invites tenders in GeM from prospective bidders for empanelment of contractors and Annual Maintenance Contract (AMC) in its office building and officers' quarters for the following works:
 - i. Civil, Plumbing, Carpentry and Electrical works
 - ii. Housekeeping work
 - iii. Pest control treatment work
 - iv. Maintenance of NABARD's VoF (Visiting Officers' Flat) only at Khelgaon
2. This NIT and tender documents can be downloaded from our website at <https://www.nabard.org/English/Tenders.aspx> and GeM site. There will be no charges for downloading the tender documents from the web site.
3. The Contract period will be from **1st April 2025 to 31st March 2027 with a provision of review of performance on completion of each year.** The renewal of contract shall be on sole discretion of NABARD subject to satisfactory performance and at mutually agreed terms and conditions.
4. We invite you to submit tender for the captioned works. The offer shall be in two parts, viz., Technical Bid and Price Bid(s).
5. You are requested to submit your offer through Government - e - Marketplace (**GeM**) in **Two Bid System** for the aforesaid contract as per the detailed specifications and other requirements as mentioned in this tender document. **You are also required to fill up the tender document properly, fill up the price bid, submit all required documents and upload in GeM in addition to submitting your offer in GeM.** The tender document will be available for download at <https://www.nabard.org> and in GeM Portal. The firms are required to submit duly filled in tender document in physical form and drop in the tender box kept at 7th floor in NABARD Regional Office, Ranchi.
6. Following services are to be provided under AMC as per the scope of work and terms and conditions mentioned in respective tender documents:
 - a. Annual Maintenance works viz. **attend to day to day breakdowns promptly, carry out periodic and preventive maintenance works, supply spare parts/ materials for all works at the rates approved by NABARD, repair / replace defective parts and ensure that all the services work smoothly.**
7. The vendors those qualify the technical bid will be empanelled in respective categories for a period of two years from 01 April 2025 to 31 March 2027. Separate quotations/bids will be called from these empanelled vendors for future works of NABARD which are not covered under this maintenance contract as and when necessary and they have to execute the work as per the agreed terms and conditions of the tender.

8. **AMC Contract shall be executed for each site separately. Bidders may quote for any or all of the above services individually in the Price bid.**
9. Tenderers are advised to submit tenders in GeM only, after carefully following the instructions in given GeM , tender document of NABARD, terms and conditions and scope of work of the tender etc.
10. All the emails to be CC marked to email- dpsp.ranchi@nabard.org
11. Any clarification in regard to the tender may be contacted at 8850643225 (Shri S Prusty, DGM), 7250247821 (Smt. Juhi Pavasini, AGM) and 9029447896 (Shri P H Thakare, AM).
12. The tenderer/bidder shall submit two separate bids for each work i.e. Technical Bid and Financial/Price Bid which should be complete in all respect.
13. 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. Tenderers must submit the duly executed Integrity Pact (IP) in the prescribed format (Schedule H) in a Rs. 200/- non-judicial stamp paper in Part-I of the bid separately for respective bids.
14. Tenders must be submitted in GeM not later than 02.00 pm on 12 March 2025. Tenders received after stipulated date and time shall not be entertained. The Technical Bids will be opened online at 3 PM on 12 March 2025 at NABARD Jharkhand Regional Office in presence of the interested bidders who choose to be present or in any eventuality, on the date and time as decided by NABARD. All the bidders are advised in their own interest to be present on the specified date. No separate intimation will be given in this regard. Please note, not more than two representatives from each bidder shall be entertained. The representative has to furnish an authorization letter from the respective bidder on their letter head for participating in the technical bid opening.
15. The Financial Bid shall be opened after detailed evaluation of the technical bid. The date of opening of Financial Bid will be intimated separately to the technically qualified bidders only. The Bids should not contain any conditions whatsoever and any such conditional bids received shall be rejected.
16. 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. The decision of the Bank in this regard shall be final.
17. The bids shall remain valid for acceptance for 3 months from the date of opening of price/ financial bid. If the tenderer withdraws his tender before the expiry of the said period, then the bank without prejudice to any other right or remedy will be at liberty to forfeit the earnest money.
18. All documents that comprise the offer should be signed and sealed by the bidder, as a token of acceptance to the terms and conditions specified in the tender.
19. Bidder shall deposit Earnest Money Deposit (EMD) as under:

Sr. No.	Services	EMD Amount (Rs.)
1	Electrical maintenance work of office building of NABARD, Ranchi	7500/-
2	Civil, Plumbing & Sanitary, Electrical and Carpentry maintenance works of Officers' Quarters of NABARD, Ranchi	28,500/-
3	Pest control treatment of Office building	1200/-
4	Pest control treatment of Officers' quarters	1650/-
5	House keeping service in office building	24,000/-
6	House keeping service n officers' quarters	30,500/-

7	VoF Maintenance	21,500/-
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EMD is exempted for MSEs certificate holder for manpower category as defined in MSE Procurement Policy issued by GoI or bidders who are registered with Central Procurement Organizations. The technical bid without EMD shall be summarily rejected. Bidder has to submit separate EMDs, as per above table, individually for all the services, for which it is applying. EMD will be paid vide NEFT/RTGS to following account:

NAME OF THE ACCOUNT	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
BANK NAME	NABARD
BRANCH NAME	HEAD OFFICE, MUMBAI
IFS CODE	NBRD0000002
VIRTUAL ACCOUNT NUMBER (VAN)	NABADMN38

20. No interest shall be paid on the EMD so deposited. EMD of the successful bidder shall be adjusted with security deposit, whereas EMD of the unsuccessful bidders will be refunded upon the issuance of work order. The quantum of security deposit shall be 5% of the approved annual contract amount. The successful tenderer has to submit the balance amount of security deposit within 10 days of acceptance of work order. Security Deposit will be refunded after the expiry of the contract period. SD will not bear any interest.
21. **PRE-CONTRACT INTEGRITY PACT:** Pre-contract Integrity Pact as per the given format may be filled and submitted along with the Technical Bid, failing which the tender will not be considered. The pre contract integrity pact soft copy is to be uploaded on the web site & hard copy is to be submitted to NABARD Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi- 834009, to be submitted on Rs. 200/- Stamp Paper only on first page and remaining document on normal A4 size pages duly signed by the bidder. Details of the Independent External Monitor are as follows.
Name: Shri Dr. Rabindra Kumar, IFoS (Retd)
37, Bhagirathipuram, GMS Road
Dehradun-248001, Mob- 9411714138
22. **Technical bid shall contain:**
- "Technical bid" of tender with every page signed and stamped by bidder.
 - Proof of EMD payment.
 - Power of attorney authorizing the person to sign the tender.
 - Checklist duly signed.
 - Integrity Pact by tenderers quoting services applied for.
23. **Price Bid shall contain:**
- Price Bid.
 - Calculation sheet (separate for each service) as prescribed in the tender.
 - shall not contain any condition whatsoever and any conditional bid shall be summarily rejected.
 - will be opened on a designated date as decided by NABARD which will be communicated separately who qualify the technical bids.
24. If the last date of receipt or opening of the tenders happens to be a holiday for NABARD, then the receipt and opening of the tenders shall be shifted to next working day without change of time and venue.

25. A pre-bid meeting will be held at **NABARD, JHARKHAND REGIONAL OFFICE, Ranchi** at 3.00 pm on **03 March 2025** with the prospective bidders, to clarify any issues pertaining to the tender. The bidders are expected to thoroughly read the tender document and present the details of issues / clarification required in the pre-bid meeting, so as to understand all aspects of the work.
26. The tenderer should quote the rates in figures as well as in the words. In case, discrepancy is found in the rates in words and figures, then the rates quoted in words shall be taken as correct.
27. The tender document must be filled in English. If any of the documents are missing or un- signed in price bid, the tender shall be considered invalid. In case of technical bid, the details of incomplete or missing documents will be intimated to the tenderer and the tenderer has to submit all those documents within 4 days after communicating the same, in case the tenderer fails to submit the required documents within 04 days the tender will be rejected.
28. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the tenderer who resort to canvassing will be liable to rejection.
29. Before quoting, the tenderer shall inspect the site, to fully acquaint himself about the condition in regard to accessibility of the site, working condition of site, locality including installations of tools and plants (T&P) and local authority regulations / restrictions if any, conditions affecting accommodations and movement of personnel etc. required for the satisfactory execution of the work contract. No claim whatsoever on such account shall be entertained by the NABARD in any circumstances.
30. Any discrepancies, omissions, ambiguities in the tender documents, if any, or any doubt as to their meaning should be reported in writing to CHIEF GENERAL MANAGER, NABARD, JHARKHAND REGIONAL OFFICE, Near PHED Water Tank, Bariatu-Booty Road, Ranchi, Jharkhand - 834009 who will review the queries and if information sought is not clearly indicated or specified, NABARD will issue clarifications to all the tenderers which will become part of the Tender Document. NABARD will not be responsible if the discrepancies, omissions, ambiguities in the tender documents or any doubts as to their meaning are not brought to the notice of NABARD before three working days prior to the last date of submission of the tender.
31. NABARD also reserves the right to divide and distribute the work to more than one tenderer at its sole discretion.
32. The successful bidder(s) shall execute an agreement at its own cost on non-judicial stamp paper of Rs.100/- with NABARD in accordance with the standard format provided by NABARD within 14 days from date of issue of work order, failing which bidder's EMD may be forfeited.
33. AMC Payment will be settled based on the minimum wages (Basic wages + variable DA), fixed by state Govt / central Govt. whichever is higher and its amendments from time to time. Payment will be released only after submission of proof of release of minimum wages, EPF and ESI to the workmen deployed by the contractor. The contractor will release wages to the contract labour in time without waiting for the same being settled by NABARD. Bonus will be paid on reimbursement basis at Govt. approved rate (prevailing rate @ 8.33% of the minimum wages) as per the prevailing statutory rules. Payment for the materials, supplied by the contractor shall be paid separately at the rates approved by NABARD on submission of bills /workslips.

Sd/-

(S Prusty)
Dy. Gen. Manager

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SN	Chapter Name
A.	GeM Bid Document for AMC for Civil, Plumbing, Carpentry and Electrical Maintenance works
B.	Tender for AMC for Civil, Plumbing, Carpentry and Electrical Maintenance works
C.	GeM Bid Document for AMC for Pest Control services
D.	Tender for AMC for Pest Control services
E.	GeM Bid Document for Housekeeping work
F.	Tender for AMC for Housekeeping work
G.	GeM Bid Document for Caretaking Services at Visiting Officers Flats (VOF)
H.	Tender for AMC for Caretaking Services at Visiting Officers Flats (VOF)



Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	12-03-2025 14:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	12-03-2025 14:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Finance
Department Name/विभाग का नाम	Department Of Financial Services
Organisation Name/संगठन का नाम	National Bank For Agriculture And Ruraldevelopment
Office Name/कार्यालय का नाम	Jharkhand
क्रेता ईमेल/Buyer Email	buycon150.nbar.jh@gembuyer.in
Item Category/मद केटेगरी	Manpower Outsourcing Services - Minimum wage - Skilled; ITI; Others
Contract Period/अनुबंध अवधि	2 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	18 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No

Bid Details/बिड विवरण	
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	10 Days
Estimated Bid Value/अनुमानित बिड मूल्य	1775000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज़ ब्रेकअप आवश्यक है	Yes
Arbitration Clause	Yes (Arbitration clause document) as per DoE OM No.F.1/2/2024-PPD dated 03.06.2024 Arbitration should not be routinely included in contracts
Mediation Clause	Yes (Mediation clause document) as per DoE OM No.F.1/2/2024-PPD dated 03.06.2024 mediation clause should not be routinely included in contracts and pre-litigation mediation can be taken up without any such clause also

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	AXIS BANK LTD
EMD Amount/ईएमडी राशि	36000

ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के

दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

Assistant Manager
Jharkhand, Department of Premises, Security and Procurement, National Bank for Agriculture and Rural Development, Ministry of Finance
(Sunny Tudu)

MII Compliance/एमआईआई अनुपालन

MI Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
3. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
4. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or

2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

The Bidder should have executed at least X No. projects with contract value not less than (Rs) yy for each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:should have executed at least 01 projects with contract value not less than Rs.14.20Lakh for each contract of providing manpower services to Central/ State Govt Dept/PSU,etc in last 03 FYs

The Bidder should have executed at least X No. projects with supply of xx..no. of manpower in each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:should have executed at least 02 projects with contract value not less than Rs.10.65Lakh for each contract of providing manpower services to Central/ State Govt Dept/PSU,etc in last 03 FYs

Geographic Presence: Office registration certificate:As per ATC.

Scope of work & Job description:[1740122232.pdf](#)

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per applicable Minimum Wages Act:[1740122282.pdf](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
03-03-2025 15:00:00	Conference Hall, 7th Floor, NABARD Jharkhand Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi, Jharkhand – 834009

Manpower Outsourcing Services - Minimum Wage - Skilled; ITI; Others (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Educational Qualification	ITI
Type of Function	Others
List of Profiles	Electrician
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	

Specification	Values
Additional Details/अतिरिक्त विवरण	
Designation	Maintenance Staff

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Sunny Tudu	834009,NABARD, Jharkhand Regional Office, Near Water Tank, Booty Bariatu Road, Ranchi, 834009	2	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 868 • Bonus (INR per day) : 72.3044 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 28.21 • Provident Fund (INR per day) : 65 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 24

Manpower Outsourcing Services - Minimum Wage - Skilled; ITI; Others (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Educational Qualification	ITI
Type of Function	Others

Specification	Values
List of Profiles	Plumber
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Designation	Maintenance Staff

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Sunny Tudu	834009,NABARD, Jharkhand Regional Office, Near Water Tank, Booty Bariatu Road, Ranchi, 834009	1	<ul style="list-style-type: none"> Minimum daily wage (INR) exclusive of GST : 868 Bonus (INR per day) : 72.3044 EDLI (INR per day) : 0 EPF Admin Charge (INR per day) : 0 Optional Allowances 1 (INR per day) : 0 Optional Allowances 2 (INR per day) : 0 Optional Allowances 3 (INR per day) : 0 Estimated Number of Overtime Hours per Resource per Month : 0 Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 ESI (INR per day) : 28.21 Provident Fund (INR per day) : 65 Number of working days in a month : 26 Tenure/ Duration of Employment (in months) : 24

Manpower Outsourcing Services - Minimum Wage - Skilled; ITI; Others (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Educational Qualification	ITI
Type of Function	Others
List of Profiles	Carpenter

Specification	Values
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Designation	Maintenance Staff

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Sunny Tudu	834009,NABARD, Jharkhand Regional Office, Near Water Tank, Booty Bariatu Road, Ranchi, 834009	1	<ul style="list-style-type: none"> Minimum daily wage (INR) exclusive of GST : 868 Bonus (INR per day) : 72.3044 EDLI (INR per day) : 0 EPF Admin Charge (INR per day) : 0 Optional Allowances 1 (INR per day) : 0 Optional Allowances 2 (INR per day) : 0 Optional Allowances 3 (INR per day) : 0 Estimated Number of Overtime Hours per Resource per Month : 0 Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 ESI (INR per day) : 28.21 Provident Fund (INR per day) : 65 Number of working days in a month : 26 Tenure/ Duration of Employment (in months) : 24

Manpower Outsourcing Services - Minimum Wage - Skilled; ITI; Others (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Educational Qualification	ITI
Type of Function	Others
List of Profiles	Mason

Specification	Values
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Designation	Maintenance Staff

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Sunny Tudu	834009,NABARD, Jharkhand Regional Office, Near Water Tank, Booty Bariatu Road, Ranchi, 834009	1	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 868 • Bonus (INR per day) : 72.3044 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 28.21 • Provident Fund (INR per day) : 65 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 24

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Generic

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at

following address

NABARD Jharkhand Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi, Jharkhand – 834009

NABARD Officers Quarters, NGHC, Blocks No 19 & 20, Sector 1, Khelgaon, Ranchi - 835217

-
-
-
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3. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The

Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action

in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---

**Tender for Annual Maintenance
Contract for Civil, Plumbing, Carpentry and Electrical
Maintenance works for Office Building and
Officers' Quarters of NABARD, Ranchi for the period from
01 April 2025 to 31 March 2027**



NABARD

**Jharkhand Regional Office
Near PHED Water Tank, Bariatu-Booty Road, Ranchi,
Jharkhand – 834009**

Date of issue of tender document	20 February 2025
Pre Bid Meeting with bidders	03 March 2025 at 03:00 PM
Due date for submission of tender	12 March 2025 by 02:00 PM
Date and time of opening technical bids	12 March 2025 at 03:00 PM
Issue and Opening of Price Bid	Will be communicated to qualified bidders in due course.

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NOTICE INVITING TENDER

Ref.No. NB.JH.DPSP/148461/ AMC/ 2024-25
20 February 2025

Madam/ Dear Sir

Notice Inviting Tender (NIT) – Tender for Empanelment of contractors and Annual Maintenance Contract in Office building and Officers' Quarters of NABARD's Jharkhand Regional Office, Ranchi from 01 April 2025 to 31 March 2027

1. NABARD, Jharkhand Regional office, Ranchi invites tenders in GeM from prospective bidders for empanelment of contractors and Annual Maintenance Contract (AMC) in its office building and officers' quarters for the following works:
 - i. Civil, Plumbing, Carpentry and Electrical works
 - ii. Housekeeping work
 - iii. Pest control treatment work
 - iv. Maintenance of NABARD's VoF (Visiting Officers' Flat) only at Khelgaon
2. This NIT and tender documents can be downloaded from our website at <https://www.nabard.org/English/Tenders.aspx> and GeM site. There will be no charges for downloading the tender documents from the web site.
3. The Contract period will be from **1st April 2025 to 31st March 2027 with a provision of review of performance on completion of each year**. The renewal of contract shall be on sole discretion of NABARD subject to satisfactory performance and at mutually agreed terms and conditions.
4. We invite you to submit tender for the captioned works. The offer shall be in two parts, viz., Technical Bid and Price Bid(s).
5. You are requested to submit your offer through **Government - e - Marketplace (GeM)** in **Two Bid System** for the aforesaid contract as per the detailed specifications and other requirements as mentioned in this tender document. **You are also required to fill up the tender document properly, fill up the price bid, submit all required documents and upload in GeM in addition to submitting your offer in GeM.** The tender document will be available for download at <https://www.nabard.org> and in GeM Portal. The firms are required to submit duly filled in tender document in physical form and drop in the tender box kept at 7th floor in NABARD Regional Office, Ranchi.
6. Following services are to be provided under AMC as per the scope of work and terms and conditions mentioned in respective tender documents:
 - a. Annual Maintenance works viz. **attend to day to day breakdowns promptly, carry out periodic and preventive maintenance works, supply spare parts/ materials for all works at the rates approved by NABARD, repair / replace defective parts and ensure that all the services work smoothly.**
7. The vendors those qualify the technical bid will be empanelled in respective categories for a period of two years from 01 April 2025 to 31 March 2027. Separate quotations/bids will be called from these empanelled vendors for future works of NABARD which are not covered under this maintenance contract as and when necessary and they have to execute the work as per the agreed terms and conditions of the tender.
8. **AMC Contract shall be executed for each site separately. Bidders may quote for any or all of the above services individually in the Price bid.**
9. Tenderers are advised to submit tenders in GeM only, after carefully following the instructions in given GeM , tender document of NABARD, terms and conditions and scope of work of the tender etc.

10. All the emails to be CC marked to email- dpsp.ranchi@nabard.org
11. Any clarification in regard to the tender may be contacted at 8850643225 (Shri S Prusty, DGM), 7250247821 (Smt. Juhi Pavasini, AGM) and 9029447896 (Shri P H Thakare, AM).
12. The tenderer/bidder shall submit two separate bids for each work i.e. Technical Bid and Financial/Price Bid which should be complete in all respect.
13. 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. Tenderers must submit the duly executed Integrity Pact (IP) in the prescribed format (Schedule H) in a Rs. 200/- non-judicial stamp paper in Part-I of the bid separately for respective bids.
14. Tenders must be submitted in GeM not later than 02.00 pm on 12 March 2025. Tenders received after stipulated date and time shall not be entertained. The Technical Bids will be opened online at 3 PM on 12 March 2025 at NABARD Jharkhand Regional Office in presence of the interested bidders who choose to be present or in any eventuality, on the date and time as decided by NABARD. All the bidders are advised in their own interest to be present on the specified date. No separate intimation will be given in this regard. Please note, not more than two representatives from each bidder shall be entertained. The representative has to furnish an authorization letter from the respective bidder on their letter head for participating in the technical bid opening.
15. The Financial Bid shall be opened after detailed evaluation of the technical bid. The date of opening of Financial Bid will be intimated separately to the technically qualified bidders only. The Bids should not contain any conditions whatsoever and any such conditional bids received shall be rejected.
16. 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. The decision of the Bank in this regard shall be final.
17. The bids shall remain valid for acceptance for 3 months from the date of opening of price/ financial bid. If the tenderer withdraws his tender before the expiry of the said period, then the bank without prejudice to any other right or remedy will be at liberty to forfeit the earnest money.
18. All documents that comprise the offer should be signed and sealed by the bidder, as a token of acceptance to the terms and conditions specified in the tender.
19. Bidder shall deposit Earnest Money Deposit (EMD) as under:

Sr. No.	Services	EMD Amount (Rs.)
1	Electrical maintenance work of office building of NABARD, Ranchi	7500/-
2	Civil, Plumbing & Sanitary, Electrical and Carpentry maintenance works of Officers' Quarters of NABARD, Ranchi	28,500/-
3	Pest control treatment of Office building	1200/-
4	Pest control treatment of Officers' quarters	1650/-
5	House keeping service in office building	24,000/-
6	House keeping service n officers' quarters	30,500/-
7	VoF Maintenance	21,500/-

EMD is exempted for MSEs certificate holder for manpower category as defined in MSE Procurement Policy issued by GoI or bidders who are registered with Central Procurement

Organizations. The technical bid without EMD shall be summarily rejected. Bidder has to submit separate EMDs, as per above table, individually for all the services, for which it is applying. EMD will be paid vide NEFT/RTGS to following account:

NAME OF THE ACCOUNT	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
BANK NAME	NABARD
BRANCH NAME	HEAD OFFICE, MUMBAI
IFS CODE	NBRD0000002
VIRTUAL ACCOUNT NUMBER (VAN)	NABADMN38

20. No interest shall be paid on the EMD so deposited. EMD of the successful bidder shall be adjusted with security deposit, whereas EMD of the unsuccessful bidders will be refunded upon the issuance of work order. The quantum of security deposit shall be 5% of the approved annual contract amount. The successful tenderer has to submit the balance amount of security deposit within 10 days of acceptance of work order. Security Deposit will be refunded after the expiry of the contract period. SD will not bear any interest.
21. **PRE-CONTRACT INTEGRITY PACT:** Pre-contract Integrity Pact as per the given format may be filled and submitted along with the Technical Bid, failing which the tender will not be considered. The pre contract integrity pact soft copy is to be uploaded on the web site & hard copy is to be submitted to NABARD Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi- 834009, to be submitted on Rs. 200/- Stamp Paper only on first page and remaining document on normal A4 size pages duly signed by the bidder. Details of the Independent External Monitor are as follows.
Name: Shri Dr. Rabindra Kumar, IFoS (Retd)
37, Bhagirathipuram, GMS Road
Dehradun-248001, Mob- 9411714138
22. **Technical bid shall contain:**
- "Technical bid" of tender with every page signed and stamped by bidder.
 - Proof of EMD payment.
 - Power of attorney authorizing the person to sign the tender.
 - Checklist duly signed.
 - Integrity Pact by tenderers quoting services applied for.
23. **Price Bid shall contain:**
- Price Bid.
 - Calculation sheet (separate for each service) as prescribed in the tender.
 - shall not contain any condition whatsoever and any conditional bid shall be summarily rejected.
 - will be opened on a designated date as decided by NABARD which will be communicated separately who qualify the technical bids.
24. If the last date of receipt or opening of the tenders happens to be a holiday for NABARD, then the receipt and opening of the tenders shall be shifted to next working day without change of time and venue.
25. A pre-bid meeting will be held at **NABARD, JHARKHAND REGIONAL OFFICE, Ranchi** at 3.00 pm **on 03 March 2025** with the prospective bidders, to clarify any issues pertaining to the tender. The bidders are expected to thoroughly read the tender document and present the details of issues / clarification required in the pre-bid meeting, so as to understand all aspects of the work.

26. The tenderer should quote the rates in figures as well as in the words. In case, discrepancy is found in the rates in words and figures, then the rates quoted in words shall be taken as correct.
27. The tender document must be filled in English. If any of the documents are missing or unsigned in price bid, the tender shall be considered invalid. In case of technical bid, the details of incomplete or missing documents will be intimated to the tenderer and the tenderer has to submit all those documents within 4 days after communicating the same, in case the tenderer fails to submit the required documents within 04 days the tender will be rejected.
28. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the tenderer who resort to canvassing will be liable to rejection.
29. Before quoting, the tenderer shall inspect the site, to fully acquaint himself about the condition in regard to accessibility of the site, working condition of site, locality including installations of tools and plants (T&P) and local authority regulations / restrictions if any, conditions affecting accommodations and movement of personnel etc. required for the satisfactory execution of the work contract. No claim whatsoever on such account shall be entertained by the NABARD in any circumstances.
30. Any discrepancies, omissions, ambiguities in the tender documents, if any, or any doubt as to their meaning should be reported in writing to CHIEF GENERAL MANAGER, NABARD, JHARKHAND REGIONAL OFFICE, Near PHED Water Tank, Bariatu-Booty Road, Ranchi, Jharkhand - 834009 who will review the queries and if information sought is not clearly indicated or specified, NABARD will issue clarifications to all the tenderers which will become part of the Tender Document. NABARD will not be responsible if the discrepancies, omissions, ambiguities in the tender documents or any doubts as to their meaning are not brought to the notice of NABARD before three working days prior to the last date of submission of the tender.
31. NABARD also reserves the right to divide and distribute the work to more than one tenderer at its sole discretion.
32. The successful bidder(s) shall execute an agreement at its own cost on non-judicial stamp paper of Rs.100/- with NABARD in accordance with the standard format provided by NABARD within 14 days from date of issue of work order, failing which bidder's EMD may be forfeited.
33. AMC Payment will be settled based on the minimum wages (Basic wages + variable DA), fixed by state Govt / central Govt. whichever is higher and its amendments from time to time. Payment will be released only after submission of proof of release of minimum wages, EPF and ESI to the workmen deployed by the contractor. The contractor will release wages to the contract labour in time without waiting for the same being settled by NABARD. Bonus will be paid on reimbursement basis at Govt. approved rate (prevailing rate @ 8.33% of the minimum wages) as per the prevailing statutory rules. Payment for the materials, supplied by the contractor shall be paid separately at the rates approved by NABARD on submission of bills /workslips.
34. Evaluation of marks based on the scoring model (QCBS) will be triggered only when multiple bidders are found to be L1. Duly filled QCBS (Section 12) is to be submitted along with technical bid. The weightage for technical bid and price bid will be given at the ratio of 70:30, based on which the tender will be finalised and work will be awarded.

Sd/-

(S Prusty)
Dy. Gen. Manager



1. FORM OF TENDER

(To be submitted in bidder's letterhead)

The Chief General Manager

National Bank for Agriculture and Rural Development
Jharkhand Regional Office
Near PHED Water Tank, Bariatu-Booty Road,
Ranchi, Jharkhand -834009

Dear Sir/Madam

Notice Inviting Tender –“Tender for empanelment and Annual Maintenance Contract for various services works in NABARD's office building and Officers' quarters

1. I / We have examined the Scope of Works, Schedule of Quantities and Terms and Conditions relating to the tender for the works invited by you and are submitting our offer for the following services:
 - a. _____
 - b. _____
2. I / We have visited the site, examined the scope of works specified in the Tender Document and acquired the requisite information relating thereto as affecting the Tender.
3. I / We agree to deposit interest-free **EMD of Rs.** _____ through NEFT and enclose the transaction report in the technical bid.
4. 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 Schedule of Quantities in all respects as per the specifications and Scope of Works, described in the Tender Document.
5. In the event of this tender being accepted, I/We agree to enter into an Agreement with NABARD as per the prescribed format.
6. The rates quoted by me/us, excepting for the items where payment is for supply of skilled/semi-skilled/unskilled labour, are firm and shall not be subjected to variations on account of fluctuation in the market rates, or any other reasons whatsoever for the captioned period. The payment of items in respect of skilled / semi-skilled/ unskilled labour will be revised as per the periodical revision in minimum wages published by State / Central Govt. from time to time.
7. 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. I/We agree to pay all Government (Central and State) Taxes such as Excise Duty, Income Tax, GST, contribution to EPF & ESI

(wherever applicable) etc. and other taxes prevailing from time to time. Rates are including taxes and valid for the currency of the contract.

8. 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. I/We will be responsible for any legal/Quasi legal matters arising due to non-compliance of statutory obligations, and indemnify NABARD from any complications, all expenditure in this regard will be borne by me/us
9. We hereby certify that all the statements made and information supplied in the tender Document and accompanying statements are true and correct.
10. Should this tender be accepted, I / we hereby agree to abide by and fulfil all the Terms and Conditions and Provisions of the said Contract Document annexed hereto.

Name of the person authorized to sign and submit the Tender

I).....

II).....

Yours faithfully

Place

Date

Signature

Seal



2. Instructions for filling the Tender

All the pages of the Tender Document shall be signed by the Tenderer.

NABARD takes no responsibility for delay / loss in post or non-receipt of Quotations / Tender Documents.

A. Instructions for filling the Price bid

1. Quoted rates should be workable and reasonable and should include:
 - a) Payment to all the contract workers engaged by contractor as per minimum wages as notified by Labour Commissioner, GoI from time to time or State Government of Jharkhand, whichever is higher. **The minimum wages must cover Central Government wage as indicated by Central Labor Commission or State Government of Jharkhand, whichever is higher. TDS will be deducted as per guidelines.**
 - b) ESI & PF benefits (Employer's contribution towards ESI & PF). EPF/ ESI has to be paid to worker considering the base full amount of applicable minimum wages prescribed by the Labour Commissioner from time to time. Cost of equipment/machinery.
 - c) Allowance for maintenance of two sets of uniform.
 - d) Incidental expenses and all overheads and profits.
2. The contractor may be required to furnish **Rate Analysis**, along with the price-bid, for the rates quoted by him/her in this tender, if required.
3. The contractor is advised to visit the premises before quoting the rates and get all clarifications.
4. **The following procedure shall be followed in the event of multiple L1 bidders after opening of Price Bids:**
 - a) In case of multiple L1 bidders, the final selection of bidder is done by GeM through system logic.
 - b) **Preference shall be given to Public Sector Enterprises (PSEs), where quoted rates of PSEs are within 10% of the rates quoted by L1 bidder, other things being equal. Purchase preference may be granted to the Public Sector Enterprise at the lowest valid price bid.**
5. **Preference shall be given to MSE as per the guidelines of GeM.**
6. Rates shall have to be quoted in both words and figures
7. Signature of the authorized signatory of the contractor / Tenderer
8. Bids submitted by unauthorised agents and FAX / Telegraphic/Email bids shall not be entertained / considered.
9. The quoted amount should include all items pertaining to the Pest control Treatment works and all associated works and unless the same is done to the satisfaction of the P&SO/ACTs, the bill will not be accepted.
10. The rate should include the discount (if any) also. There is no question of extra payment above the quoted rate under any circumstance for the tender item. In case of any variation in quantity or value, the same will not be made a matter of dispute by the Bidder / Tenderer.
11. The Contractor shall make necessary arrangement for watch and ward of his materials at his own risk and cost.
12. If last date of receipt of Tender and opening date is any holiday, then submission and opening of Tenders / Quotations shall be shifted to next working day without change of time and venue.
13. The Tenderers should quote their rates strictly adhering to Terms and Conditions stipulated in the Tender Document. Unsolicited correspondence after opening of the Tender shall not be entertained. Conditional / Deviational Tenders may be rejected without making any reference to the Tenderers.
14. The amount 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: -

- a) 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.
 - b) 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.
 - c) 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.
15. No advance shall be paid towards mobilisation and cost of materials.
 16. NABARD will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the contractor. No compensation shall be admissible for any loss suffered by the Contractor during the execution of the work. It shall be the Contractor's sole responsibility to protect NABARD's staff and his employees against accidents from any cause and he shall indemnify NABARD against any claims for damage on account of injury to person or property, resulting from any such accidents with necessary Insurance cover.
 17. NABARD will not be under any liability to pay any compensation to the persons deployed by the contractor if they sustain any injury etc., while discharging the duties in the said premises. The contractor shall get them insured against any liability under the Employee Compensation Act or any accident at its own cost. The Contractor should take necessary Insurance cover at his cost for his persons employed at site. The contractor should arrange to obtain necessary insurance cover (Workmen compensation policy and Contractors All Risk Policy) for the work at his cost and should be responsible for the safety of persons, employed by him. The Contractor shall be fully responsible and shall compensate 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 insurance policy may be obtained in the Contractor's name to the amount of at least 1.25 times of the tender amount and the original Insurance policy may be deposited in NABARD. In case, no insurance policy furnished before commencement of the work, NABARD will take the policy on behalf of the contractor and recover the amount of premium, interest on premium etc. from them. The decision of NABARD in this regard shall be final and binding. The insurance policy shall be work and site specific.
 18. Any damages caused to the building / premises during the execution of the work shall be made good by the Contractor and if necessary, through suitable Insurance cover at his cost.
 19. The Contractor shall use necessary safety equipment and maintain all safety measures during the execution of works and ensure compliance of Safety Code as per Rules and Regulations in force. The contractor undertakes from the date of allotment of tender, at all times and from time to time to remain solely responsible to defend NABARD and to hold and keep NABARD and its officers harmless and indemnified against all actions, costs, expenses, damages, claims, suits or demands, or any loss or liabilities of whatsoever nature arising directly or indirectly and also for and against all or any action whether by way of labour or legal proceedings or otherwise which may be brought against the NABARD by any of the person employed by contractor or any other authority, arising out of execution of the contract including claims for all damages, costs, charges, expenses which NABARD may incur in respect thereof.
 20. The Contractor shall monitor the on-going works or satisfactory completion of works or redressal of complaints through his staff.
 21. Notwithstanding anything stated above, NABARD reserves the right to assess the Tenderer's capability and capacity to perform the contract, should the circumstances warrant such assessment in the overall interest of NABARD.

22. The decision of NABARD in awarding the work shall be final.
23. NABARD reserves the right to accept / negotiate / reject any Tender either in whole or in part without assigning any reasons therefor whatsoever and without entering into any further correspondence and hence, NABARD shall be under no obligation to accept the lowest or any other Tenders received in response to this Tender. The decision of NABARD in this regard shall be final and undisputable.
24. NABARD also reserves the right of supersession of any of the conditions stipulated in the Tender Document.

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. (Signature of the Tenderer)

Name and Seal:

Address:

Place:

Date :



3. PRE-QUALIFICATION CRITERIA

1. The Tenderer should have a minimum experience of five (05) years of providing said AMC services as on 31 March 2024 for Civil, plumbing, carpentry and electrical works and should have at least one of the qualifying work carried out should be for Public Sector Undertakings (PSUs)/Banks/Govt. Offices.
2. The Contractors who are registered with any Govt. / Semi-Govt. / Govt. Undertakings / Autonomous bodies / Corporate Sector / Financial Institutions and having experience of executing AMC works may enclose detailed certificates / credentials along with the Technical Bid (Part I) of the tender.
3. The bidders should have carried out similar works during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than the amount as given in following table:

Sl No	Experience Criteria	Contract value executed (Rs. Lakh)
1	1 similar work during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than Rs. >>>	14.16
	OR	OR
2	2 similar works during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than Rs. >>>	10.62
	OR	OR
3	3 similar works during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than Rs. >>>	8.85

4. The tenderers should have minimum average Annual Turnover of **Rs.17.75 lakh** during the last three years ending **31 March 2024. It should be** supported with audited balance sheet / profit & loss statement certified by a registered Chartered Accountant.
5. The tenderer should have their own office within Ranchi city in Jharkhand. Related documents should be submitted.
6. The bidder should have minimum **5 (five) skilled manpower (3 electricians, 1 plumber-cum mason, 1 carpenter-cum-fitter)** in its pay roll yearly for the last 3 years ending 31 March 2024 (Furnish details).

Note: Any false and/or inadequate information may result in rejection of the tender.

4. GENERAL CONDITIONS OF THE CONTRACT

1. Description of AMC Sites:

a. NABARD Office premises, Bariatu, Ranchi

The premise is a rented commercial building consisting of basement (for parking) and 8 Floors. 3rd Floor to 7th Floor is office area and kitchen & dining is on 8th floor cum open terrace which is occupied by NABARD.

b. Officers' Quarters, Khelgaon, Ranchi

In Sector 1, NGHC, Khelgaon, two blocks viz. Blocks 19 & 20 are owned by NABARD. In block 19, there are 34 flats that include 2 duplexes, 16 3BHK and 16 2BHK flats. In block 20, there are 32 flats that include 3 duplexes, 14 3BHK and 15 2BHK flats. In block 20, three flats are reserved as Visiting Officers Flat (VOF), one flat as Gym, one flat as dispensary cum medical room and one flat as business continuity centre (i.e. temporary office). Apart from that, there are security rooms, CT/ACT room, 2-wheeler and 4-wheeler parking in ground floor area, outside parking shed, garden area, children's park area, water tank, common pavement area around both the blocks, badminton court, open gym, etc.

2. Tenderers are advised to visit the sites and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting.
3. Quoted rates should be workable, reasonable and should include taxes, incidental and all overheads and profits. The Tenderer will furnish Rate Analysis for scrutiny of the rates by NABARD, if required.
4. Rates should be including all taxes in accordance with various statutory enactments and should be firm for the entire Contract Period. No increase in rates will be allowed during the entire Contract Period on this account. The rates will be considered for revision only in case of revision of minimum wages or other statutory rates e.g. GST.
5. Materials, used for repairing works will be supplied by the contractor at the rates approved by NABARD. The materials should conform to relevant BIS standard. BIS and CPWD Specifications and method of measurements shall be followed as applicable. However, in the absence of the same, the decision of NABARD will be final.
6. Validity of Offer: 90 days from the date of opening of the price bids.
7. **Monthly AMC manpower** payments will be made based on the **bills submitted by the Contractor for Office and Residential quarters separately (In case of same bidder is awarded both the works)**. All bills are to be certified by the concerned ACT/CT to the effect that the works / complaints recorded in the registers/software are attended and rectified as per the scope of the work. Payments will be released only after producing the e-payment sheets and wage register countersigned by NABARD, successful deposit/transfer of dues to EPFO, ESI, Payment of Bonus (wherever applicable) including any other statutory requirement in force from time to time and submit the proof of such payments along with claims. The contractor has to submit half-yearly EPFO return, and Annual Labour Dept Return and any other returns required by the statutory authorities. Material bills will be submitted separately along with the approved work slips (as applicable) and certification of CT/ACT.
8. 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.
9. IT and GST-TDS and other statutory deductions, as applicable, will be deducted from total payment due to the Contractors.
10. 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 therefor shall be recovered from the Contractor at the discretion of NABARD.

11. If any work or material used at site is found to be unsound, inferior from what is specified in the contract, the Contractor shall be advised to rectify or re-execute the work or remove the material as the case may be, within a reasonable time depending upon the nature of work. If the Contractor fails to do so, the work shall be got redone or rectified or the material replaced through any other agency at the risk and cost of the Contractor.
12. The Contractor should have valid license relating to his Contract as per the existing laws. The workmen employed by the Contractor should have the experience in their trade.
13. 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.
14. The Calculation sheet for supply of manpower is required to be submitted along with the Price bid/BOQ. Tenders/bids not complying with the present minimum wages payment are liable to be rejected. It should be based on the Calculation sheet submitted by the contractor.
15. 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.
16. The contractor shall pay the personnel deployed in NABARD premises, their wages in accordance with the **Minimum Wages Act, 1948** (amended time to time) on a monthly basis. The contractor shall also make PF contribution, ESI contribution, bonus payments and or any other statutory contribution in respect of the personnel deployed by them in NABARD. Contractor shall present the proof of the same along with the bill.
17. The contractor will be responsible and ensure timely payment to its personnel and compliance of all statutory provisions relating to minimum wages, Provident Fund and Employees State Insurance, etc. in respect of the persons deployed by them in NABARD. 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), conformity to labour laws, 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 Dept. of State Govt. / Central Govt. and comply with all necessary regulations/instructions in this regard.
18. All the Standard Conditions of the Contract shall be binding on the parties as per Indian Contract Act and prevailing Rules. 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. Any penalty imposed on NABARD by any statutory authority on this account shall be directly recovered from contractor's any bill or earnest money/SD deposited with NABARD. The contractor shall indemnify NABARD of any responsibility on this account and or any penalties imposed on the Contractor's part.
19. The contractor shall, for all intents and purposes, be the "Employer" 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.

- 20.** 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. The contractor shall maintain attendance register of his staff employed at various sites and wage register for payment (at least minimum wages as per Center 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.
- 21.** 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.
- 22.** 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.
- 23.** No additional payment shall be made if contractor keeps more staff at site for completing the pending work or if the approved staff strength is not able to perform satisfactorily as per the contract provision.
- 24.** The Contractor or his authorised representative should visit the site as per requirement and meet NABARD's officer with prior appointment for any clarifications and to receive instructions, etc. at the site.
- 25.** The Contractor's workmen should report to ACT/ CT as per timings mentioned elsewhere in this document. 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 ACT & copy shall be presented along with the Contractor's monthly bill.
- 26.** The workers / staff employed should wear uniforms displaying contractor firm's name and must carry ID card issued by the contractor during the working hours. 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. An attendance register shall be maintained at site indicating number of persons deployed for the inspection by NABARD officials/ representative.
- 27.** 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.
- 28.** 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 party 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.

29. For any dispute, the decision of NABARD shall be final and binding upon the contractor. However, 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 through court of law in Ranchi.
30. 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.
31. 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.
32. The work should be carried out with minimum inconvenience to the occupants. 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.
33. 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.
34. 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.
35. The Contractor shall ensure that the employed staff shall not undertake any private work inside or outside NABARD's residential/Office premises.
36. The engaged staff shall also undertake other specific work related with/without during working hours as per instruction of ACT/ Engineer, if required.
37. **Termination of agreement:**
 - a. "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
 - i. 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
 - ii. the contractor commits a breach of any terms and conditions of this agreement and/or
 - iii. the contractor is adjudged insolvent, or a compromise is entered by him with his creditors or
 - iv. for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/or

- v. 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.
- vi. 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.
- b. In case the Contractor desires to terminate the Contract, he may do so by giving the Bank a notice period of three months.**
- 38.** On site storage space will be provided to the Contractor subject to availability. However, the Contractor may erect temporary sheds for storage purposes at his cost with the permission of the NABARD. NABARD will not be responsible for Contractor's materials. The Contractor may be required to vacate the storage space and sheds as per exigency without any extra cost to NABARD. If any statutory charges are required to be paid for erection of sheds, the same should be borne by the Contractor.
- 39.** 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 with permission of NABARD.
- 40.** While submitting the monthly bill for AMC, the contractors have to submit all the required documents / statements/ attendance register /work slips/ EPF, ESI statement etc. as desired by NABARD. Contractor will not link payments to his labours with the settlement of his bill by NABARD.
- 41.** 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 liaisoning 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. Further, for smooth functioning the contractor will have to coordinate with other external agencies to whom related AMC work assigned by NABARD.
- 42.** It is the contractor's responsibility to provide skilled worker, sweepers, both male and female workers, whose identity is **duly verified by the Police**, to ensure that the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank.
- 43.** The contractor should have efficient and highly skilled technical staff.
- 44. Minimum service charges should not be less than 3.85 %. It should not exceed 7 % in any case.**
- 45. Bids with Service charge of minimum 3.85 % shall be considered as responsive and such bids can be considered for further evaluation. Service Charges claimed by contractor should include management, supervisory charges including Contractor's Profit, tools and equipment as per requirement, uniform for labourers, other overheads, etc. Contractors may be advised to quote service charges after due diligence which should be reasonable and workable.**
- 46.** Further, the proof of statutory payments such as Minimum Wages, EPF and ESI to contract workers for the preceding month are to be produced by contractors for settlement of bills of succeeding month.
- 47.** Contractors shall, wherever applicable, pay Bonus at Govt. approved rate (prevailing rate @ 8.33% of Minimum Wages) to the eligible contract workers and the same is payable to contractor on reimbursement basis on production of proof of payment.
- 48.** Overhead charges including insurance and other risk coverage of labours to be quoted in the Price Bid. All requisite materials required for a month to be deposited in advance with NABARD. There should not be any delay in execution of work on account of non-availability of material.

49. The following statutory requirements may be ensured:

- i. The bidder shall hold valid license under the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and the Contract Labour (Regulation and Abolition) Central Rules, 1971 and shall fulfil all conditions required under the Act/Rules as amended from time to time.
- ii. The bidder shall, irrespective of number of persons employed, be registered under the relevant provisions of Employees' Provident Funds and Miscellaneous Provisions Act, 1952 and Employees State Insurance Act, 1948 respectively.
- iii. The bidder shall be registered with Income Tax and Goods & Services Tax (GST) authorities.
- iv. An affidavit to the effect that bidder has not defaulted in payment of statutory dues like EPF/ESI/GST and Income Tax to be submitted.
- v. **Bids quoted with administrative/service charges less than 3.85 % would be treated as unresponsive and invalid, which are liable for rejection.**
- vi. Bids, if not submitted in Bank's approved bid format shall be treated as invalid and are liable for rejection.
- vii. Non-compliance of any of the conditions (a to f) mentioned above by the bidder will be considered non-eligibility for the service for which tender has been invited and such bids shall be summarily rejected.

50. AMC Payment will be settled based on the minimum wages (Basic wages + variable DA), fixed by state Govt / central Govt. whichever is higher and its amendments from time to time. Payment will be released only after submission of proof of release of minimum wages, EPF and ESI to the workmen deployed by the contractor. The contractor will release wages to the contract labour in time without waiting for the same being settled by NABARD. Bonus will be paid on reimbursement basis at Govt. approved rate (prevailing rate @ 8.33% of the minimum wages) as per the prevailing statutory rules. Payment for the materials, supplied by the contractor shall be paid separately at the rates approved by NABARD on submission of bills /workslips.

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

Signature of the Tenderer: Name and Seal

Place and Date

Address

5. SPECIAL CONDITIONS OF THE CONTRACT

1. NABARD does not bind itself to accept abnormally low bids. The rates quoted by the tenderer/bidder should be able to demonstrate the capability of the tenderer/bidder to deliver the contract at the offered price. Abnormally low bids/rates will be subject to analysis by NABARD. If required, NABARD may call written clarification from bidder, including detailed price analysis of the bid price in relation to scope, schedule, allocation of risks and responsibilities and any other requirements of the bid document and tenderer/bidder shall have to furnish Rate Analysis for the scrutiny of rates by NABARD within stipulated time. NABARD reserves the right to reject the bid if bid is found to be abnormally low to deliver/perform the contract.”
2. Contractor shall follow the prescribed formats/procedures for official documentation like registers, etc. as stipulated by NABARD from time to time.
3. Contractor shall maintain **job cards** and a proper Record/Register indicating reasons for not attending to any particular work/ time schedule. The periodicity and expected schedules are given in the scope of work. Time is the essence of the contract. For delay in execution of the work penalty per week shall be calculated at 0.25% of the accepted tender amount, subject to a maximum of 5% of the accepted tender amount shall be recovered from the contractor. The responsibility of engaging and maintaining adequate/approved strength of workers lies with the Contractor in view of timely attention and completion of the routine works within the given time frame. In case of non-attendance or non-timely attendance or non-timely completion or below- standard carrying out of any work by the contractor, the Bank shall get the work satisfactorily carried out through its other agencies at the risk and cost of the contractor. Apart from making payments to the said other agencies from the dues of the contractor, the Bank shall also levy a penalty as above.
4. In case of emergency work, no extra payment for working in odd hour will be made.
5. The property will be handed over to the Contractor on 'as is where is' basis and the contractor shall ensure proper service to a reasonably satisfactory level.
6. NABARD reserves to change scope of work or the number of labours during the contract period.

Declaration by the Contractor

We / I have read and understood the Scope of Work and special terms and conditions for the AMC works in the entire Office premises / Colony (both inside and outside) 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 will be used, which are harmful to human life and animals.

Sign

Date & Place:

Address:

6. Basic Information about Bidder

Sr. No.	Particulars	Details
1	Name of the Applicant/Organisation and address of their registered office	
2	Type of the Organization (whether Sole Proprietorship/ Partnership/Private Limited/ Limited or Cooperative Body etc.)	
3	Name of the Proprietor/Partners/Directors of the organization	(a) (b) (c)
4	Details of Registration (Whether Partnership firm, Company, etc.) - Registering Authority, Date, Registration No., etc. mentioning the business/ activity of the firm	
5	Experience in the field of Civil, Plumbing & Sanitary, Carpentry and electrical Maintenance Works (Years)	
6	Technical personnel available in the organization (Details to be furnished in 7.c)	
7	Address of office through which the proposed work of National Bank for Agriculture and Rural Development (NABARD) will be handled and the name and designation of the Officer-in-Charge	
8	Adequate and satisfactory evidence to indicate financial capacity of the Organisation to undertake the said work with names of Bankers and their full address. (Solvency certificate from the Bank and Income Tax clearance certificate shall be attached.)	
9	Yearly turnover of the company during last 3 years (Yearwise) duly audited by a CA. – Attach balance sheet/P&L a/c statement and IT returns of the firm of last three years.	
10	Whether any Civil Suit/Litigation arisen in the contracts executed during the last 5 years/being executed. If yes, please furnish the name of the project, employer, nature of work, contract value, work order and date and brief details of litigation	

7. Work Experience

a) Previous Experience

List of important works done in last five years (as per the eligibility criteria mentioned in this tender)

Sr. No	Name & Location of work	Cost of work	Name of owner	Full address	Name of the contact person from owner's side for whom work was executed	Contact no. of the contact person of the owner (Mandatory)	Email id of the contact person (Mandatory)	Completion period		Whether the work was left incomplete (reasons if any for delay in completion of work) or contract was terminated from either side (give full details)	Any other relevant Information
								Stipulated	Actual		

Note: - The supporting documents like work order, experience certificate, completion certificate shall be enclosed mandatorily.

b) Ongoing Projects

List of important works on Hand.

Sr. No	Name & Location of work	Cost of work	Name of owner	Full address	Name of the contact person from owner's side for whom work was executed	Contact no. of the contact person of the owner (Mandatory)	Email id of the contact person (Mandatory)	Completion period		Whether the work was left incomplete (reasons if any for delay in completion of work) or contract was terminated from either side (give full details)	Any other relevant Information
								Stipulated	Actual		

Note: - The supporting documents like work order, experience certificate, completion certificate shall be enclosed mandatorily.

c) List of personnel in payroll and their experience in the field of Civil, Plumbing and Sanitary, Carpentry and Electrical maintenance works

List of your personnel, giving details about their technical qualifications and experience including that in your establishment.

Sr. No.	Name	Age	Qualifications	Work experience	Nature of works handled



8. Scope of Work

1. Civil and Plumbing works (Quarters)

Broadly, the work shall include the following:

- a. Maintenance of civil and plumbing installations in 66 nos. of Officers Quarters including Visiting Officers' flats (VOFs), Single Room Accommodation (SRAs), Gym, dispensary, staircases, common areas, Community Hall, Guard rooms, ACT/CT office, compound / lawn, pump house etc. and any other related fittings/fixtures inside the periphery of NABARD Officers' Quarters at Blocks 19 & 20, Sector 1, NGHC, Khelgaon, Ranchi – 834009.
- b. The skilled plumber shall have valid ITI certificate (2 years' course) with 5 years of similar experience who will look after day-to-day complaint during all days of week.

Officers' Quarters	6 days a week, that may include Saturday and Sunday	8.00 AM to 12.00 Noon, and 3.00 PM to 7.00 PM
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- c. Removal of blockage from drainage lines / water supply pipes, gully traps, nani traps, manholes / grease chambers, bottle traps, kitchen sinks, wash basins, urinals, WCs, bath tubs and related sanitary fittings. If removal and re-fixing of connecting pipes / pieces, tap cock, pillar cock, stop cock, valves and CI fitting such as Eye Plug etc., are required, the same has to be done without claiming any extra charges (Scaffolding, if required will be paid separately). Extra ordinary blockages from drainage lines inside the pavements if done by calling Municipal Corporation plumber or outside party will be paid separately as per schedule or as approved by the Bank.
- d. Keeping the rainwater outlets on terraces, canopies free of debris, foreign material etc., to ensure quick flow of water from terraces, etc.
- e. Replacement of washer including cost of washer for bib taps, pillar taps, stop cocks, rubber gasket for flushing cistern and plunger washers for low lever flushing tanks
- f. Repairing of flushing systems including removal of siphons, bell, float valves, provision of quarter pins, plunger washer, nut & bolts for siphon, "S" hooks, spindles for the ball cock etc., including removal & re-fixing of tanks with new accessories of appropriate sizes mentioned and making flushing tank in good working condition.
- g. Disconnecting and reconnecting plumbing connection in case of water heaters, geysers, coolers, electrical gadgets e.g. washing machine, whenever such electrical gadgets are required to be replaced / repaired.
- h. Cementing of joints of various drainage lines on ground, taps between wash basins, re-fixing of loose border patties of kitchen platforms, door sills, etc., removal and re-fixing of leaking connections of GI Pipes and specials including cost of required white / ordinary cement and white lead and any other jointing materials as may be required.
- i. Disconnecting and reconnecting suction and delivery connections of water pumps whenever the pumps are required to be taken away for repairs/replacement. Removal of air locks from suction lines / delivery lines as and when required and also from GI down take supply lines (Scaffolding above first floor will be paid as per schedule rates).
- j. Re-fixing of loose fixtures and fittings including supporting brackets such as washbasins, sinks, flushing cistern, drain boards, towel rods, mirrors, glass shelves, soap holders, nani traps, gratings, any other fixtures and fittings as existing in the properties including removal of existing fittings / fixtures without causing any damage. Grouting of new wooden plugs in cement mortars and re-fixing with new screws, removing where necessary.
- k. The contractor will have to take approval of fittings and fixtures to be replaced from the Bank's Care Taker/ Asst. Care Taker/ Department which are to be paid by NABARD and has to ensure that the same are being provided in the course of the contract.

- l. The contractor shall be required to do the cleaning of all the overhead / underground water tanks once in three months as per the approved rates as directed by the Bank.
- m. All replacements, fittings / fixtures, etc., irrespective of cost per item as per schedule rates shall be done only with the concurrence / written permission of the officer designated for this purpose by the bank.
- n. Payment shall be made as per the rates approved by NABARD for replacement of fittings / fixtures, repairs separately on monthly basis in addition to the usual service charges for Plumber-cum-Mason. For this purpose, the contractor will provide to us rates of various items. The work of carrying out plumbing and sanitary works will be awarded on the basis of rates furnished to us for maintaining the plumbing and sanitary installations as well as supply of all replacements, fittings and fixtures. The rates will be approved in consultation with the contractor. These rates will hold good for entire period of contract. No request for enhancement in the approved rates will be entertained under any circumstances during the currency of contract
- o. The contractor shall provide the services of one plumber at NABARD, Officers' Quarters, Ranchi who will look after day to day complaints for maintaining the plumbing & Sanitary Installations in the Bank's properties at Khelgaon, Ranchi. In case of emergency works, the plumber will have to continue till the emergency is over. In case of emergency, they may be asked to work on days other than those specified in this contract without any extra charges. The weekly off day shall be decided by the Bank. The services of the plumber may be used in office building of NABARD.
- p. The contractor shall arrange for all necessary tools, tackles, ladders, drill machines, J-Hooks and measuring instruments required for the repair works within the quoted rates. The contractor shall also provide and maintain at his own cost all required tools, tackles and measuring instrument at site.
- q. The charges quoted shall include wages, transportation, maintenance of kit containing all tools and equipments required for the work, incidental charges and contractors profits & overheads.
- r. The contractor shall make his own arrangement for providing plumber (as and when needed) on the day when the regular staff is absent. In case of major failure, the contractor shall provide the required number of plumbers / helpers / supervisors to rectify the fault immediately on receipt of written/oral communication from the Bank.
- s. The plumber shall attend the duty timings as decided by the Bank. He shall collect complaints from the Care Taker or from the complaint book and attend the same on the same day and in any case within next 24 hours.
- t. All complaints shall be attended to immediately on receipt of the complaints / information. No complaint shall remain unattended for more than 24 hours. If any complaint is likely to take more time for its resolution, the same will be immediately brought to the notice of Care Taker. The complaints of complicated nature and beyond the scope of work shall be reported back immediately to the Care Taker.
- u. The contractor shall remove from work any worker who is found to be failing in his duties or whose presence in premises is otherwise objectionable in the opinion of the Bank.
- v. All types of Plumbing & Sanitary Maintenance Works including repairs / preventive maintenance works shall be carried out by the Plumber on duty.
- w. The rates quoted for materials to be used in the Annual Maintenance works shall include the following (Internal and External areas in the Premises):
 - (i) Attending to all the complaints recorded in complaint register/received in writing relating to Civil, Water Supply and Sanitary Systems & Plumbing works and allied works and rectifying the defects wherever necessary including cost of minor materials (like adhesives, screws, nails, nut & bolt, washer, brackets, clips, grease, mobil, M- seal, rubber washer, wooden plugs, clamps etc. as well as item/work costing individually upto Rs. 50/-) replaced in the premises. All the old/unusable/scrap material shall be handed OVER TO ACT/CT. The contractor has

- to arrange for Pressure Pump also, if required for testing of leakages in the pipes for removing the blockage in water pipes.
- (ii) Minor PCC work, brick work, stone masonry work, plaster etc. in patches related to maintenance/replacement works for an area upto 0.1 sq m. Re-plastering of walls, ceilings, floors with suitable cement mortar to the required thickness including removal of old plaster upto 0.1 sq m at any one location related to comprehensive maintenance works in the premises. For plastering more than 0.1 sq m, extra payment will be made. Therefore, the contractor will engage the mason as and when required for plastering and other works.
 - (iii) Rectifying the defects and refitting the existing bib cocks, stop cocks, sink cocks, pillar cocks, valves etc. (CI and PVC materials will not be allowed) including cost of minor materials replaced.
 - (iv) Rectifying defects and refitting the existing handles pull chain, plungers, washers, water supply inlet and outlet connections, ball cocks and overflow pipe of flush tank including cost of minor materials replaced.
 - (v) Rectifying defects and re-fixing existing water supply inlet and outlet connections, waste coupling, brackets, etc. of the wash basins including cost of minor materials replaced.
 - (vi) Rectifying defects and refitting the existing shower roses and anodized Aluminium / SS towel rods with brackets similar to existing ones, of required sizes and materials in bathrooms including cost of minor materials replaced.
 - (vii) Rectifying defects in disturbed MS/GI/CI clamps, wooden plugs, brackets etc. of existing PVC/AC/GI pipelines and specials including cost of minor materials replaced.
 - (viii) Replacing door sills, threshold of doors, with suitable material matching the existing one including cost of minor materials.
 - (ix) Making holes in stone/brick masonry and RCC wall of any size, roofs, chajjas etc. to facilitate plumbing works etc. and making good the same wherever necessary.
 - (x) Filling the joints of traps (with M-seal etc.) and cracks/joints/holes of walls, ceilings, kitchen sink/platform, wash basin, bathrooms, toilets, side of the door frames, sills etc. with suitable sealant, adhesives, cement etc. and pointing of tiles.
 - (xi) Refitting the disturbed/fallen tiles in floors, walls, with suitable adhesive including cost of minor materials replaced.
 - (xii) Closing the rat holes using broken glass pieces, rodenticides and PCC in the plinth protection/common areas as per requirement, periodically.
 - (xiii) Breaking any old floor, brick bat coba, PCC work, RCC work, brick work etc. wherever necessary, related to comprehensive maintenance works.
 - (xiv) Cleaning of drinking water/pipelines, rain water lines, waste and soil water pipes, bore well water lines including disconnecting and reconnecting the pipes as per requirements. Fittings and pipes, if change, will be paid extra.
 - (xv) Thoroughly Cleaning of manholes, gully traps, gutters etc. and sewer lines & storm lines and removing the silts, mud chokes in the lines below/above ground level for smooth functioning of sewerage/storm pipe /drain system inside the colony, once in a year (before monsoon) and disposing immediately the silts, mud, debris etc.
 - (xvi) Disconnecting and reconnecting plumbing connection in case of water heaters/geyser, electrical gadgets, wherever such electrical items are required to be replaced/ repaired.
 - (xvii) Arresting leakage through window sills, etc. and arresting leakage in sanitary and water lines with sealant/caulking materials.
 - (xviii) Eradicating weeds, shrubs, etc. and removal of plant growth in external and common areas of buildings and in plumbing lines periodically without any extra cost such as scaffolding etc. by pouring acid/saturated ammonium solution periodically. For external work which involves working at height more than 06 metres from ground i.e. more than 2 storeys, NABARD will pay only for scaffolding separately

- (not for jhula, ladder etc.) and decision for erection of scaffolding will be taken by the Site Supervisor/CT.
- (xix) Painting/white washing/colour washing of patches, related to the rectification/replacement works with matching coats.
 - (xx) Cutting, threading of GI/MS pipes of any sizes and jointing and applying paint, wherever rectification/replacements are carried out.
 - (xxi) Rectification of pipes and fittings of any materials (CI, GI, MS, AC, PVC etc.) and sizes, valves, taps, cocks, waste coupling, cowl etc. including cost of minor materials like GI specials, couplings, washers, stems, cowl etc. replaced and setting right dislocated pipelines in proper position/condition and arresting leakage.
 - (xxii) De -watering any spaces related to maintenance works and upkeep of premises as necessary.
 - (xxiii) Maintenance works and minor repairs like crack filling, patch plaster of broken/damaged portion, etc. to open gutters/drains, platforms, pathways, courts, fencing and compound wall.
 - (xxiv) Earth work related to the comprehensive maintenance/replacement works.
- x. The replacement of materials related to above, and the works related to improvements, alterations and additions shall be paid extra separately to the contractor, subject to terms and conditions, at the rates/ rate analysis as approved by NABARD and based on the actual site measurements.

2. Carpentry work (Quarters)

- a. Broadly, the work shall include the following:
 - (i) All carpentry related work in 66 nos. of Officers Quarters including Visiting Officers' flats (VOFs), Single Room Accommodation (SRAs), Gym, dispensary, staircases, common areas, Community Hall, Guard rooms, CT office, compound / lawn, pump house etc. and maintenance of all fittings and / or fixtures inside the periphery of NABARD Officers Quarters at Blocks 19 & 20, Sector 1, NGHC, Khelgaon, Ranchi – 834009.
 - (ii) Providing the services of skilled carpenter as per requirement of the Bank.
- b. The contractor shall provide the services of one skilled carpenter-cum-fitter having valid ITI certificate (2 years' course) in Carpenter and Fitter trade with 5 years of similar experience at Officers Quarters and who will look after day to day complaint during all days of week.

Staff Quarters	6 days a week, that include Saturday and Sunday	8.00 AM to 12.00 Noon, and 3.00 PM to 7.00 PM
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- (i) Repair/replacement of fixtures & fittings at different locations.
- (ii) Repair/replacement of wire mesh shutters, doors, windows and almirahs.
- (iii) Repairing/replacement of door closers (conventional series).
- (iv) Repairing/replacement of beds and other furniture in VOFs / SRAs.
- (v) Repairing/replacement of Godrej night latches.
- (vi) Painting of name plates at Office Premises and Staff Quarters.
- (vii) Replacement of glass panes.
- (viii) Repair/replacement of Aluminium doors, windows, partitions (Fixed and openable).

The above list of items / works is illustrative only and the maintenance contractor is supposed to carry out all the jobs related thereto.

- c. The carpenter shall attend to the following works:
- (i) Attending to all the Complaint mentioned in Complaint Register/received in writing relating to carpentry and allied work and rectifying the defects wherever necessary including cost of minor materials (with necessary tools and minor items like adhesives, screws, nails, nut & bolt, washer, bracket, clips, grease, mobil, M-seal, rubber for stopper, rubber buffer etc. as well as item/work costing individually upto Rs. 50/-) replaced in the premises. All the old/unusable/scrap material (which will be created during repair/maintenance work) will belong to contractor and the contractor may give rebate for these scrap materials in the monthly AMC charges as well as ensure removal of same after settlement of its material bill/extra items bill, in case the bill is raised.
 - (ii) Repairing MS doors, gates by cutting and removing the damaged portions, replacing with suitable MS sections for frames, shutters, attending to necessary repairs and adjustments for easy operation of shutters using necessary fittings/fixtures similar to the existing one for filling up the holds, if any, in the frames. Replacement of MS sections, members and glass will be paid extra as well as for arrangement of welding machines & welder. No payment will be made for nails, screws, adhesives etc.
 - (iii) Making holes in stone/brick masonry and RCC wall of any size, roofs, chajjas, etc. to facilitate carpentry works and making good the same wherever necessary.
 - (iv) Rectifying and replacing peepholes, safety chains, hooks, hinges, aldrops, tower bolts, knobs handles, door stoppers, hold fasts, bearing, clamps, picture hooks, nails, screws, nylon rope and brackets for cloth drying arrangement etc, but costing more than Rs. 50/- each with suitable material like the existing one. For a completely new work or old item replacement costing more than Rs. 50/- each, extra payment will be made.
 - (v) The rates of materials required for the above mentioned carpentry works shall be approved and paid by NABARD to the contractor.

3. Electrical maintenance work (Quarters)

The electrical maintenance work shall broadly include the following:

- a. Maintenance of Electrical Installations including geysers, fans, tube lights, heaters, blowers, electric panels , switches, power points etc. in 66 nos. of Officers Quarters including Visiting Officers' flats (VOFs), Single Room Accommodation (SRAs), Gym, dispensary, staircases, common areas, Community Hall, Guard rooms, CT office, compound / lawn, pump house etc. and any other electrical fittings and / or fixtures inside the periphery of NABARD Officers Quarters at Blocks 19 & 20, Sector 1, NGHC, Khelgaon, Ranchi – 834009.
- b. The Contractor must have a valid electrical contractor's license. The electricians employed by the contractor should also have valid ITI certificate (2 years' course) in Electrician trade with 5 years of similar experience.
- c. Maintenance of complete electrical installation including pumps, starters, switches, cables etc. installed in Staff Quarters for various purposes. This includes monthly servicing of the motor/ pumps set like oiling, greasing, cleaning, replacement of worn out glands rubber bushes etc. This shall also include repair / servicing of the same. It will also include repair and replacement of wheel valve, nonreturn valve and foot valve inside the pump house. The same needs to be attended on top priority basis as the same affects water supply system.
- d. All the Electrical repairs/ replacement works necessary to maintain safe and uninterrupted electrical supplies to the individual flats and common areas including Visiting Officers' flats (VOFs), Single Room Accommodation (SRAs), Gym, dispensary, staircases, common areas, Community Hall, Guard rooms, CT office, compound / lawn, pump house etc. within NABARD's premises are covered under the AMC. The scope of AMC works includes:

- e. Repairs of all standard electrical amenities provided inside the Bank's flats as well as provided in common areas, like damaged wiring/defective 5A/15A switches, sockets & Plugs, buzzer bells, ding- dong bells, cut outs, DP Switches, Fan regulator, Capacitors for Fans, Ceiling rose, Electromagnetic FTL Chokes (copper ballast), Starters/ holders/Tubes, 5A/15A Kit-kat Fuse with base, bulb holders, Acrylic/Mica sheets for Switch boards, Telephone sockets, PVC conduit upto 2 metres, Glass dome, Candle bulbs in VOF, 11 W 2 pin PL lamp, CFL/LED lamp (The make of the items so replaced should be strictly as per the list of approved makes given in the specifications, elsewhere. Where the approved makes are not available, the Make of such material should be as approved by NABARD). All the old/unusable/scrap material (which will be created during repair/maintenance work) will be handed over to CT/ ACT. The contractor may give rebate for these scrap materials in the monthly AMC charges as well as ensure removal of same after settlement of its material bill, in case the materials are taken by the contractor.
- f. Contractor has to take possession of the new fixtures purchased by NABARD to install these items at the location of old damaged/defective items viz: Tube fixtures / fans / geysers/ chimney etc.
- g. Greasing of Fan bearings and painting of switch boards, fans on requirement basis only.
- h. Provide screws/ nuts/ bolts/ wooden plugs/ saddle & spacers/Adhesive tapes/ tools & tackles etc. as may be necessary for the entire work.
- i. Quarterly cleaning and checking of the ceiling/exhaust fans in VOF, common area/ lift fans. Monthly cleaning of all the common area lighting/ fan fixture and electric meter rooms / panels. The rates also include cleaning of fans, tube lights and other electrical installations on half-yearly basis.
- j. Routine preventive maintenance works such as checking, cleaning, tightening of electrical wiring connections/joints, fans and putting accessories as and when required.
- k. Minor repairs to Storage/Instant type Geysers, such as checking / replacement of thermostat, heating coil, wiring, safety valve etc. inclusive of removing and refixing of Geysers, if required.
- l. Repairing of defective pedestal, ceiling fans, exhaust fans. Fixing new fans including the Exhaust fans/Ceiling fans.
- m. Minor repairs to fans i.e. change of capacitor, bearings, wiring, overhauling and greasing / oiling as required.
- n. Repairing of MV/SV/ Halogen / LED fittings mounted on the building/poles including replacement of lamps, accessories and repairs of cables.
- o. Insulation resistance testing for all the conductors inside the flat and in the meter room for at least two to three flats in each building once in a half year.
- p. Measurement of earth resistance for all the available earth pits once a year and maintain it at 0.5-1 ohm.
- q. Watering all the available earth pits monthly.
- r. Checking of load current on the main incoming cable to each meter room monthly.
- s. Operate and maintain the water supply pumps to fill up the overhead storage tanks and ensure that the overhead tanks are adequately filled at the beginning of the day.
- t. Any other Electrical Maintenance related works as per Bank's Care Taker's directions.
- u. Details of the items on payment basis in case of new replacement: As and when necessary, the following works shall be attended and carried out by the AMC agency on chargeable basis at rates approved by NABARD and payment will be made as per procedure mentioned in "Special Conditions" for the following items:
- (1) Point wiring for 5A / 20A circuits.
 - (2) Fans/Rewinding of fans.
 - (3) Replacement of Geyser coils.
 - (4) Replacement of Thermostats for the Geyser.

(5) All types of MCBs/ RCCBs/ ELCBs

(6) Replacement of switch, plug and switch board unless otherwise mentioned any of the approved makes or brands shall be allowed to be used. Other specific equivalent brands with BIS mark may be allowed to be used, if approved by NABARD. The tenderer shall distinctly understand that it will not be their prerogative to insist on a particular brand from the list. Final selection will be done with the approval of the Bank.

The above list of items / works is illustrative only and the maintenance contractor is supposed to carry out all the jobs related thereto.

- v. 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. The contractor will provide sufficient number of supervisors to ensure proper and effective supervision. The weekly off to the Electricians shall be provided as per the provisions of relevant Act.
- w. The contractor shall provide two skilled electricians having valid ITI certificate (2 years' course) in Electrician trade with 5 years of similar experience, who will look after day to day complaint during all days of week at Officers Quarters.

Staff Quarters	6 days a week, that include Saturday and Sunday (both electricians should not take leave on same day)	Shift 1: 06:00 hrs to 14:00 hrs Shift 2: 14:00 hrs to 22:00 hrs
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- x. The contractor shall provide necessary screws, batten clips, fuse wires, insulation tapes etc., required for the repair works within the quoted rates.
- y. The contractor shall arrange for all necessary tools, ladders, drilling machines etc., required for the quality maintenance work. The contractor shall also provide and maintain all required tools, tackles and measuring instruments at site at his own cost.
- z. All complaints shall be attended to immediately on receipt of the complaints / information. No complaint shall remain unattended for more than 24 hours. If any complaint is likely to take more time for its resolution, the same will be immediately brought to the notice of Care Taker. The complaints of complicated nature and beyond the scope of work shall be reported back immediately to the Care Taker.
- aa. The electrician deputed by the contractor shall be capable of repairs of all electrical gadgets like fans, exhaust fans, fittings, heaters, geysers, wiring, cabling, luminary fittings and related items. He should have primary knowledge of functioning / operation / repair of H.T. Lines, transformers, H.T. OCB, ACB, L.T. Panels including AMF panel, PFC, DG set, AC systems (Central / Packaged / Ductable AC Units & Window AC, including microprocessor panels.
- bb. The contractor shall make his own arrangement for providing mechanics / wiremen / electrician and helper (as and when needed) in the event of absence of his regular staff. In case of major failure, the contractor shall provide the required number of electricians / helpers / supervisors to rectify the fault immediately on receipt of written / oral communication from the bank.
- cc. The contractor shall remove from work, any worker, who is found to be failing in his duties or whose presence in premises is otherwise objectionable in the opinion of the Bank.
- dd. All type of Electrical Maintenance works including repairs / preventive maintenance works shall be carried out by the electrician on duty. This shall also include cleaning of all the electrical installations including meter panels, switch boards, staircase / compound area, bulbs, tube lights, fans and fittings etc. in such a manner that all these equipment are thoroughly cleaned at least once a year.
- ee. The testing of electrical installations shall be carried out as per the instructions of Officer/CT of the Bank.

- ff. The contractor will provide experienced staff / workers in the eventuality of breakdown in the power system. He should restore the supply in the shortest possible time. It shall be the duty of the contractor to do liaison work with Electricity Supply Company as and when necessary and required. No additional payment of any kind shall be made for such an eventuality. The incidental charges to be paid to the same by the contractor shall normally be borne by the contractor and will be considered for reimbursed by NABARD on case to case basis on production of invoice.
- gg. Cost of items required to be replaced during the course of maintenance contract will be paid separately to the contractor on submission of bills at approved rates. For this purpose, contractor shall furnish to us rates of normal / routine items which are required on day to day basis and the same will be applicable after approval by the Bank. Spare parts replaced shall be of standard quality and manufactured by leading brands and should have ISI certification. These rates will hold good for entire period of contract. No request for enhancement in the approved rates will be entertained under any circumstances during the currency of contract.

4. Electrical Maintenance work (Office Building)

The Contractor with valid license will deploy one skilled electrician having valid ITI certificate (2 years' course) in Electrician trade with 5 years of similar experience to carry out the following work at NABARD's Office Building near PHED Water Tank, Bariatu-Booty Road, Ranchi – 834009. The electrician will do the following works:

- a. Operate and maintain power supply for electrical and electronic installations like Fire Fighting system, Water coolers, DG Set, Lights, Fans, PA System, LAN, EPABX ACS system etc. in the building.
- b. Operate and maintain the water supply pumps to fill up the overhead storage tanks and ensure that the overhead tanks are adequately filled at the beginning of the day.
- c. Operation and monitoring of Diesel Generator (DG) set, as and when required in working hours, including maintenance of DG set operation register. Diesel will be provided by the Bank as per requirement upon intimation.
- d. Timely switching ON & Switching OFF of lights, fans, air conditioners, & other electrical equipment as per Bank's directions.
- e. Weekly cleaning of air filters and periodic adjustment of temperature set point as per Bank's direction.
- f. The contractor shall make his own arrangements to provide alternative skilled workers on the day when regular worker is absent.
- g. Daily/Weekly routine checks/critical checks of electrical installation duly recorded in prescribed formats.
- h. The contractor shall also provide necessary screws, batten clips, fuse wire, insulation tape, etc., required for the repair works and supply all necessary materials / tools and tackles required for periodic cleaning of all electrical light fittings, fans / bus bar ducts / DBs / MCCBs, AHUs, Outdoor Units, boards, ducts, Coolers etc. The persons shall be available for duty (8 Hours each including lunch/snacks break) as per the timing decided by the Bank. He will go through the complaint register on daily basis and submit work slips for replacement of materials/items, attend to the same on the same day & obtain certification from the respective department or from CT/ACT of Office Premises. Regular and periodical works are to be attended to without any complaint or waiting for instructions from Bank.
- i. The complaints of complicated nature and beyond the scope shall be reported back immediately to the ACT/CT for further directions.
- j. The jobs includes quarterly cleaning / tightening of LT panel connections, ACDBs, lighting / Power DBs, monthly cleaning / tightening of LED tube lights / CFL / spot light fittings, fans, switch boards, staircase lights, lift lights etc.

- k. The electrician, so deputed by the contractor shall be capable of minor/urgent repairs of all electrical gadgets like fans, exhaust fans, fittings, heaters, geysers, wiring, cabling, switch gears, junction box, luminary fittings, switch boards, Power sockets and all related items. He should have primary knowledge of functioning/operation/repair of L.T. Panels including AMF panel, APFC, DG set, AC systems (Split/Window AC), UPS including microprocessor panels. He should also have preliminary knowledge of water lifting submersible and Centrifugal (mono block/coupling) Pumps.
- l. The contractor will provide experienced staff/ workers in the eventuality of any breakdown in the power system. He should restore the supply in the shortest possible time. It shall be the duty of the contractor to do liaison work with JBVNL as and when necessary and required. No additional payment of any kind shall be made for such an eventuality. The incidental charges to be paid to the JBVNL by the contractor shall not be reimbursed by the Bank.
- m. Cost of items required to be replaced during the course of maintenance contract will be paid separately on Monthly basis to the contractor on submission of bills at rates approved by NABARD along with work slip containing the signature of the ACT/CT/ DPSP official. Materials/fittings/fixtures/Spare parts to be replaced shall be of standard quality and manufactured by leading brands and should have ISI mark certification. These rates will hold good for entire period of contract.
- n. The work area shall broadly include the following: Entire office common areas, various chambers/cabins/halls, Canteen, lounge etc., guard rooms, ACT office, compound/lawn lights, UPS, Server room etc. and any other electrical fittings and / or fixtures inside the periphery of NABARD office.
- o. Repairs and replacement of switches, sockets, control accessories, lamp shades, wires and required electrical accessories in Banks premises.
- p. Cleaning/ Repairing /Replacement of light fittings, ceilings and pedestal fans, exhaust fans, switches, electrical distribution boards, street and compound lights. Replacement of main switches, regulators, chokes, starters, tubes, LED lights, distribution boards, control switches, socket outlets, holders, motor starters, spare parts, etc.
- q. Detection of faults in the LED light fittings, other light fittings, fans, exhaust fans/pedestal fans, regulators, main panel, other panels including rising mains DB's, MCB's, ELCB's, MCCBs, Capacitors etc. Detection of faults in all types of wiring such as CTS, surface conduit, cables, etc. and rectifying them by removing the defective wiring as required. In concealed circuit system of wiring where old conduits are damaged rewiring shall be carried out either through surface conduits or wiring as directed under cables fault and its repairs. Termination / gladding of power cables including joint making will be included in contractor's scope.
- r. Watering of all the Earth pits on periodical basis and maintaining the earth resistance within permissible limits for smooth/trouble-free operation of the entire electrical installation including the computer/networking systems. Earth resistance to be measured quarterly in the presence of Bank's officer.
- s. The contractor shall carry out preventive maintenance of the electrical rising main system and major DBs and panels as per the schedule to be given by the Bank.
- t. Preventive maintenance of electrical installation including 415 Volt/440 volt, three-phase supply.
- u. Failure of Staff to report for Duty: All complaints shall be attended to immediately on receipt of complaints/information. If, however, a complaint remains unattended merely due to negligence of contractor's staff, the same shall be got done through a different agency at contractors risk and cost and recovered from his bill.
- v. It is the responsibility of contractor to provide necessary tools/tackles, measuring instruments, **drill machine** including safety gadgets and consumable like PVC tapes, fuse wires at his own Cost.

- w. Contractor shall extend necessary help to other contractors if any engaged by Bank under separate contract who are allowed to use permanent installations like socket/power/ lights for their respective work.
- x. The normal duty hours of the personnel shall normally be as per the following schedule:
8.00 Hr to 13.00 Hr and 15:00 Hr to 18: Hr (with 2 hrs lunch break) on all weekdays excluding Saturdays and Sundays/holidays or as directed by the Bank officials.
- y. The materials/items for material used will be reimbursed including expenditure on transportation/overhead, if any.
- z. The Contractor must have a valid electrical contractor's license. The workmen/electrician employed by the contractor should also have valid license for handling LT and MV upto 440 volt, HVAC, Fire Fighting system etc.
- aa. DG set operations and maintenance: This activity comes under the scope of electrical maintenance. Hence special attention has to be given to ensure that the DG set is in good running condition every moment. Attention should be taken to check the performance of the set daily and preventive maintenance needs to be ensured through the AMC service provider. Health and performance report should be shared with the NABARD authority once every month for review. Cost of AMC (OEM) and consumables (diesel/grease etc.) for this activity will be paid by NABARD. The operators have to maintain operation log book for DG set indicating the time of switch ON and OFF, fuel supply, time of breakdown etc.

Declaration by the Contractor

We / I have read and understood the Scope of Work and special terms and conditions of the tender 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 will be used, which are harmful to human life.

Place:

Date:

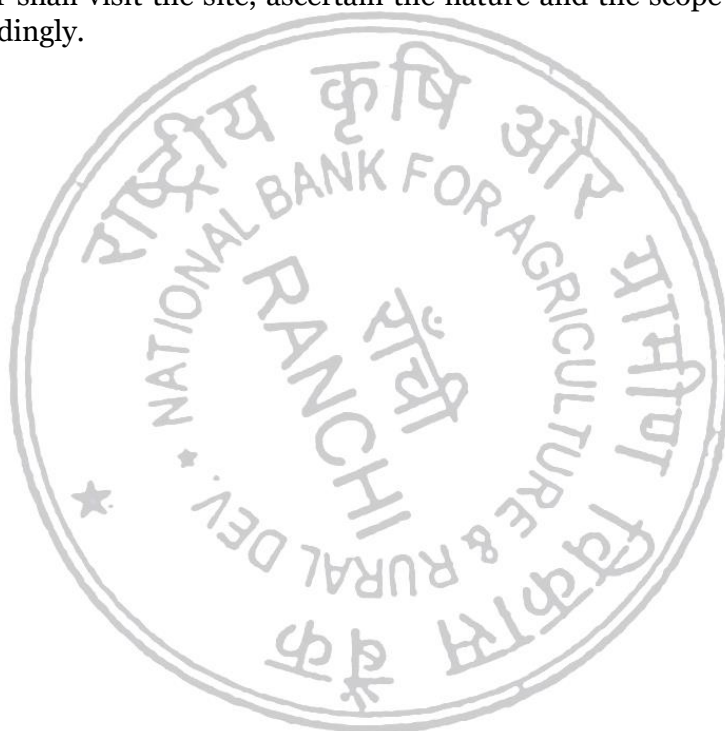
(Signature of the Tenderer)

Address

9. MINIMUM REQUIREMENT OF MANPOWER

Sr. No	Service	Area	Skilled Electrician	Skilled Plumber-cum-Mason	Skilled Carpenter-cum-Fitter
1	Electrical Maintenance works	NABARD, Jharkhand Regional Office, Ranchi	1 (one)	--	--
2	Civil, Plumbing & carpentry and Electrical Maintenance works	NABARD Officers' Quarters, Ranchi	2 (two)	1 (one)	1 (one)

Note: The contractor shall visit the site, ascertain the nature and the scope of work, and submit the bid accordingly.



10. SAFETY CODE

1. The Contractor shall maintain in a readily accessible place first aid appliances including adequate supply of sterilised dressings and cotton wool.
2. An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalisation.
3. No portable single ladder shall be over 8 metres in length. The width between the side rails shall not be less than 30 cm. Clear and the distance between two adjacent rungs shall not be more than 30 cm. When a ladder is used, an extra mazdoor shall be engaged for holding the ladder.
4. 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.
5. A penalty of Rs. 1,000.00 shall be levied for violation of safety norms including non-use of personal protective equipment. A penalty of Rs. 2,000.00 shall be levied if violation is repeated.
6. Penal action will also be taken if the contractor's supervisors and workmen do not wear the uniforms and photo identity cards issued and thus pose a security risk to the safety of the Bank's establishments, its staff and the families of its staff
7. The decision of the Bank in all such cases attracting penalties shall be final and binding on the contractor.
8. 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.
9. Smoking and chewing pan/ tobacco/ gutkha/ any other drugs etc. are prohibited in the premises.
10. For any job involving welding, soldering, lighting of flames, use of heat source or temporary electrical connection, prior permission from competent authority / designated engineer shall be taken before execution of the same. No job involving heat sources are permitted to be carried out after office hours, holidays and Sundays without prior permission.
11. The contractor shall ensure that the persons posted for the work are well conversant with the operation of fire extinguishers.

Declaration by the Contractor

We / I have read and understood the Safety code for the AMC works in the entire colonies (both inside and outside) 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.

Place:

Date: (Signature of the Tenderer)

Address :

Name and Seal :

11. Proforma for Electronic Payment

Details of Bank account to be furnished by the contractors/service providers for effecting payment

Name and address of contractors/service providers with phone nos.

.....

.....

.....

.....

1	Name of the account holder (As appearing in the Bank account)	
2	Name of the Bank	
3	Name of the Branch	
4	Account Number	
5	IFS Code	
6	Type of account (Savings, Current, etc.)	
7	PAN Number	
8	GSTN Number	

Signature

Please attach

1. one original cancelled cheque leaf of the above Bank account and
2. copy of PAN Card and
3. allotment letter/registration letter under GSTN (4) Copy of address proof

12. Scoring Model of QCBS

Scoring Model for deciding the L1 in case of multiple vendors found to be L1:

S.no.	Description	Score
1.	Legal Structure	20
	Private/Public limited	20
	Partnership	15
	Proprietorship	10
2.	Work Experience in the field of Civil, Plumbing & Sanitary, Electrical & Carpentry works	10
	≥ 15 years	10
	≥ 10 < 15 years	5
	≥ 5 < 10 years	2
3.	Average Turn Over during the last 3 years ending 31.03.2024	10
	≥ 50 lakhs	10
	≥ 35 < 50 lakhs	5
	≥ 16.95 < 35 lakhs	2
4.	No. of Assignments in Public/private institution (with supply of 5 and above relevant skilled manpower per year) handled in India in last 5 year (as on date of bid submission)	5
	≥ 10	5
	≥ 5 < 10	3
	≥ 2 < 5	1
5.	No of skilled manpower (Electrician, Plumber & Carpenter) in contractor's payroll as on date of bid submission	5
	≥ 20	5
	≥ 10 < 20	3
	≥ 5 < 10	1
	Total marks	50

Evaluation of marks based on the scoring model will be triggered only when multiple bidders are found to be L1. Duly filled QCBS is to be submitted along with technical bid. The weightage for technical bid and price bid will be given at the ratio of 70:30, based on which the tender will be finalised and work will be awarded.

Place :

Date :

Address :

(Signature of the Tenderer)

Name and seal

13. Affidavit

(on Rs.100/- non-judicial stamp paper)

DECLARATION

I,, sole proprietor/ partner/ authorized signatory of M/s., sole proprietorship/partnership firm/public/private limited company, having its principal place of business/ registered office at (Full Address) do hereby solemnly affirm and declare as under:-

That I am the sole proprietor of M/s_____

Or

That ours is partnership firm having partners as under:-

Full Name of partners.

- (a)
- (b)
- (c)
- (d)

Or

That ours is a private limited/public limited company incorporated in terms of the provisions of the Companies Act,1956/Companies Act,2013.

(Delete which is not applicable while typing affidavit)

If proprietorship, a registration certificate for the same/if partnership Firm, partnership deed is to be enclosed, if private limited/public limited company, Certificate of incorporation and Memorandum & Articles of association to be submitted. All the partners/ directors should sign the affidavit or the person authorized by all the partners or one of the Directors duly authorized by Board Resolution in case of Company can sign with authority letter from all the partners/or Board Resolution in case of Company is to be enclosed.

2. That I hereby confirm and declare that my/our firm/company M/s is not blacklisted/delisted or debarred or on Holiday list with any company of Private/Public Ltd. or Government Company/Govt. dept. from participating in the tender as on date.
3. I know that to swear a false declaration is a crime under the law and with such knowledge only I have swear this declaration.

(Signature of the Proprietor/ Managing Partner/Director with Seal)

DEPONENT

Verified at on that the contents of paras 1 to 5 of this declaration are true and correct and no part of this is false and nothing material has been concealed or falsely stated therein.

(Signature of the Proprietor/ Managing Partner/ Director with Seal)

DEPONENT

Signature of the notary



14. PRE-CONTRACT INTEGRITY PACT

(To be submitted on Rs. 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 conforming 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 are presentative 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 for this 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.
- (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. Ranchi.
- (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 Employer) (For & on behalf of the Bidder/Contractor)
(Office Seal) (Office Seal)

Place _____

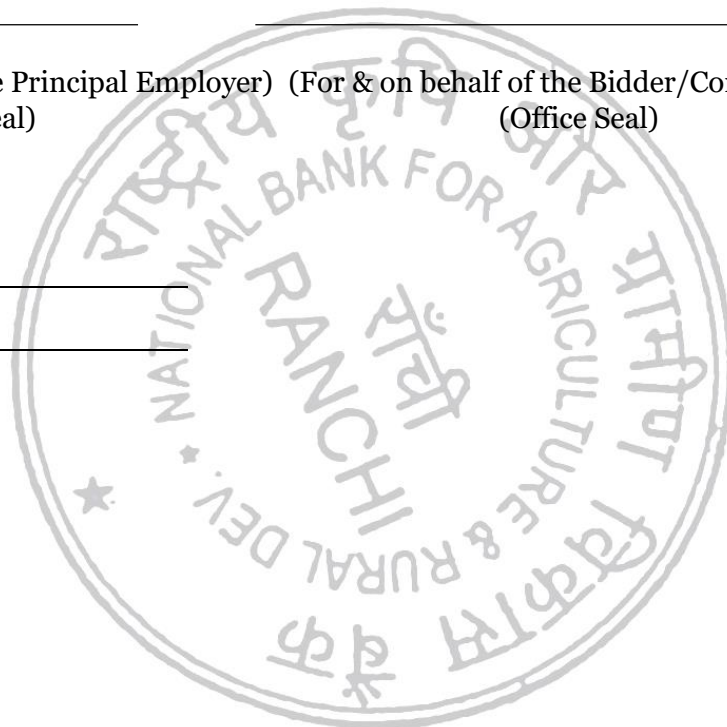
Date _____

Witness 1:

(Name &Address)

Witness2:

(Name &Address)



15. ARTICLES OF AGREEMENT

(On Non-judicial stamp paper of Rs.100/-)

AGREEMENT FOR ANNUAL MAINTENANCE CONTRACT

THIS AGREEMENT is made at Ranchi on this day of _____ 2025

BETWEEN

National Bank for Agriculture and Rural Development, a body corporate established under an Act of Parliament viz. the National Bank for Agriculture and Rural Development Act, 1981 having its Head office at C-24, 'G' Block, Bandra-Kurla Complex, Bandra(East), Mumbai-400051 and Jharkhand Regional Office at Near PHED Water Tank, Bariatu-Booty Road, Ranchi-834009, hereinafter referred to as "**NABARD**" (which expression shall, unless repugnant to the context or meaning thereof, means and includes its successors and assigns) of the **ONE PART**

AND

M/s., a firm/society/company registered/incorporated under the Companies Act, 1956 Act and having its registered office at hereinafter referred to as the "**Contractor**" which expression shall, unless repugnant to the context or meaning thereof, mean and include its successors, liquidators, administrators and assigns) of the **OTHER PART**.

*(NABARD and the Contractor are collectively hereinafter referred to as "**the parties**")*

WHEREAS

- (1) NABARD, being desirous of outsourcing the works relating to Annual Maintenance contract for Civil, plumbing, carpentry and electrical works at and hereinafter referred to "**the said works**") of its premises at Near PHED Water Tank, Bariatu-Booty Road, Ranchi 834009 (hereinafter collectively referred to as "**the said Premises**") for the period 01.04.2025 to 31.03.2027, had, vide its letter No.dated, issued a "Notice Inviting Tender" (hereinafter referred to as "the NIT") inviting bids for providing the said works at the said Premises. A copy of the NIT is annexed herewith as "Annexure 1" and to be read as part and parcel of this Agreement.
- (2) The Contractor had, vide its letter dated, submitted its Tender for undertaking the said works at the said Premises.
- (3) NABARD, vide its Letters of Intent No. dated had selected the Contractor for carrying out the said works at the said Premises.
- (4) The parties hereby agree, record and confirm the various terms and conditions for carrying out the said works at the said Premises hereinafter appearing.

NOW THIS INDENTURE WITNESSES AS FOLLOWS:

- (1) The contract shall commence **from 01.04.2025 and shall continue till 31.03.2027** unless it is curtailed or terminated by NABARD owing to deficiency of services, sub-standard quality of manpower deployed, breach of contract, reduction or cessation of the requirements etc. NABARD shall pay a sum of **Rs..... lakh for the**

said period to the Contractor for carrying out the said works in the said Premises as per the details given in **Scope of Work** in the tender. The rate will remain fixed throughout the entire period of contract i.e. till 31.03.2027 and is inclusive of all costs such as insurance, taxes, duties, levies, cess, transportation, salaries and wages that may be levied, imposed, charged, paid or incurred by the Contractor. In case of payment of supply of skilled/semiskilled/unskilled labour, the rates will be revised proportionately as per the revision in minimum wages as announced by State/Central Govt. whose rates are adopted. NABARD will make payments only after the satisfactory completion of the periodic services on monthly / quarterly basis as indicated in the tender document.

- (2) The contractor will implement and operationalise web based / app based complaint registration system if supplied by NABARD. No payment will be made by NABARD to the contractor in this regard.
- (3) The contract may be extended for further period/s after the expiry of the initial period i.e. 31.03.2027 as indicated in the tender document. NABARD shall, in that event, make a request in writing in this behalf to the Contractor one month prior to the expiry of the current contract/extended contract and upon such request, the Contractor shall provide the said works at the said Premises, on the same terms and conditions or with some addition /deletion/modification, for a further specific period, mutually agreed upon by the parties.
- (4) The Contractor should carry out the rotation of its deployed personnel within its client organizations during the contract period.
- (5) The Contractor should make discreet inquiries about the character and antecedents of the persons whom they are deploying in NABARD. The Contractor shall ensure that the individuals deployed in NABARD satisfy the minimum technical and educational qualifications as mentioned in the tender document.
- (6) The Contractor shall furnish the following documents in respect of the individuals who will be deployed by it in NABARD by:-
 - i. List of individuals deployed
 - ii. Bio-Data containing educational qualifications and previous experience/s, date of birth, etc.
 - iii. Certification of verification of antecedents of persons by local Police authority.
 - iv. Identity Cards bearing photograph.
- (7) The number of manpower required will be purely based on the requirement at site. The minimum requirement of manpower is indicated in the tender document. No additional payment shall be made if the contractor keeps more staff for completing the pending work or if minimum staff strength is not able to perform satisfactorily as per the contract provision. All deployed manpower shall wear Identity card/s provided by the office every day during working hours.
- (8) NABARD shall have discretion to change the scope of work and deployment of number of manpower whenever required.
- (9) The said works at the said Premises, which will be entrusted to the Contractor from time to time by NABARD, are to be rendered without causing any hindrance or disturbance to any staff member of the NABARD working during the normal working hours. The work shall be carried out efficiently, in consonance and in conformity with the standards of a neatly and hygienically maintained premises.
- (10) The Contractor shall, for all intents and purposes, be the “Employer” within the meaning of different labour legislation in respect of manpower so employed by him and deployed in NABARD and the manpower so employed by him 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.

- (11) The Contractor shall promptly and timely obtain all such consents, permissions, approvals, licenses etc., as may be necessary or required for carrying out the said works in the said Premises in accordance with this Agreement. The Contractor shall also inform and assist NABARD in procuring any registration, permissions or approvals, which may be at any time during the currency of this Agreement or the extended period be statutorily required to be obtained by NABARD for availing the services under this Agreement. The Contractor shall obtain appropriate license under the Contract Labour (Regulation and Abolition) Act 1970 and the Rules and shall comply with all terms and conditions thereof strictly, and shall keep such license duly validated and / or renewed from time to time throughout the currency of this Agreement.
- (12) All persons deployed by the Contractor in NABARD will be subjected to security check by the NABARD while entering and leaving the premises. The Contractor shall be required to provide supervisory staff for ensuring efficient and smooth operations.
- (13) The Contractor shall attend to complaints relating to the said work received from the employees of the NABARD and shall devise a system whereby such complaints when brought to the notice of the Contractor will be attended promptly by him or his employees concerned.
- (14) The Contractor shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. NABARD shall, in no way be responsible for settlement of such issues whatsoever.
- (15) NABARD shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by the Contractor in the course of their performing the functions/duties, or for payment towards any compensation.
- (16) 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 party 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.
- (17) It will be the responsibility of the Contractor to meet transportation, food, medical and any other requirements in respect of the persons deployed by him in NABARD. It will be the responsibility of the contractor for disposal of debris to the approved dumping ground and NABARD will have no liability in this regard.
- (18) The Contractor shall provide suitable uniforms consisting of Shoes, Dress, and Sweater to the persons employed by it and necessary tools, equipment and machinery for carrying out the said works at the said Premises. Such persons without complete uniform will be treated as absent. The Contractor shall also provide all safety items such as safety shoes, gloves, masks, etc.
- (19) The Contractor, wherever and whatever material is provided by NABARD, shall use it properly. Any improper use leading to wastage / pilferage shall be made good by the Contractor to NABARD.
- (20) NABARD will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, tools, equipment, machinery, Contractors vehicles or vehicles of the personnel of the Contractor. NABARD will not be under any liability to pay any compensation to the persons deployed by the Contractor if they sustain any injury etc., while discharging the duties in the said premises. The Contractor shall get them insured against any liability under the Employee Compensation Act or any accident at

its own cost. The Contractor should arrange to obtain necessary insurance cover (Workmen Compensation policy and Contractors All Risk 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. The **CAR** policies are required to be at least for 1.25 times of the contract value.

- (21) The Contractor's personnel shall not divulge or disclose to any person, any details of office, operational processes, technical know-how, security arrangements, administrative/ organizational matters as all are of confidential/secret nature.
- (22) 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.
- (23) The Contractor shall ensure proper conduct of its personnel in the said premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work, etc.
- (24) The Contractor shall depute a coordinator who would be responsible for immediate interaction with the Officer-in-charge of Department of Premises, Security and Procurement, Head Office NABARD so that optimal services of the persons deployed by the Contractor could be availed without any disruption.
- (25) The Contractor shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons. In case of delay in attending the work or providing the substitute in time shall attract a pre-estimated fine and NABARD will be at liberty to get the work done through any other agency and the cost therefor shall be recovered from the Contractor at the discretion of NABARD. Contractor shall maintain a proper Record/Register indicating reasons for not attending to any particular complaint within time schedule, failing which penalty as per Bank's decision shall be levied. The expected period of completion of the various items and the amount of deduction beyond that period for pending complaints as per tender conditions shall be applicable.
- (26) The Contractor, upon receiving a notice from NABARD, shall replace immediately any of its personnel who is found unacceptable to NABARD because of security risks, incompetence/conflict of interest/misconduct.
- (27) In case, the manpower deployed by the Contractor commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the Contractor will be liable to take appropriate disciplinary action against such persons, and if so, required by NABARD, remove him/them from the said Premises.
- (28) The Contractor shall pay the manpower deployed in NABARD their wages in accordance with the Minimum Wages Act, 1948 as applicable in the State of Maharashtra/GoI, whichever is higher on a monthly basis. The Contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the manpower deployed in NABARD. The Contractor shall also pay statutory tax, wherever applicable.
- (29) The Contractor, as a taxable service provider, must be registered with Central Excise Department and obtained Registration and should attach a copy of Certificate along with the Agreement. The Invoices / Bills / Challans should be serially numbered and it should contain the Name and address of Service Provider & Service Receiver, Description of service, etc.
- (30) The Contractor shall raise the bill along with attendance sheet in the first week of the succeeding month. As far as possible, the payment will be released by the second week of the succeeding month. However, the Contractor must ensure that the salaries of their deployed staffs are released before the 7th day of the following month in the presence of NABARD's representative, irrespective of receipt of payment from NABARD.
- (31) The Tax Deduction at Source (TDS) shall be effected as per the provisions of the Income Tax Act, as amended from time to time and a certificate to this effect shall be provided to the Contractor by NABARD.

- (32) The Contractor shall also liable for depositing all taxes, levies, Cess etc. on account of carrying out the said work to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- (33) The Contractor shall maintain all statutory registers under the applicable law. The Contractor shall produce the same, on demand, to NABARD or any other authority under law.
- (34) The Contractor on its part and through its own resources shall ensure that the goods, materials and equipment, etc. of NABARD are not damaged in the process of carrying out the said work and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If NABARD suffer any loss or damage on account of negligence, default or theft on the part of the employees /agents of the Contractor, then the Contractor shall be liable to compensate for the same. The Contractor shall fully indemnify NABARD against any such loss or damage. NABARD shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the Contractor under this contract.
- (35) The Contractor will have to deposit a security amount (including EMD) of **Rs.....(Rupees.....)** for NABARD Jharkhand Regional Office vide NEFT/RTGS at the rate of 5% of the approved tender value. In case, the Agreement is further extended beyond the initial period, the security deposit would be retained.
- (36) In case of breach of any terms and conditions of this Agreement, the Performance Security Deposit of the Contractor will be liable to be forfeited by NABARD besides annulment of the Agreement.
- (37) In case, the Contractor fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof, NABARD is put to any loss/obligation, NABARD will be entitled to get itself adjusted out of the outstanding bills or the Security Deposit of the Contractor, to the extent of the loss or obligation in monetary terms. If the adjustment is not possible, then the same may be recoverable from the contractor.
- (38) In case any of documents furnished by the Contractor is found to be false at any stage, it would be deemed to be a breach of the terms of this Agreement making it liable for legal action besides termination of contract.
- (39) If the Contractor becomes insolvent or fails to observe or perform any condition of this Agreement then notwithstanding any previous waiver of such default or action being taken under any other clause hereof NABARD may terminate the contract and forfeit the said performance security deposit and recover from the contractor any loss suffered by NABARD on account of the Agreement being terminated.
- (40) The Contractor shall not transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of NABARD.
- (41) If the services of the contractor are not found satisfactory, the contractor will be given one month notice 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, any day after the expiry of the said notice period. However, the contractor firm can terminate the agreement by giving three months notice in advance. If the Contractor fails to give such three months notice in writing for termination of the agreement, then the Security Deposit will be forfeited. Notwithstanding anything contained in this Agreement, the Contractor shall continue to provide services of the persons deployed in NABARD on the terms and conditions of this Agreement till the date of termination this agreement.
- (42) On the expiry or early termination of the Agreement, the Contractor will withdraw all its personnel without in any way causing any damage to the said premises and the property therein and clear their accounts by paying them all their legal dues. The persons deployed by the contractor shall not be entitled to and will have no claim for any absorption nor for any relaxation for absorption in the regular/otherwise capacity in NABARD.

(43) Resolution of disputes

- i. This Agreement shall be governed by and construed in accordance with the laws of India.
 - ii. Disputes or differences whatsoever, arising between NABARD and the Contractor shall be resolved amicably between NABARD's representative and the Contractor's representative.
 - iii. 41.3 In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then the same shall be resolved as follows:
"Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this Agreement or the validity or the breach thereof shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties."
 - iv. The venue of the arbitration shall be at **Ranchi**.
 - v. The language of arbitration shall be English.
 - vi. Work under the Agreement 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. Save as those which are otherwise explicitly provided in the Agreement, no payment due or payable by NABARD to the Contractor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.
- (44) Any notice, for the purpose of this Agreement, has to be sent in writing to either of the parties by facsimile transmission, by registered post with acknowledgement due or by a reputed courier service. All notices shall be deemed to have been validly given on (i) the business day immediately following the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or (ii) the expiry of 5 days after posting, if sent by post, or (iii) the business date of receipt, if sent by courier.
- (45) This Agreement, its Annexures and the NIT constitute the entire Agreement between the Contractor and NABARD, and supersede any prior or contemporaneous communications, representations or agreements between the parties, whether oral or written, regarding the subject matter of this Agreement. In the event of conflict between the provisions of this Agreement and any attached Annexure or the NIT, the provisions of this Agreement will prevail to the extent of such conflict take precedence. In the event of conflict between the provisions of any attached Annexures and the NIT, the provisions of any attached Annexures will to the extent of such conflict take precedence. The terms and conditions of this Agreement may not be changed except by an amendment signed by an authorized representative of each party. NIT shall be the reference document to the extent the terms and conditions are either not reiterated or not given a contrary meaning under this Agreement.
- (46) This agreement is being executed in duplicate, NABARD should keep the original and the **Contractor** shall keep the duplicate.
- (47) The Contractor shall bear the stamp duty on this agreement for both the original and the **duplicate** copies.

Signed, sealed and delivered

Signed, sealed and delivered

By Shri _____
DGM/ GM

by Shri _____

For & on behalf of NABARD

the duly authorized signatory
for & on behalf of the Contractor

In the presence of

In the presence of

1.....

1.....

2.....

2.....



16. CHECK LIST FOR SUBMISSION OF BID

Bidder is requested to fill this checklist and ensure that all details/documents have been furnished as called for in the Bidding Document along with duly filled in, signed & stamped checklist **with this tender document.**

Please tick (✓) the box and ensure compliance:

1. EMD of requisite amount is submitted as mentioned in Notice Inviting Tender (NIT) EMD value: Rs. _____ is submitted through _____ Dated _____ Drawn on _____ (Name of Bank)

Submitted

☐

2. Power of Attorney in favour of person who has signed the offer, in stamp paper of appropriate value. For Proprietary Organization, declaration for proprietorship submitted

Submitted

☐

Proprietorship

☐

3. Partnership Deed is case of Partnership firm and Articles of Association in case of limited company and AFFIDAVIT ON A NON JUDICIAL STAMP PAPER OF RS.100/-DULY NOTARIZED

Submitted

☐

Not applicable

☐

4. Original Bidding Document along with blank (un-priced) copy of price Bid/ Schedule of Rates and addendum, if any. Price is not filled up in this document, which needs to be mentioned in Price bid only.

Submitted

☐

5. All pages/documents are stamped and signed by the authorized signatory of the bidder.

Yes

☐

6. Price bid in original, duly filled in, signed and sealed in each page, and Calculation sheet (separate for each quoted service) submitted in separately.

Submitted

☐

7. Duly filled in Details of Specific Experience as per the format attached in the Bidding Document along with Documentary evidences comprising Work order and Completion certificate in support of meeting Experience criteria as per the NIT.

Submitted

☐

8. Work Completion certificates from clients, in case work is already completed

Submitted

☐

9. Financial statement along with the Annual Audited balance sheets and P&L Accounts/ IT returns for the last three years, as applicable.

Submitted

☐

10. PAN NO. with documentary proof.

Submitted

☐

11. ESI No. with documentary proof, if applicable

Submitted

☐

12. PF No. with documentary proof, if applicable

Submitted

☐

13. GST Number (GSTN) applicable under GST Act.

Submitted

☐

14. Pre-Contract Integrity Pact for vendors quoting for services.

Submitted

☐

NOTE: Documents, which are required to be submitted for the subject job, which are specifically mentioned in the Bidding Document.

SIGNATURE OF BIDDER: _____

NAME OF BIDDER : _____

COMPANY SEAL : _____



Calculation sheet (per month basis)

Sl. No.	Description	Details	Electrician (skilled)	Plumber-cum-Mason (skilled)	Carpenter-cum-Fitter (skilled)
A	Minimum wage (as per Central Govt. or State Govt. whichever is higher) inclusive of Special Allowance/VDA. (As per prevailing law)	@ Rs.868(Wages + VDA)/day for skilled** -			
B	Providing one skilled electrician as indicated in the scope of AMC for Office Building	26 days a month			
C	Providing two skilled electricians as indicated in the scope of AMC for Officers' Quarters	26 days a month			
D	Providing one skilled carpenter-cum-fitter as indicated in the scope of AMC for Officers' Quarters	26 days a month			
E	Providing one skilled plumber-cum-mason as indicated in the scope of AMC for Officers' Quarters	26 days a month			
F	EPF (Employer portion) should not be less than 13% of basic wage (Maximum Rs. 15000/- pm)	13%			
G	ESI Contribution (Maximum upto Rs.21,000/-)	3.25%			
H	Sub Total (applicable items from B to G)				
I	Service Charges as a % on H (Includes management & supervisory charges including Contractor's profit, tools and equipments, low value consumables, uniform, other overheads etc.) ## (Service charges Minimum 3.85 % of H)				
J	Total (H+I)				
K	GST (as applicable)				
L	Grand Total (J+K)				

Note: The filled calculation sheet should not be enclosed in Technical bid.

**As per the prevalent rate and as amended from time to time by Govt. India / State Govt. whichever is higher

The rate quoted by the bidder should be reasonable and workable.

Seal & Signature of the Tenderer

Price Bid

Tender for Annual Maintenance Contract for Civil, Plumbing, Carpentry and Electrical maintenance works for Office Building and Officers' Quarters of NABARD, Ranchi for the period from 01 April 2025 to 31 March 2027

Office Building

Description of item	Quantity	Unit	Rate in INR per month	Amount in INR (in word and figure)
Providing Skilled Manpower for Electrical Maintenance Works				
Skilled	1	Manpower		
Total per month				
GST				
Grand Total per month				

Officers' Quarters

Description of item	Quantity	Unit	Rate in INR per month	Amount in INR (in word and figure)
Providing Skilled Manpower for Civil, Plumbing, Carpentry and Electrical Maintenance Works				
Skilled	4	Manpower		
Total per month				
GST				
Grand Total per month				

Important Notes:

1. Vendor shall quote its rates only against the services it wishes to offer.
2. All other rows shall be struck off.
3. Vendor can quote its rates for more than one services.
4. AMC charges shall be including of all taxes.
5. Monthly/ Quarterly/ Periodical payments will be made based on the bills submitted by the Contractor for Office and Officers' quarters separately and certified by the concerned ACT/CT/Site Supervisor 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 ACT/CT (Assistant Caretaker/ Caretaker) after completion of the respective works on the formats enclosed/given for respective work and should submit all these with the bill. Payments will be made only after producing the e-payment sheets and wage register for countersigning by NABARD and successful deposit/transfer of dues to EPFO & ESI (wherever applicable) including of any other statutory requirement in force from time to time.
6. For calculation of wage cost, bidder has to consider 26 days a month for manpower deployed and minimum wages for skilled @Rs.868/- day at present. However, payment will be released as per the minimum wages as amended from time to time by central govt.

or state govt., whichever is higher. Deduction on account of absenteeism/ day will be worked out by dividing the total wage of that month by the no. days of the month.

7. Bids quoted with service charges less than 3.85% of the total cost of service would be treated as unresponsive and invalid, which are liable for rejection.
8. L1 will be considered separately for each of the services based of total monthly amount Quoted Rate for Office and Officers' quarters.
9. Evaluation of marks based on the scoring model (QCBS) will be triggered only when multiple bidders are found to be L1. Duly filled QCBS (Section 12) is to be submitted along with technical bid. The weightage for technical bid and price bid will be given at the ratio of 70:30, based on which the tender will be finalised, and work will be awarded.

Company Name:

Name of Authorized Signatory:

Seal & Signature:



Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	12-03-2025 14:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	12-03-2025 14:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Finance
Department Name/विभाग का नाम	Department Of Financial Services
Organisation Name/संगठन का नाम	National Bank For Agriculture And Ruraldevelopment
Office Name/कार्यालय का नाम	Jharkhand
क्रेता ईमेल/Buyer Email	buycon150.nbar.jh@gembuyer.in
Item Category/मद केटेगरी	Pest and Animal Control Service - Maintenance Contract; 1 month; General Pests/Insects Control
Contract Period/अनुबंध अवधि	2 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	2 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No

Bid Details/बिड विवरण	
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	10 Days
Estimated Bid Value/अनुमानित बिड मूल्य	150000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज़ ब्रेकअप आवश्यक है	Yes
Arbitration Clause	Yes (Arbitration clause document) as per DoE OM No.F.1/2/2024-PPD dated 03.06.2024 Arbitration should not be routinely included in contracts
Mediation Clause	Yes (Mediation clause document) as per DoE OM No.F.1/2/2024-PPD dated 03.06.2024 mediation clause should not be routinely included in contracts and pre-litigation mediation can be taken up without any such clause also

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता

Yes

1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
3. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
4. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Past experience for similar extent of area or similar value in the past X years:Yes, as specified in ATCs and Tender Document.

Geographic Presence In States:As specified in ATCs and Tender Document.

Minimum Years (Up To 5 Years) Of Experience In Related Field:As specified in ATCs and Tender Document.

Press Note/ Process Details and proposed frequency for:As specified in ATCs and Tender Document.

Annual Turnover And Profit Requirement:As specified in ATCs and Tender Document.

Certification requirements (Please enter any ISO certification/ CIBRC Certification/Membership

requirements / Municipal State Certificate as Bonafide contractor or any other details):As specified in ATCs and Tender Document.

Scope of work and recommended frequency of treatments:[1740046585.pdf](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
03-03-2025 15:00:00	Conference Hall, 7th Floor, NABARD Jharkhand Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi, Jharkhand – 834009

Pest And Animal Control Service - Maintenance Contract; 1 Month; General Pests/Insects Control (22457)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Type of Service Required	Maintenance Contract
Service Cycle	1 month
Type of treatment	General Pests/Insects Control
The bidder should not have been blacklisted or debarred by any Central/ State Government/ agency of Central/ State Government/ Public Sector Undertaking/ Regulatory Authority of India at the time of submission of this bid	Yes
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Delivery Address	Jharkhand Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi, Jharkhand – 834009
zipcode	834009

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Area in Sq meter	Additional Requirement/अतिरिक्त आवश्यकता
1	Sunny Tudu	834009,NABARD, Jharkhand Regional Office, Near Water Tank, Booty Bariatu Road, Ranchi, 834009	22457	N/A

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Generic

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

NABARD Jharkhand Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi, Jharkhand - 8340 09

NGHC, Blocks No 19 & 20, Sector 1, Khelgaon, Ranchi - 835217

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3. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.

14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---

**Tender for Annual Maintenance Contracts for
Pest Control services at Office Building and
Officers' Quarters of NABARD, Ranchi
for the period from 01 April 2025 to 31 March 2027**



NABARD

**Jharkhand Regional Office
Near PHED Water Tank, Bariatu-Booty Road,
Ranchi, Jharkhand – 834009**

Date of issue of tender document	20 February 2025
Pre Bid Meeting with bidders	03 March 2025 at 03:00 PM
Due date for submission of tender	12 March 2025 by 02:00 PM
Date and time of opening technical bids	12 March 2025 at 03:00 PM
Issue and Opening of Price Bid	Will be communicated to qualified bidders in due course.

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NOTICE INVITING TENDER

Ref.No. NB.JH.DPSP/148461/ AMC/ 2024-25
20 February 2025

Madam/ Dear Sir

Notice Inviting Tender (NIT) – Tender for Empanelment of contractors and Comprehensive Annual Maintenance Contract for pest control treatment works in Office building and Officers' Quarters of NABARD's Jharkhand Regional Office, Ranchi from 01 April 2025 to 31 March 2027

1. NABARD, Jharkhand Regional office, Ranchi invites tenders in GeM from prospective bidders for empanelment of contractors and comprehensive Annual Maintenance Contract (CAMC) for pest control treatment work in its office building and officers' quarters for the following works:
2. This NIT and tender documents can be downloaded from our website at <https://www.nabard.org/English/Tenders.aspx> and GeM site. The bidders are required to fill in the tender document properly, submit the required documents quote the price bid and enclose in GeM in addition to quoting the rates in GeM. There will be no charges for downloading the tender documents from the web site. The firms are required to submit duly filled in tender document in physical form and drop in the tender box kept at 7th floor in NABARD Regional Office, Ranchi.
3. The Contract period will be from **1st April 2025 to 31st March 2027 with a provision of review of performance on completion of each year**. The renewal of contract shall be on sole discretion of NABARD subject to satisfactory performance and at mutually agreed terms and conditions.
4. The services are to be provided under AMC as per the scope of work and terms and conditions mentioned in tender document:
5. The vendors those qualify the technical bid will be kept empanelled in respective categories for a period of two years from 01 April 2025 to 31 March 2027. Separate quotations/bids will be called from these empanelled vendors for future works of NABARD which are not covered under this maintenance contract as and when necessary and they have to execute the work as per the agreed terms and conditions of the tender.
6. **AMC Contract shall be executed for each site separately. Bidders may quote for any or all of the above services individually in the Price bid.**
7. Tenderers are advised to submit tenders in GeM only, after carefully following the instructions in given GeM, tender document of NABARD, terms and conditions and scope of work of the tender etc.
8. All the emails to be CC marked to email- dpsp.ranchi@nabard.org
9. Any clarification in regard to the tender may be contacted at 8850643225 (Shri S Prusty, DGM), 7250247821 (Smt. Juhi Pavasini, AGM) and 9029447896 (Shri P H Thakare, AM).
10. The tenderer/bidder shall submit two separate bids for each work i.e. Technical Bid and Financial/Price Bid which should be complete in all respect.
11. Tenders must be submitted in GeM not later than 02.00 pm on 12 March 2025. Tenders received after stipulated date and time shall not be entertained. The Technical Bids will be opened online at 3 PM on 12 March 2025 at NABARD Jharkhand Regional Office in presence of the interested bidders who choose to be present or in any eventuality, on the date and time as decided by NABARD. All the bidders are advised in their own

interest to be present on the specified date. No separate intimation will be given in this regard. Please note, not more than two representatives from each bidder shall be entertained. The representative has to furnish an authorization letter from the respective bidder on their letter head for participating in the technical bid opening.

12. The Financial Bid shall be opened after detailed evaluation of the technical bid. The date of opening of Financial Bid will be intimated separately to the technically qualified bidders only. The Bids should not contain any conditions whatsoever and any such conditional bids received shall be rejected.
13. 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. The decision of the Bank in this regard shall be final.
14. The bids shall remain valid for acceptance for 3 months from the date of opening of price/ financial bid. If the tenderer withdraws his tender before the expiry of the said period, then the bank without prejudice to any other right or remedy will be at liberty to forfeit the earnest money.
15. All documents that comprise the offer should be signed and sealed by the bidder, as a token of acceptance to the terms and conditions specified in the tender.
16. Bidder shall deposit Earnest Money Deposit (EMD) as under:

Sr. No.	Services	EMD Amount (Rs.)
3	Pest control treatment of Office building	1200/-
4	Pest control treatment of Officers' quarters	1650/-

EMD is exempted for MSEs certificate holder for manpower category as defined in MSE Procurement Policy issued by GoI or bidders who are registered with Central Procurement Organizations and Udyam Portal. The technical bid without EMD shall be summarily rejected. EMD will be paid vide NEFT/RTGS to following account:

NAME OF THE ACCOUNT	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
BANK NAME	NABARD
BRANCH NAME	HEAD OFFICE, MUMBAI
IFS CODE	NBRD00000002
VIRTUAL ACCOUNT NUMBER (VAN)	NABADMN38

17. No interest shall be paid on the EMD so deposited. EMD of the successful bidder shall be adjusted with security deposit, whereas EMD of the unsuccessful bidders will be refunded upon the issuance of work order. The quantum of security deposit shall be 5% of the approved annual contract amount. The successful tenderer has to submit the balance amount of security deposit within 10 days of acceptance of work order. Security Deposit will be refunded after the expiry of the contract period. SD will not bear any interest.
18. **Technical bid shall contain:**
 - a. "Technical bid" of tender with every page signed and stamped by bidder.
 - b. Proof of EMD payment.
 - c. Power of attorney authorizing the person to sign the tender.
 - d. Checklist duly signed.

19. **Price Bid shall contain:**

- a. Price Bid.
 - b. Calculation sheet (separate for each service) as prescribed in the tender.
 - c. shall not contain any condition whatsoever and any conditional bid shall be summarily rejected.
20. If the last date of receipt or opening of the tenders happens to be a **holiday** for NABARD, then the receipt and opening of the tenders shall be shifted to next working day without change of time and venue.
 21. A **pre-bid** meeting will be held at **NABARD, JHARKHAND REGIONAL OFFICE, Ranchi** at 3.00 pm on **03 March 2025** with the prospective bidders, to clarify any issues pertaining to the tender. The bidders are expected to thoroughly read the tender document and present the details of issues / clarification required in the pre-bid meeting, so as to understand all aspects of the work.
 22. The tenderer should quote the rates in figures as well as in the words. In case, discrepancy is found in the rates in words and figures, then the rates quoted in words shall be taken as correct.
 23. The tender document must be filled in English. If any of the documents are missing or un- signed in price bid, the tender shall be considered invalid. In case of technical bid, the details of incomplete or missing documents will be intimated to the tenderer and the tenderer has to submit all those documents within 4 days after communicating the same, in case the tenderer fails to submit the required documents within 04 days the tender will be rejected.
 24. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the tenderer who resort to canvassing will be liable to rejection.
 25. Before quoting, the tenderer shall inspect the site, to fully acquaint himself about the condition in regard to accessibility of the site, working condition of site, locality including installations of tools and plants (T&P) **and** local authority regulations / restrictions if any, conditions affecting accommodations and movement of personnel etc. required for the satisfactory execution of the work contract. No claim whatsoever on such account shall be entertained by the NABARD in any circumstances.
 26. Any discrepancies, omissions, ambiguities in the tender documents, if any, or any doubt as to their meaning should be reported in writing to CHIEF GENERAL MANAGER, NABARD, JHARKHAND REGIONAL OFFICE, Near PHED Water Tank, Bariatu-Booty Road, Ranchi, Jharkhand - 834009 who will review the queries and if information sought is not clearly indicated or specified, NABARD will issue clarifications to all the tenderers which will become part of the Tender Document. NABARD will not be responsible if the discrepancies, omissions, ambiguities in the tender documents or any doubts as to their meaning are not brought to the notice of NABARD before three working days prior to the last date of submission of the tender.
 27. NABARD also reserves the right to divide and distribute the work to more **than** one tenderer at its sole discretion.
 28. The **successful** bidder(s) shall execute an agreement at its own cost on non-judicial stamp paper of Rs.100/- with NABARD in accordance with the standard format provided by NABARD within 14 days from date of issue of work order, failing which bidder's EMD may be forfeited.
 29. AMC Payment will be settled based on the minimum wages (Basic wages + variable DA), fixed by state Govt / central Govt. whichever is higher and its amendments from time to time. Payment will be released only after submission of proof of release of minimum wages, EPF and ESI to the workmen deployed by the contractor. The contractor will release wages to the contract labour in time without waiting for the same being settled by NABARD. Bonus will be paid on reimbursement basis at Govt. approved rate (prevailing rate @ 8.33% of the

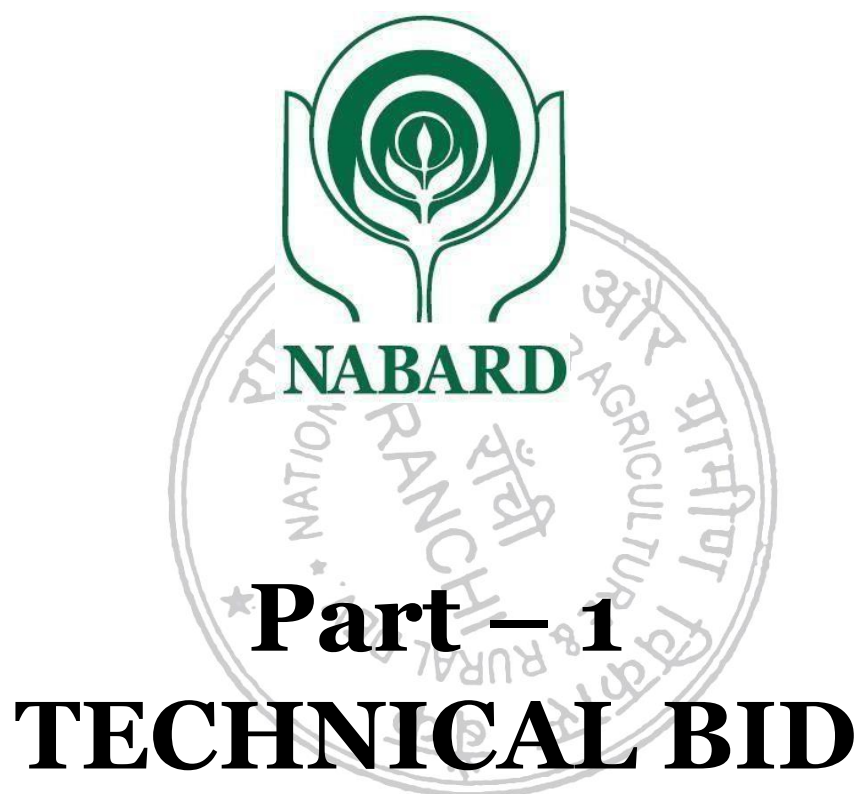
minimum wages) as per the prevailing statutory rules. Payment for the materials, supplied by the contractor shall be paid separately at the rates approved by NABARD on submission of bills /worksheets.

Sd/-

(S Prusty)

Dy. Gen. Manager





1. FORM OF TENDER

(On the letter head of the bidder)

Date: _____

The Chief General Manager

National Bank for Agriculture and Rural Development
Jharkhand Regional Office
Near PHED Water Tank, Bariatu-Booty Road,
Ranchi, Jharkhand -834009

Dear Sir/Madam

Notice Inviting Tender –Tender for empanelment and Coprehensive Annual Maintenance Contract for pest control treatment work in NABARD's office building and Officers' quarters

1. I / We have examined the Scope of Works, Schedule of Quantities and Terms and Conditions relating to the tender for the works invited by you and are submitting our offer for the work:
2. I / We have visited the site, examined the scope of works specified in the Tender Document and acquired the requisite information relating thereto as affecting the Tender.
3. I / We agree to deposit interest-free **EMD Rs.** _____ through NEFT and enclose the transaction report in the technical bid.
4. 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 Schedule of Quantities in all respects as per the specifications and Scope of Works, described in the Tender Document.
5. In the event of this tender being accepted, I/We agree to enter into an Agreement with NABARD as per the prescribed format.
6. The rates quoted by me/us, are firm and shall not be subjected to variations on account of fluctuation in the market rates, or any other reasons whatsoever for the captioned period.
7. 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. I/We agree to pay all Government (Central and State) Taxes such as Excise Duty, Income Tax, GST,

and other taxes prevailing from time to time. Rates are including taxes and valid for the currency of the contract.

8. 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. I/We will be responsible for any legal/Quasi legal matters arising due to non-compliance of statutory obligations, and indemnify NABARD from any complications, all expenditure in this regard will be borne by me/us
9. We hereby certify that all the statements made and information supplied in the tender Document and accompanying statements are true and correct.
10. Should this tender be accepted, I / we hereby agree to abide by and fulfil all the Terms and Conditions and Provisions of the said Contract Document annexed hereto.

Name of the person authorized to sign and submit the Tender

I).....

II).....

Yours faithfully

Place

Date

Signature

Seal



2. Instructions for filling the Tender

All the pages of the Tender Document shall be signed by the Tenderer.

NABARD takes no responsibility for delay / loss in post or non-receipt of Quotations / Tender Documents.

A. Instructions for filling the Price bid

1. Quoted rates should be workable and reasonable and should include:
 - a) Payment to all the contract workers engaged by contractor as per minimum wages as notified by Labour Commissioner, GoI / State Govt. as applicable.
2. The contractor may be required to furnish **Rate Analysis**, along with the price-bid, for the rates quoted by him/her in this tender, if required.
3. The contractor is advised to visit the premises before quoting the rates and get all clarifications.
4. Preference **shall be given to MSE as per the guidelines of GeM.**
5. Rates shall have to be quoted in both words and figures
6. Signature of the authorized signatory of the contractor / Tenderer
7. Bids submitted by unauthorised agents and FAX / Telegraphic/Email bids shall not be entertained / considered.
8. The quoted amount should include all items pertaining to the Pest control Treatment works .
9. The rate should include the discount (if any) also. There is no question of extra payment above the quoted rate under any circumstance for the tender item. In case of any variation in quantity or value, the same will not be made a matter of dispute by the Bidder / Tenderer.
10. The Contractor shall make necessary arrangement for watch and ward of his materials at his own risk and cost.
11. If last date of receipt of Tender and opening date is any holiday, then submission and opening of Tenders / Quotations shall be shifted to next working day without change of time and venue.
12. The Tenderers should quote their rates strictly adhering to Terms and Conditions stipulated in the Tender Document. Unsolicited correspondence after opening of the Tender shall not be entertained. Conditional / Deviational Tenders may be rejected without making any reference to the Tenderers.
13. The amount 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: -
 - a) 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.

- b) 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.
 - c) 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.
14. No advance shall be paid towards mobilisation and cost of materials.
15. NABARD will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the contractor. No compensation shall be admissible for any loss suffered by the Contractor during the execution of the work. It shall be the Contractor's sole responsibility to protect NABARD's staff and his employees against accidents from any cause and he shall indemnify NABARD against any claims for damage on account of injury to person or property, resulting from any such accidents with necessary Insurance cover.
16. NABARD will not be under any liability to pay any compensation to the persons deployed by the contractor if they sustain any injury etc., while discharging the duties in the said premises. The contractor shall get them insured against any liability under the Employee Compensation Act or any accident at its own cost. The Contractor should take necessary Insurance cover at his cost for his persons employed at site. The contractor should arrange to obtain necessary insurance cover (Workmen compensation policy and Contractors All Risk Policy) for the work at his cost and should be responsible for the safety of persons, employed by him. The Contractor shall be fully responsible and shall compensate 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 insurance policy may be obtained in the Contractor's name to the amount of at least 1.25 times of the tender amount. The decision of NABARD in this regard shall be final and binding.
17. Any damages caused to the building / premises during the execution of the work shall be made good by the Contractor and if necessary, through suitable Insurance cover at his cost.
18. The Contractor shall use necessary safety equipment and maintain all safety measures during the execution of works and ensure compliance of Safety Code as per Rules and Regulations in force. The contractor shall keep NABARD and its officers indemnified against all actions, costs, expenses, damages, claims, suits or demands, or any loss or liabilities of whatsoever nature arising directly or indirectly whether by way of labour or legal proceedings or otherwise which may be brought against the NABARD by any of the person employed by contractor or any other authority, arising out of execution of the contract including claims for all damages, costs, charges, expenses which NABARD may incur in respect thereof.

19. The Contractor shall monitor the on-going works or satisfactory completion of works or redressal of complaints through his staff.
20. Notwithstanding anything stated above, NABARD reserves the right to assess the Tenderer's capability and capacity to perform the contract, should the circumstances warrant such assessment in the overall interest of NABARD.
21. The decision of NABARD in awarding the work shall be final.
22. NABARD reserves the right to accept / negotiate / reject any Tender either in whole or in part without assigning any reasons therefor whatsoever and without entering into any further correspondence and hence, NABARD shall be under no obligation to accept the lowest or any other Tenders received in response to this Tender. The decision of NABARD in this regard shall be final and undisputable.

DECLARATION BY THE CONTRACTOR

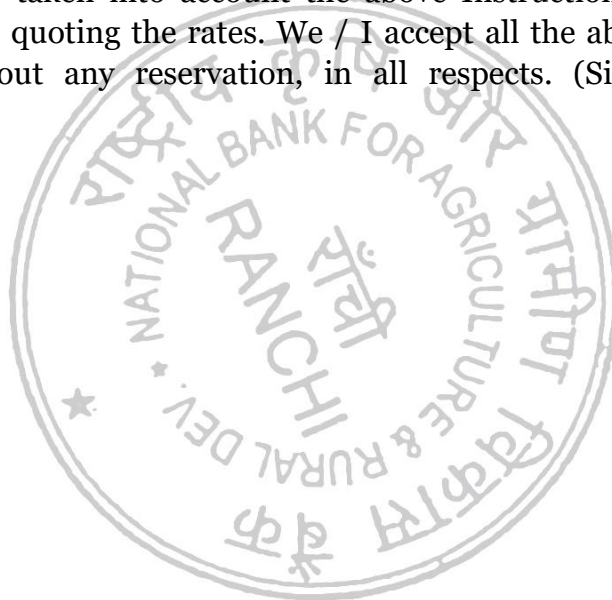
We / I have read and understood all the instructions / conditions made above and we / I have taken into account the above Instructions / Terms and Conditions while quoting the rates. We / I accept all the above Terms and Conditions without any reservation, in all respects. (Signature of the Tenderer)

Name and Seal:

Address:

Place:

Date :



3. PRE-QUALIFICATION CRITERIA

1. The Tenderer should have a minimum experience of five (05) years of providing said AMC services as on 31 March 2024 for following works.

Pest, Rodent & Termite Control works: (1) All types of pest & rodent control works, treatment for mosquito & lizard nuisance, etc. under license from the Govt. Authorities for use of the pests, etc. (2) Chemical spraying / Gel Treatment inside the flats, (3) All types of anti-termite treatment works. (4) Fogging & Anti Larva Treatment

2. The Tenderer should have at least one of the qualifying work carried out should be for Public Sector Undertakings (PSUs)/Banks/Govt. Offices
3. The Contractors who are registered with any Govt. / Semi-Govt. / Govt. Undertakings / Autonomous bodies / Corporate Sector / Financial Institutions and having experience of executing AMC works may enclose detailed certificates / credentials along with the Technical Bid (Part I) of the tender.
4. The bidders should have carried out similar works during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than the amount as given in following table:

Sl No	Experience Criteria	Contract value executed (Rs. Lakh)
1	1 similar work during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than Rs. >>>	1.13
	OR	OR
2	2 similar works during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than Rs. >>>	0.84
	OR	OR
3	3 similar works during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than Rs. >>>	0.7

5. The tenderers should have minimum average Annual Turnover of **Rs.1.50 lakh** during the last three years ending **31 March 2024**. It should be supported with audited balance sheet / profit & loss statement certified by a registered Chartered Accountant.
6. The tenderer should have their own office within Ranchi city in Jharkhand. Related documents should be submitted.

Note: Any false and/or inadequate information may result in rejection of the tender.

4. GENERAL CONDITIONS OF THE CONTRACT

1. Description of AMC Sites:

a. NABARD Office premises, Bariyatu, Ranchi

The premise is a rented commercial building consisting of basement (for parking) and 8 Floors. 3rd Floor to 7th Floor is office area and kitchen & dining is on 8th floor cum open terrace which is occupied by NABARD.

b. Officers' Quarters, Khelgaon, Ranchi

In Sector 1, NGHC, Khelgaon, two blocks viz. Blocks 19 & 20 are owned by NABARD. In block 19, there are 34 flats that include 2 duplexes, 16 3BHK and 16 2BHK flats. In block 20, there are 32 flats that include 3 duplexes, 14 3BHK and 15 2BHK flats. In block 20, three flats are reserved as Visiting Officers Flat (VOF), one flat as Gym, one flat as dispensary cum medical room and one flat as business continuity centre (i.e. temporary office). Apart from that, there are security rooms, CT/ACT room, 2-wheeler and 4-wheeler parking in ground floor area, outside parking shed, garden area, children's park area, water tank, common pavement area around both the blocks, badminton court, open gym, etc.

2. Tenderers are advised to visit the site/colony and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting.
3. Quoted rates should be workable, reasonable and should include incidental and all overheads and profits. The Tenderers will furnish Rate Analysis for scrutiny of the rates by NABARD, if required.
4. Rates should be including all taxes in accordance with various statutory enactments and should be firm for the entire Contract Period. No increase in rates will be allowed during the entire Contract Period on this account except change in Govt. taxes.
5. Validity of Offer: 90 days from the date of opening of the price bids.
6. **Monthly/quarterly/half yearly** payments will be made in the case of AMCs based the Terms & Conditions bills submitted by the Contractor and certified by the concerned ACT/Site Supervisor to the effect that pest control works are carried out as per the scope of the work. The Contractor has to get the Signature of the Occupant/ACT after completion of the pest control treatments on the approved formats and should submit all these with the bill.
7. 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 the stipulated time.
8. IT and GST-TDS and other statutory deductions, as applicable, will be deducted from total payment due to the Contractors.
9. All works, complaints / instructions given by the respective authorities covered under the Comprehensive Annual Maintenance Contract are to be attended on 24 hours. 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 therefor shall be recovered from the Contractor at the discretion of NABARD.
10. In addition to the normal schedule, the contractor has to carry out the similar works at same rates, as advised by the Bank, on requirement, if any. The periodicity indicated in price bid shall not be considered as a constraint by the Contractor.
11. 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 thereof shall be recovered from the Contractor at the discretion of NABARD.
12. The Contractor should have valid license relating to his Contract and the workmen employed by the Contractor should also have the valid license and experience in their trade. Contractors shall submit a copy of valid licenses for the same.

13. The rates quoted shall include cost of all tools and tackles, manpower cost including wages (including PF, ESI contribution Employee and Employer), liveries etc., taxes & duties (including all applicable taxes such as GST etc.), Insurance (if any) etc. payable to the appropriate authority. No extra payment over and above the rate quoted shall be made to the contractor in this respect.
14. The contractor should comply with the requirements of latest Labour Laws and Minimum Wages Act, 1948 and its latest amendments, etc. Minimum wages of labour to be paid as per the latest applicable Central/ State minimum wages, Act.
15. 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.
16. **The contractor shall pay the personnel deployed in NABARD premises, their wages in accordance with the Minimum Wages Act, 1948. 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.**
17. The contractor shall maintain necessary records/ registers for stock and consumption of materials, /chemicals/insecticides/ pesticides etc. as advised by the Bank.
18. Contractor shall take/provide all necessary precaution and preventions for safety of any human present while fogging, spray, gel/paste application etc.
19. The contractor will be responsible and ensure timely payment to its personnel and compliance of all statutory provisions relating to minimum wages, Provident Fund and Employees State Insurance, etc. in respect of the persons deployed by them in NABARD. The contractor shall liaise with Labour Dept. of State Govt. / Central Govt. and comply with all necessary regulations/instructions in this regard.
20. 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.
21. 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. The contractor shall submit the monthly payment records to the staff employed by him.
22. 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.
23. The Contractor or his authorised representative should visit the site as per requirement and meet NABARD's officer with prior appointment for any clarifications and to receive instructions, etc. at the site.
24. The Contractor's workmen should report to ACT/CT as per treatment schedules in the Price bid/ Bill of quantities. A register will be kept at site for indicating the details treatments and dates..
25. The workers/staff employed should wear colour codes 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/ technical qualification, address proof etc. before deputing the workers. A register shall be maintained at site indicating

number of persons deployed for each trade for the inspection by NABARD officials/ representative.

26. 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.
27. 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 party 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.
28. For any dispute, the decision of NABARD shall be final and binding upon the contractor. However, 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 through court of law in Ranchi.
29. 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.
30. 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.
31. The work should be carried out with minimum inconvenience to the occupants. 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.
32. 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.
33. 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.
34. **Termination of agreement:**
 - a. "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

- i 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
- ii the contractor commits a breach of any terms and conditions of this agreement and/or
- iii the contractor is adjudged insolvent, or a compromise is entered by him with his creditors or
- iv for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/or
- v 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.
- vi 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.

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

- 35. On site storage space will be provided to the Contractor subject to availability. NABARD will not be responsible for Contractor's materials. The Contractor may be required to vacate the storage space and sheds as per exigency without any extra cost to NABARD.
- 36. 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 with permission of NABARD.
- 37. While submitting the bill for pest control services, the Contractors have to submit of having done the pest control services in Officers Colony & Staff Quarters along with detailed statements. Contractor will not link payments to his labours with settlement of his bill by NABARD.
- 38. The contractor should have efficient and highly skilled technical staff.
- 39. The following statutory requirements may be ensured:
 - i. The bidder shall be registered with Income Tax and Goods & Services Tax (GST) authorities.
 - ii. Bids, if not submitted in Bank's approved bid format shall be treated as invalid and are liable for rejection.
 - iii. Non-compliance of any of the conditions (i to iv) mentioned above by the bidder will be considered non-eligibility for the service for which tender has been invited and such bids shall be summarily rejected.

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

Place:
Date:

Signature of Tenderer:
Name and Seal:
Address:

5. SPECIAL CONDITIONS OF THE CONTRACT

1. NABARD does not bind itself to accept abnormally low bids. The rates quoted by the tenderer/bidder should be able to demonstrate the capability of the tenderer/bidder to deliver the contract at the offered price. Abnormally low bids/rates will be subject to analysis by NABARD. If required, NABARD may call written clarification from bidder, including detailed price analysis of the bid price in relation to scope, schedule, allocation of risks and responsibilities and any other requirements of the bid document and tenderer/bidder shall have to furnish Rate Analysis for the scrutiny of rates by NABARD within stipulated time. NABARD reserves the right to reject the bid if bid is found to be abnormally low to deliver/perform the contract.”
2. Contractor shall follow the prescribed formats/procedures for official documentation like registers, etc. as stipulated by NABARD from time to time.
3. Contractor shall maintain **job cards** and a proper Record/Register indicating reasons for not attending to any particular work/ time schedule. The periodicity and expected schedules are given in the scope of work. Time is the essence of the contract. For delay in execution of the work penalty per week shall be calculated at 0.25% of the accepted tender amount, subject to a maximum of 5% of the accepted tender amount shall be recovered from the contractor. The responsibility of engaging and maintaining adequate/approved strength of workers lies with the Contractor in view of timely attention and completion of the routine works within the given time frame. In case of non-attendance or non-timely attendance or non-timely completion or below- standard carrying out of any work by the contractor, the Bank shall get the work satisfactorily carried out through its other agencies at the risk and cost of the contractor. Apart from making payments to the said other agencies from the dues of the contractor, the Bank shall also levy a penalty as above.
4. In case of emergency work, no extra payment for working in odd hour will be made.
5. The property will be handed over to the Contractor on 'as is where is' basis and the contractor shall ensure proper service to a reasonably satisfactory level.
6. NABARD reserves to change scope of work or the number of labours during the contract period.

Declaration by the Contractor

We / I have read and understood the Scope of Work and special terms and conditions for the AMC works in the entire Office premises / Colony (both inside and outside) 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 will be used, which are harmful to human life and animals.

Sign

Date & Place:

Address:

6. Basic Information about Bidder

Sr. No.	Particulars	Details
1	Name of the Applicant/Organisation and address of their registered office	
2	Type of the Organization (whether Sole Proprietorship/ Partnership/Private Limited/ Limited or Cooperative Body etc.)	
3	Name of the Proprietor/Partners/Directors of the organization	(a) (b) (c)
4	Details of Registration (Whether Partnership firm, Company, etc.) - Registering Authority, Date, Registration No., etc. mentioning the business/ activity of the firm	
5	Experience in the field of pest control Works (Years)	
6	Technical personnel available in the organization (Details to be furnished in 7.c)	
7	Address of office through which the proposed work of National Bank for Agriculture and Rural Development (NABARD) will be handled and the name and designation of the Officer-in-Charge	
8	Adequate and satisfactory evidence to indicate financial capacity of the Organisation to undertake the said work with names of Bankers and their full address. (Solvency certificate from the Bank and Income Tax clearance certificate shall be attached.)	
10	Yearly turnover of the company during last 3 years (Yearwise) duly audited by a CA. – Attach balance sheet/P&L a/c statement and IT returns of the firm of last three years.	
11	Whether any Civil Suit/Litigation arisen in the contracts executed during the last 5 years/being executed. If yes, please furnish the name of the project, employer, nature of work, contract value, work order and date and brief details of litigation	

7. Work Experience

a) Previous Experience

List of important works done in last five years (as per the pre-qualification criteria mentioned in this tender)

Sr. No	Name & Location of work	Cost of work	Name of owner	Full address	Name of the contact person from owner's side for whom work was executed	Contact no. of the contact person of the owner (Mandatory)	Email id of the contact person (Mandatory)	Completion period		Whether the work was left incomplete (reasons if any for delay in completion of work) or contract was terminated from either side (give full details)	Any other relevant Information
								Stipulated	Actual		

Note: - The supporting documents like work order, experience certificate, completion certificate shall be enclosed mandatorily.

b) Ongoing Projects

List of important works on Hand.

Sr. No	Name & Location of work	Cost of work	Name of owner	Full address	Name of the contact person from owner's side for whom work was executed	Contact no. of the contact person of the owner (Mandatory)	Email id of the contact person (Mandatory)	Completion period		Whether the work was left incomplete (reasons if any for delay in completion of work) or contract was terminated from either side (give full details)	Any other relevant Information
								Stipulated	Actual		

Note: - The supporting documents like work order, experience certificate, completion certificate shall be enclosed mandatorily.

8. Scope of Works and Specifications

Pest & Rodent Control Treatment /Chemical Spraying/ Gel Treatment/ Fogging.

General guidelines and scope of Work:

1. Pest Control should aim at eradication of Cockroaches, Mosquitoes, Flies, Lizards, bedbugs, other bugs, insects and Beehive removal etc. through application of permitted insecticides/ pesticides as per Government of India and WHO NORMS.
2. The Contractor has to treat all the areas inside the building/ residential colonies, as necessary and/or as decided by NABARD for treatment of ants, mosquitoes, rodents, cockroaches, bedbugs, termites, spiders, silver fish, wasps, lizards and Beehive removal etc. so as to keep the premises free from pests. The further details are given in the site wise Price bids BoQs.
3. The Pest Control treatment in office areas/ officers colonies should cover all the places like under the tables, chairs, almirahs, on and around the pile of files, on wooden furniture, on false ceiling, on all staircases, Ducts, drains/ sewage/gutter Chambers, lift lobby, on all toilets drain ducts, on all pantry rooms, in all stores and any hidden space under the furniture and should leave no space unattended. Agencies must ensure that the pest control once done shall remain effective up to next pest control failing which it shall have to be done again without any extra cost.
4. The treatment for ants, cockroaches, mosquitoes, bugs/bedbugs, spiders, silver fish, wasps, lizards, termites etc. inside the flats should be treated preferably with Gel treatment. The concentrated Mix of gel chemical with water or any other solvent (like Biflex etc.) may be used wherever necessary inside the flats/ACT office, etc. Old Chemicals/ gel may be removed from the premises at the time of fresh treatment. The material composition of the Gel treatment shall not contain any banned chemicals which are harmful for human health.
5. Applying the Gel chemical inside the flats shall be done at strategic locations to get rid of all the household pests such as cockroaches, bugs/bedbugs, spiders, silver fish, wasps, termites, lizards etc. The date and time of pest control treatment may be decided after discussion with the occupant. The treatment in flats should be carried out in the most effective manner and in a hygienic way with best possible combination of spray/ gel leaving no room for complaints from the occupants. **Chemical sprays / antilarvae treatment shall be used for mosquito Control.**
6. Rodent Control: Rodent controlling should be done as per the prescribe intervals (viz. monthly) or as per orders and instructions on the subject. The treatment should be done in such a way that it remains effective up to next pest control period failing which the same shall have to be done again without any cost.
7. Rodent Control treatment should be carried out by trapping, poison baits, fumigation, glue pads depending on the location in and around the premises to keep it free of rats. Rodent control should commence with strategic placement of bait and at suitable interval of time to bring the rodent population under control in Office building & officers' quarters.

- Office areas: Traps.
- Substation, Cable routes- poison baits-glue pads.
- Outside: Traps.
- AHU/ducts/drain-poison bait.

8. Subsequently, periodic visits/treatments should be made by the Contractor to continue baiting as per the specification and keep constant vigil on rodent population. A separate register shall be maintained for the same to assess the effectiveness of the treatment.

9. Pest/rodent control inside chambers: Contractor has to spray chemicals/ anti larvae treatment inside the drains, damp areas, manholes, sewer lines, etc. regularly to destroy the cockroach and mosquito breeding.

10. Necessary pest control treatment should also be carried out in vacant flats in coordination with ACT of the officers' quarters. The guest houses will be treated as and when required by the Bank. Periodicity may vary in case of guest houses, gymnasiums, dispensaries, etc. as per the requirements at site. After certification of ACT, extra amount as per the quoted rates shall be paid for number of extra treatments.

11. For treatment of White ants/termite, extra payment will be made by Bank as and when required. Rate could be provided.

12. Fogging: The fogging has to be done in the external areas for reducing the mosquito menace has to be done as and when necessary. Extra payment per treatment, but at the same rate quoted for the periodicity indicated in the tender shall be made in the whole offices areas/ colony. No different rates shall be paid for treatments. The area of fogging shall be in the Office building and officers' quarters as and where necessary as decided by NABARD. It will be carried out in the evening hours/ when the mosquitoes are active as & when required. Frequencies may change.

13. The flats and periodicity are given in Annexure-II

14. Beehive removal as & when required.

15. Broad Specifications:

- a) Pest Management is an integrated approach to tackling a pest problem, which includes control (either physical or chemical) and prevention. The contractor should have knowledge and skills, along with the latest products and equipment, in order to provide effective solutions for pest control in our office and residential colonies. Knowledge of local and international Regulatory, Hygiene & Safety Standards and conforming to these, forms an integral part of Contractors responsibility.
- b) High standard of pest control services shall be maintained by using ultramodern equipment and materials like the same are maintained at major Airports, 5-Star Hotels etc.
- c) Safety is key when using various pesticides/ other products. Ensure that the workers wear appropriate protective clothing, rubber gloves, face masks, follow the directions on the label of any product, follow the instructions of the qualified pest Management Supervisor and ventilate the room when using strong chemicals. Use biocides safely. Always read the label and product information before use.

16. Pesticide Regulation in India:

The Insecticides Act, 1968 and Insecticides Rules, 1971 regulate the import, registration process, manufacture, sale, transport, distribution and use of insecticides (pesticides) with a view to prevent risk to human beings or animals and for all connected matters, throughout India. All insecticides (pesticides) have to necessarily undergo the registration process with the Central Insecticides Board & Registration Committee (CIB & RC) before they can be made available for use or sale. Thus, technically all insecticides (pesticides) in India are those substances that are listed in the "Schedule" of the Insecticides Act, 1968. The Registration Certificate mandates that a label be put on the packaging, which clearly indicates the nature of the insecticides (Agricultural or Household use), composition, active ingredient, target pest(s), recommended dosage, caution sign and safety precautions. Therefore, a pesticide labelled for agriculture should not be used in a household.

17. Materials:

- a) All the pesticides, insecticides, rodent repellents, other required materials and equipment will be provided by the Contractor. Nothing will be provided by the Bank.
- b) No products which are banned should be used by the Contractor and it will be the sole responsibility of the Contractor. All chemicals sprayed or gas generated out of spraying at the time of treatment shall not contain any banned chemicals which are harmful to human health.

18. Quality: Quality is the essence in these works and the best possible applications should be used in the flats. Ultimate objective will be the complete pest control treatment irrespective of the method of treatment. The quality of treatment/s shall not be sacrificed at any cost by the Contractor since it is a performance oriented contract.

Note:

- a. Pest Control Works approved by WHO or approved by/ registered with concern Department of State Government and Central Insecticide Board of India.
- b. Copy of the Valid Pest Control Operators License issued by Department of Agriculture, Government of Jharkhand may be enclosed.
- c. Contractor will submit the material Safety Data Sheet (MSDS) for all the gels/chemicals proposed to be used by them.
- d. Details of the properties are given in respective price bids (BoQs).

Annexure I

Nature of Work and Periodicity:

OFFICE BUILDING: -

S No.	Particulars	Periodicity	Method, Chemicals & Usage Bayer/ Soumitomo /Hindustan Unilever
1	Pest Control including cockroach treatment in whole office including common area	Fortnightly	Water based deltamethrin/ alphacypermethrin/ betacyfluthin / cyphenothrin, emulsion spraying. For cockroach treatment – Only Gel to be used. No spraying of chemicals.
2	Rodent Control	Monthly	Baiting by bromadiolone cake and loose baiting
3	Fogging and Anti Larvae Treatment	As and when required	Cypermethrin
4	Removal of beehive	As and when required	-
5	Anti-Termite Treatment	As and when required	Drilling the wall and applying suitable chemicals

OFFICERS' Quarters, Khelgaon: -

S No.	Particulars	Periodicity	Method, Chemicals & Usage Bayer/ Soumitomo /Hindustan Unilever
1	Pest Control inside the flats and common area including cockroach treatment (staircase, landings, verandahs, plinth, lawns, sewage chambers, garbage bins, gutter sewage pipes, area around the blocks		

	and other peripheries of the staff quarters and area along the boundary of the colonies)		
	(a) Occupied Flat	Monthly	Cypermethrin/ alphacypermethrin/ betacy fluthin / cyphenothrin, emulsion spraying
	(b) Vacant Flats	Quarterly	For cockroach treatment “ Only Gel to be used. No spraying of chemicals.
	(c) Common Area	Monthly	Deltamethrin / lambda cyhalothrin / propoxur
2	Rodent Control	Monthly	Baiting by bromadiolone cake and loose baiting
3	Fogging	As and when required	Cypermethrin
4	Anti-Larvae Treatment	As and when required	Cypermethrin
5	Removal of beehive	As and when required	-
6	Anti-Termite Treatment	As and when required	Drilling the wall and applying suitable chemicals

Instructions:

- Pest Control Treatment:** Carrying out bait treatment in the flats by using non-toxic (harmless to human beings) products. Keeping sufficient nos. of baits in each room which should be effective till next treatment falls due. The treatment shall aim to control household pests like cockroaches, silver fish, bed bugs, red and black ants, spiders, flies, fleas, mosquitoes, termites, similar other crawling/flying insects and lizards etc. The treatment includes removal and disposal of old baits etc. complete.
- Rodent Control Treatment:** For controlling rats, mice and bandicoots at Bank's Office Building as well as residential colonies.
- Fogging Treatment:** Providing and executing the fogging treatment for mosquito and other flying insects- control for all open/ common areas etc. complete as directed by certifying officer.
- If treatment is not found effective, additional treatment at no extra cost will have to be carried out.**
- The job card should get filled in and signed by the end users and should be enclosed with the bills for making payments.

9. SAFETY CODE

1. The Contractor shall maintain in a readily accessible place first aid appliances including adequate supply of sterilised dressings and cotton wool.
2. An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalisation.
3. No portable single ladder shall be over 8 metres in length. The width between the side rails shall not be less than 30 cm. Clear and the distance between two adjacent rungs shall not be more than 30 cm. When a ladder is used, an extra mazdoor shall be engaged for holding the ladder.
4. 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.
5. A penalty of Rs. 1,000.00 shall be levied for violation of safety norms including non-use of personal protective equipment. A penalty of Rs. 2,000.00 shall be levied if violation is repeated.
6. Penal action will also be taken if the contractor's supervisors and workmen do not wear the uniforms and photo identity cards issued and thus pose a security risk to the safety of the Bank's establishments, its staff and the families of its staff
7. The decision of the Bank in all such cases attracting penalties shall be final and binding on the contractor.
8. 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.
9. Smoking and chewing pan/ tobacco/ gutkha/ any other drugs etc. are prohibited in the premises.
10. For any job involving welding, soldering, lighting of flames, use of heat source or temporary electrical connection, prior permission from competent authority / designated engineer shall be taken before execution of the same. No job involving heat sources are permitted to be carried out after office hours, holidays and Sundays without prior permission.
11. The contractor shall ensure that the persons posted for the work are well conversant with the operation of fire extinguishers.

Declaration by the Contractor

We / I have read and understood the Safety code for the AMC works in the entire colonies (both inside and outside) 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.

Place:

Date: (Signature of the Tenderer)

Address :

Name and Seal :

10. Proforma for Electronic Payment

Details of Bank account to be furnished by the contractors/service providers for effecting payment

Name and address of contractors/service providers with phone nos.

.....
.....
.....
.....

1	Name of the account holder (As appearing in the Bank account)	
2	Name of the Bank	
3	Name of the Branch	
4	Account Number	
5	IFS Code	
6	Type of account (Savings, Current, etc.)	
7	PAN Number	
8	GSTN Number	

Signature

Please attach

1. one original cancelled cheque leaf of the above Bank account and
2. copy of PAN Card and
3. allotment letter/registration letter under GSTN
4. Copy of address proof

11. AFFIDAVIT
(on Rs.100/- non-judicial stamp paper)

DECLARATION

I,, sole proprietor/ partner/ authorized signatory of M/s., sole proprietorship/partnership firm/public/private limited company, having its principal place of business/ registered office at (Full Address) do hereby solemnly affirm and declare as under:-
That I am the sole proprietor of M/s_____

Or

That ours is partnership firm having partners as under:-
Full Name of partners.

- (a)
- (b)
- (c)
- (d)

Or

That ours is a private limited/public limited company incorporated in terms of the provisions of the Companies Act,1956/Companies Act,2013.

(Delete which is not applicable while typing affidavit)

If proprietorship, a registration certificate for the same/if partnership Firm, partnership deed is to be enclosed, if private limited/public limited company, Certificate of incorporation and Memorandum & Articles of association to be submitted. All the partners/ directors should sign the affidavit or the person authorized by all the partners or one of the Directors duly authorized by Board Resolution in case of Company can sign with authority letter from all the partners/or Board Resolution in case of Company is to be enclosed.

2. That I hereby confirm and declare that my/our firm/company M/s is not blacklisted/delisted or debarred or on Holiday list with any company of Private/Public Ltd. or Government Company/Govt. dept. from participating in the tender as on date.
3. I know that to swear a false affidavit is a crime under the law and with such knowledge only I have swear this Affidavit.

(Signature of the Proprietor/ Managing Partner/Director with Seal)

DEPONENT

Verified at on that the contents of paras 1 to 5 of this affidavit are true and correct and no part of this is false and nothing material has been concealed or falsely stated therein.

(Signature of the Proprietor/ Managing Partner/ Director with Seal)

DEPONENT

(Signature & Seal of Notary)



12. DRAFT ARTICLES OF AGREEMENT

(On Non-judicial stamp paper of Rs.100/-)

AGREEMENT FOR ANNUAL MAINTENANCE CONTRACT

THIS AGREEMENT is made at Ranchi on this day of _____ 2025

BETWEEN

National Bank for Agriculture and Rural Development, a body corporate established under an Act of Parliament viz. the National Bank for Agriculture and Rural Development Act, 1981 having its Head office at C-24, 'G' Block, Bandra-Kurla Complex, Bandra(East), Mumbai-400051 and Jharkhand Regional Office at Near PHED Water Tank, Bariatu-Booty Road, Ranchi-834009, hereinafter referred to as "**NABARD**" (which expression shall, unless repugnant to the context or meaning thereof, means and includes its successors and assigns) of the **ONE PART**

AND

M/s., a firm/society/company registered/incorporated under the Companies Act, 1956 Act and having its registered office at hereinafter referred to as the '**Contractor**' which expression shall, unless repugnant to the context or meaning thereof, mean and include its successors, liquidators, administrators and assigns) of the **OTHER PART**.

*(NABARD and the Contractor are collectively hereinafter referred to as "**the parties**")*

WHEREAS

1. NABARD, being desirous of outsourcing the works relating to Comprehensive Annual Maintenance contract for pest control works at and hereinafter referred to "**the said works**") of its premises at Near PHED Water Tank, Bariatu-Booty Road, Ranchi 834009 (hereinafter collectively referred to as "**the said Premises**") for the period 01.04.2025 to 31.03.2027, had, vide its letter No.dated, issued a "Notice Inviting Tender" (hereinafter referred to as "the NIT") inviting bids for providing the said works at the said Premises. A copy of the NIT is annexed herewith as "Annexure 1" and to be read as part and parcel of this Agreement.
2. The Contractor had, vide its letter dated, submitted its Tender for undertaking the said works at the said Premises.
3. NABARD, vide its Letters of Intent No. dated had selected the Contractor for carrying out the said works at the said Premises.
4. The parties hereby agree, record and confirm the various terms and conditions for carrying out the said works at the said Premises hereinafter appearing.

NOW, THE AGREEMENT WITNESS THAT IT IS MUTUALLY AGREED BY AND BETWEEN THE PARTIES THAT:-

1. The contract shall commence **from 01.04.2025 and shall continue till 31.03.2027** unless it is curtailed or terminated by NABARD owing to deficiency of services, sub-standard quality of manpower deployed, breach of contract, reduction or cessation of the requirements etc. NABARD shall pay a sum of **Rs..... lakh for the said period** to the Contractor for carrying out the said works in the said Premises as per the details given in **Scope of Work** in the tender. The rate will remain fixed throughout the entire period of contract i.e. till 31.03.2027 and is inclusive of all costs such as insurance, taxes, duties, levies, cess, transportation, salaries and wages that may be levied, imposed, charged, paid or incurred by the Contractor. In case of payment of supply of skilled/semiskilled/unskilled labour, the rates will be revised proportionately as per the revision in minimum wages as announced by State/Central Govt. whose rates are adopted. NABARD will make payments only after the satisfactory completion of the periodic services on monthly / quarterly basis as indicated in the tender document.
2. The contract may be extended for further period/s after the expiry of the initial period i.e. 31.03.2027 as indicated in the tender document. NABARD shall, in that event, make a request in writing in this behalf to the Contractor one month prior to the expiry of the current contract/extended contract and upon such request, the Contractor shall provide the said works at the said Premises, on the same terms and conditions or with some addition /deletion/modification, for a further specific period, mutually agreed upon by the parties.
3. The Contractor should make discreet inquiries about the character and antecedents of the persons whom they are deploying in NABARD. The Contractor shall ensure that the individuals deployed in NABARD satisfy the minimum technical and educational qualifications as mentioned in the tender document.
4. The number of manpower required will be purely based on the requirement at site. No additional payment shall be made if the contractor keeps more staff for completing the pending work or if minimum staff strength is not able to perform satisfactorily as per the contract provision. All deployed manpower shall wear Identity card/s provided by the office every day during working hours.
5. NABARD shall have discretion to change the scope of work whenever required.
6. The said works at the said Premises, which will be entrusted to the Contractor from time to time by NABARD, are to be rendered without causing any hindrance or disturbance to any staff member of the NABARD working during the normal working hours. The work shall be carried out efficiently, in consonance and in conformity with the standards of a neatly and hygienically maintained premises.
7. The Contractor shall, for all intents and purposes, be the “Employer” within the meaning of different labour legislation in respect of manpower so employed by him and deployed in NABARD and the manpower so employed by him 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.

8. The Contractor shall promptly and timely obtain all such consents, permissions, approvals, licenses etc., as may be necessary or required for carrying out the said works in the said Premises in accordance with this Agreement. The Contractor shall also inform and assist NABARD in procuring any registration, permissions or approvals, which may be at any time during the currency of this Agreement or the extended period be statutorily required to be obtained by NABARD for availing the services under this Agreement. The Contractor shall obtain appropriate license under the Contract Labour (Regulation and Abolition) Act 1970 and the Rules and shall comply with all terms and conditions thereof strictly, and shall keep such license duly validated and / or renewed from time to time throughout the currency of this Agreement.
9. All persons deployed by the Contractor in NABARD will be subjected to security check by the NABARD while entering and leaving the premises. The Contractor shall be required to provide supervisory staff for ensuring efficient and smooth operations.
10. The Contractor shall attend to complaints relating to the said work received from the employees of the NABARD and shall devise a system whereby such complaints when brought to the notice of the Contractor will be attended promptly by him or his employees concerned.
11. The Contractor shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. NABARD shall, in no way be responsible for settlement of such issues whatsoever.
12. NABARD shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by the Contractor in the course of their performing the functions/duties, or for payment towards any compensation.
13. 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 party 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.
14. It will be the responsibility of the Contractor to meet transportation, food, medical and any other requirements in respect of the persons deployed by him in NABARD. It will be the responsibility of the contractor for disposal of packaging of materials to the approved dumping ground and NABARD will have no liability in this regard.

15. The Contractor shall provide suitable uniforms consisting of Shoes, Dress, and Sweater to the persons employed by it and necessary tools, equipment and machinery for carrying out the said works at the said Premises. Such persons without complete uniform will be treated as absent. The Contractor shall also provide all safety items such as safety shoes, gloves, masks, etc.
16. The Contractor, wherever and whatever material is provided by NABARD, shall use it properly. Any improper use leading to wastage / pilferage shall be made good by the Contractor to NABARD.
17. NABARD will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, tools, equipment, machinery, Contractors vehicles or vehicles of the personnel of the Contractor. NABARD will not be under any liability to pay any compensation to the persons deployed by the Contractor if they sustain any injury etc., while discharging the duties in the said premises. The Contractor shall get them insured against any liability under the Employee Compensation Act or any accident at its own cost. The Contractor should arrange to obtain necessary insurance cover (Workmen Compensation policy and Contractors All Risk 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. The CAR policies are required to be at least for 1.25 times of the contract value.
18. The Contractor's personnel shall not divulge or disclose to any person, any details of office, operational processes, technical know-how, security arrangements, administrative/ organizational matters as all are of confidential/secret nature.
19. 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.
20. The Contractor shall ensure proper conduct of its personnel in the said premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work, etc.
21. The Contractor shall depute a coordinator who would be responsible for immediate interaction with the Officer-in-charge of Department of Premises, Security and Procurement, Head Office NABARD so that optimal services of the persons deployed by the Contractor could be availed without any disruption.
22. The Contractor shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons. In case of delay in attending the work or providing the substitute in time shall attract a pre-estimated fine and NABARD will be at liberty to get the work done through any other agency and the cost therefor shall be recovered from the Contractor at the discretion of NABARD. Contractor shall maintain a proper Record/Register indicating reasons for not attending to any particular complaint within time schedule, failing which penalty as per Bank's decision shall be levied. The expected period of completion of the various items and the amount of deduction beyond that period for pending complaints as per tender conditions shall be applicable.

23. The Contractor, upon receiving a notice from NABARD, shall replace immediately any of its personnel who is found unacceptable to NABARD because of security risks, incompetence/conflict of interest/misconduct.
24. In case, the manpower deployed by the Contractor commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the Contractor will be liable to take appropriate disciplinary action against such persons, and if so, required by NABARD, remove him/them from the said Premises.
25. The Contractor, as a taxable service provider, must be registered with Central Excise Department and obtained Registration and should attach a copy of Certificate along with the Agreement. The Invoices / Bills / Challans should be serially numbered and it should contain the Name and address of Service Provider & Service Receiver, Description of service, etc.
26. The Tax Deduction at Source (TDS) shall be effected as per the provisions of the Income Tax Act, as amended from time to time and a certificate to this effect shall be provided to the Contractor by NABARD.
27. The Contractor shall also liable for depositing all taxes, levies, Cess etc. on account of carrying out the said work to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
28. The Contractor shall maintain all statutory registers under the applicable law. The Contractor shall produce the same, on demand, to NABARD or any other authority under law.
29. The Contractor on its part and through its own resources shall ensure that the goods, materials and equipment, etc. of NABARD are not damaged in the process of carrying out the said work and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If NABARD suffer any loss or damage on account of negligence, default or theft on the part of the employees /agents of the Contractor, then the Contractor shall be liable to compensate for the same. The Contractor shall fully indemnify NABARD against any such loss or damage. NABARD shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the Contractor under this contract.
30. The Contractor will have to deposit a security amount (including EMD) of **Rs.....(Rupees.....)** for NABARD Jharkhand Regional Office vide NEFT/ RTGS at the rate of 5% of the approved tender value. In case, the Agreement is further extended beyond the initial period, the security deposit would be retained.
31. In case of breach of any terms and conditions of this Agreement, the Performance Security Deposit of the Contractor will be liable to be forfeited by NABARD besides annulment of the Agreement.
32. In case, the Contractor fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof, NABARD is put to any loss/obligation, NABARD will be entitled to get itself adjusted out of the outstanding bills or the Security Deposit of the Contractor, to the extent of the loss or obligation in monetary terms. If the adjustment is not possible, then the same may be recoverable from the contractor.

33. In case any of documents furnished by the Contractor is found to be false at any stage, it would be deemed to be a breach of the terms of this Agreement making it liable for legal action besides termination of contract.
34. If the Contractor becomes insolvent or fails to observe or perform any condition of this Agreement then notwithstanding any previous waiver of such default or action being taken under any other clause hereof NABARD may terminate the contract and forfeit the said performance security deposit and recover from the contractor any loss suffered by NABARD on account of the Agreement being terminated.
35. The Contractor shall not transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of NABARD.
36. If the services of the contractor are not found satisfactory, the contractor will be given one month notice 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, any day after the expiry of the said notice period. However, the contractor firm can terminate the agreement by giving three months notice in advance. If the Contractor fails to give such three months notice in writing for termination of the agreement, then the Security Deposit will be forfeited. Notwithstanding anything contained in this Agreement, the Contractor shall continue to provide services of the persons deployed in NABARD on the terms and conditions of this Agreement till the date of termination this agreement.
37. **Resolution of disputes**
- a. This Agreement shall be governed by and construed in accordance with the laws of India.
 - b. Disputes or differences whatsoever, arising between NABARD and the Contractor shall be resolved amicably between NABARD's representative and the Contractor's representative.
 - c. 41.3 In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then the same shall be resolved as follows:
"Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this Agreement or the validity or the breach thereof shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties."
 - d. The venue of the arbitration shall be at **Ranchi**.
 - e. The language of arbitration shall be English.
 - f. Work under the Agreement 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. Save as those which are otherwise explicitly provided in the Agreement, no payment due or payable by NABARD to the Contractor shall be withheld on account of

the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.

- 38.** Any notice, for the purpose of this Agreement, has to be sent in writing to either of the parties by facsimile transmission, by registered post with acknowledgement due or by a reputed courier service. All notices shall be deemed to have been validly given on (i) the business day immediately following the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or (ii) the expiry of 5 days after posting, if sent by post, or (iii) the business date of receipt, if sent by courier.
- 39.** This Agreement, its Annexures and the NIT constitute the entire Agreement between the Contractor and NABARD, and supersede any prior or contemporaneous communications, representations or agreements between the parties, whether oral or written, regarding the subject matter of this Agreement. In the event of conflict between the provisions of this Agreement and any attached Annexure or the NIT, the provisions of this Agreement will prevail to the extent of such conflict take precedence. In the event of conflict between the provisions of any attached Annexures and the NIT, the provisions of any attached Annexures will to the extent of such conflict take precedence. The terms and conditions of this Agreement may not be changed except by an amendment signed by an authorized representative of each party. NIT shall be the reference document to the extent the terms and conditions are either not reiterated or not given a contrary meaning under this Agreement.
- 40.** This agreement is being executed in duplicate, NABARD should keep the original and the **Contractor** shall keep the duplicate.
- 41.** The Contractor shall bear the stamp duty on this agreement for both the original and the **duplicate** copies.

In **witness** whereof the parties hereto, have caused their presence to be signed on the above by the duly authorised officials at the place and on the day, month and year first herein above written.

Signed, sealed and delivered by (NABARD)
by the hands of it's duly authorized official

Shri

Signed, sealed and delivered by
(Agency/Service Provider/ Contractor) Shri

.....

In the presence of

1.

2.

In the presence of

1.

2.

13. **Format for Pest control works done**

(To be submitted along with the bill)

Name of the Work: **Comprehensive Annual Maintenance Contract for work of Pest, Rodent and Mosquito Control Works**
at _____ for the period from _____ in Officers Quarters

Name of the Contractor: _____

Part - I:- Gel Treatment/chemical spraying inside Flats.

Providing and applying gel chemical as relevant, to get rid of all the household pests such as cockroaches, bugs, spiders, mosquitoes, silverfish, wasps, lizards etc., at strategic locations or wherever necessary inside the office building / residential flats with necessary concentrated mix of gel chemical with water or any other solvent as necessary. Old chemicals have been removed from the premises.

Sr No.	Building & Flat No.	Name of the Occupant	Signature of Occupant/ACT/CT	Date of Gel Treatment/spray work done.

Part – II: Comprehensive Treatment (External Spray & Rodent control)

1. Treated all the areas inside and outside the Office building and outside and common areas in Housing Complex, inside and outside the flats, as necessary and as decided by NABARD for treatment of mosquitoes, rodents, cockroaches, bugs, spiders, silver fish, wasps, lizards, etc. and the premises is now free from the above.
2. The rodent control treatment by trapping, poison baits, fumigation, etc. in and around the premises was done to keep it free of rats. If after treatment also, rodents are found, additional treatment will be carried out without any extra payment. Subsequently, periodic visits / treatments made to continue baiting as per the specification and keep constant vigil on rodent population.

3. Put necessary chemicals/ anti larvae chemical inside the drains, damp areas, manholes, sewer lines, etc. regularly to destroy the mosquito breeding, etc., as per BOQ for Comprehensive treatment.

Sr. No.	Details of locations and buildings where treatment has been carried out	Signature of ACT/ CT with Date
1	Building No.	
2		
3		
4	Open space & Manholes	
5		
6		

Part - III: Fogging Treatment. (On requirement basis)

Fogging for mosquito control in the external areas but inside the office building / residential complex in and around each and every building, inside manholes, drains, damp areas and any other strategic areas as directed by NABARD with required chemical mixed with necessary solvent at required concentration etc. all complete.

Sr. No.	Locations of Fogging Treatment work done in Weekly/ Fortnight/ Monthly/ as instructed by Bank	Signature of ACT/ CT with date
1	Buildings	
2		
3		
4		
	External Open space	
1		
2		
3		
4		

Signature of Contractor:

Date

14. CHECK LIST FOR SUBMISSION OF BID

Bidder is requested to fill this checklist and ensure that all details/documents have been furnished as called for in the Bidding Document along with duly filled in, signed & stamped checklist **with this tender document**.

Please tick (✓) the box and ensure compliance:

1. EMD of requisite amount is submitted as mentioned in Notice Inviting Tender (NIT) EMD value: Rs. _____ is submitted through _____ Dated _____
Drawn on _____ (Name of Bank)

Submitted

☐

2. Power of Attorney in favour of person who has signed the offer, in stamp paper of appropriate value. For Proprietary Organization, declaration for proprietorship submitted

Submitted

☐

Proprietorship

☐

3. Partnership Deed is case of Partnership firm and Articles of Association in case of limited company and AFFIDAVIT ON A NON JUDICIAL STAMP PAPER OF RS.100/-DULY NOTARIZED

Submitted

☐

Not applicable

☐

4. Original Bidding Document along with blank (un-priced) copy of price Bid/ Schedule of Rates and addendum, if any. Price is not filled up in this document, which needs to be mentioned in Price bid only.

Submitted

☐

5. All pages/documents are stamped and signed by the authorized signatory of the bidder.

Yes

☐

6. Price bid in original, duly filled in, signed and sealed in each page, and Calculation sheet (separate for each quoted service) submitted in separately.

Submitted

☐

7. Duly filled in Details of Specific Experience as per the format attached in the Bidding Document along with Documentary evidences comprising Work order and Completion certificate in support of meeting Experience criteria as per the NIT.

Submitted

☐

8. Work Completion certificates from clients, in case work is already completed

Submitted

☐

9. Financial statement along with the Annual Audited balance sheets and P&L Accounts/ IT returns for the last three years, as applicable.

Submitted

☐

10. PAN NO. with documentary proof.

Submitted

☐

11. ESI No. with documentary proof, if applicable

Submitted

☐

12. PF No. with documentary proof, if applicable

Submitted

☐

13. GST Number (GSTN) applicable under GST Act.

Submitted

☐

14. Pre-Contract Integrity Pact for vendors quoting for services.

Submitted

☐

NOTE: Documents, which are required to be submitted for the subject job, which are specifically mentioned in the Bidding Document.

SIGNATURE OF BIDDER: _____

NAME OF BIDDER : _____

COMPANY SEAL : _____



NABARD

Part- II **(PRICE BID)**

Bill of Quantities

Tender for Comprehensive Annual Maintenance Contract for Pest Control Treatment in NABARD Jharkhand Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi-834009 and NABARD Officers' Quarters, Block 19 & 20, Sector 1, NGHC, Khelgaon, Ranchi-834009 for the period 01 April 2025 to 31 March 2027

PREAMBLE

BILL OF QUANTITIES

The Pest Control Treatment works are to be carried out at NABARD Jharkhand Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi-834009 and NABARD Officers' Quarters, Block 19 & 20, Sector 1, NGHC, Khelgaon, Ranchi- 834009.

Description of Property:

a. NABARD Office premises, Bariyatu, Ranchi

The premise is a rented commercial building consisting of basement (for parking), frontage in the ground floor (for parking and entrance), 5 Floors (3rd Floor to 7th Floor) for office, common and executive lounge in 8th Floor and open terrace in 8th Floor and above the lounge area. In each of the 5 office floors, there are separate washrooms for male and female staff and common area in front of lift. From 3rd to 6th floors (i.e. 4 floors), there are 3 furnished office cabins with attached washrooms apart from the workstations. In 7th floor, there is one large office cabin with attached washroom, furnished common area for guests, one small and one large conference hall and workstations. There are also one pantry room in each of the five office floors and a kitchen in the 8th floor. The usable Plot area is 2218.78 sq. meter as against the overall Built-up area of 5820.00 sq. meter. The details of the approximate areas in common areas may be ascertained from site before quoting the rates for the treatments.

b. Officers' Quarters, Khelgaon, Ranchi

In Sector 1, NGHC, Khelgaon, two blocks viz. Blocks 19 & 20 are owned by NABARD. In block 19, there are 34 flats that include 2 duplexes, 16 3BHK and 16 2BHK flats. In block 20, there are 32 flats that include 3 duplexes, 14 3BHK and 15 2BHK flats. In block 20, three flats are reserved as Visiting Officers Flat (VOF), one flat as Gym, one flat as dispensary cum medical room and one flat as business continuity centre (i.e. temporary office). Apart from that, there are security rooms, CT/ACT room, 2-wheeler and 4-wheeler parking in ground floor area, outside parking shed, garden area, children's park area, water tank, common pavement area around both the blocks, badminton court, open gym, etc. Plot area is 20239.10 sq. meter as against the overall Built-up area of 10481.04 sq. meter:-

The minor increase and decrease in the area of treatment may take place during the year and no extra payment will be made in this regard. The tenderer is advised to quote the rates with due provisions as necessary, based on the scope of works and specification/description of items as well as terms and conditions contained in the Tender Document.

Kindly note that Rates are to be quoted for a month/quarter as indicated in BoQ.

Note: Some of the treatments are to be done every month, etc. However, the bill will be paid once in a quarter for services rendered in three months.



PRICE BID

A. Office building

S No.	Particulars	Periodicity	Rate per treatment	Total amount for 1 year
A. Pest Control Services in office building.				
1	Pest Control including cockroach treatment in whole office including common area	Fortnightly		
2	Rodent Control	Monthly		
3	Fogging and Anti Larvae Treatment i. Office building ii. Officers' Quarters	As and when required		
4	Removal of beehive	As and when required		
5	Anti-Termite Treatment per flat i. 3 BHK ii. 2 BHK	As and when required		

B. Officers' Quarters

Sl. No.	Particulars	Periodicity	Details of flat occupied/vacant	Rate (in Rs.)	Total Amount for 1 year (in Rs.)
A. Pest Control Services at officers quarters.					
1	Pest Control inside the flats and common area including cockroach treatment (staircase, lift landings, verandahs, plinth, lawns, sewage chambers, garbage bins, gutter sewage pipes, area around the blocks and other peripheries of the staff quarters and area along the boundary of the colonies)				
	(a) Occupied Flat i. 3 BHK ii. 2 BHK	Monthly			
	(b) Vacant Flats	Quarterly			
	(c) Common Area	Monthly			
2	Rodent Control	Monthly			
3	Fogging	As and when required			
4	Anti-Larvae Treatment i. Office building ii. Officers quarters	As and when required			
5	Removal of bee hive	As and when required	-		
6	Anti-Termite Treatment per flat	As and when required	Drilling the wall and applying suitable chemicals		

Note:

1. Rates are to be quoted inclusive of cost of all materials, tools and tackles, materials/ chemicals/insecticides/pesticides in addition to the manpower cost (wages, liveries, insurance, etc.) and also all prevailing taxes, levies like GST, octroi, etc. and as per scope of work & BOQ and after visiting the site. **No escalation or increase in the rates will be given during the Contract period in respect of any pest control works. The contractor should take into account all the anticipated increases in rates, taxes, etc. while quoting the rates. The increase in rates will be considered only on account of changes in tax structure/rates like GST relevant to extent on pest control services.**
2. The rates have to be quoted by including GST and the contractor is required to be registered with GSTN. The rates will be compared only after comparing rates with taxes while evaluation of the price bids.
3. The contractor has to quote for all the items of BOQ. Incomplete BOQ will not be considered.
4. The manpower deployed at site should be well experienced. Before deployment of staff, their bio-data/ competence shall be verified by the Bank's Officer/ designated official in the beginning of CAMC as well as changing the staff/ labour.
5. The contractor should have a valid license for the works.
6. The contractor has to give satisfactory services for all works of CAMC and bank reserves right to remove/delete any particular work from the awarded CAMC.
7. The contractor has to submit one quarterly bill, as the case may be. The payment shall be done only for the number of flats / works that have been carried out and after obtaining signatures of the occupants / ACTs. No payment will be done if the works is not carried out in a flat for any reason/s.
8. The contractor will comply with Labour Laws requirements and maintain the muster roll and wage register etc. and produce the same in the NABARD office, if required. The contractor shall submit the necessary information/data to the concerned statutory authorities in the desired format.

Accepted all terms & conditions of technical & financial bid

Place :

Date :

(Signature of the Tenderer)

Address:

Name and Seal

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	12-03-2025 14:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	12-03-2025 14:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Finance
Department Name/विभाग का नाम	Department Of Financial Services
Organisation Name/संगठन का नाम	National Bank For Agriculture And Ruraldevelopment
Office Name/कार्यालय का नाम	Jharkhand
क्रेता ईमेल/Buyer Email	buycon150.nbar.jh@gembuyer.in
Item Category/मद केटेगरी	Manpower Outsourcing Services - Minimum wage - Semi-skilled; Secondary School; Others , Manpower Outsourcing Services - Minimum wage - Unskilled; Secondary School; Others
Contract Period/अनुबंध अवधि	2 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	27 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No

Bid Details/बिड विवरण	
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	10 Days
Estimated Bid Value/अनुमानित बिड मूल्य	2700000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज़ ब्रेकअप आवश्यक है	Yes
Arbitration Clause	Yes (Arbitration clause document) as per DoE OM No.F.1/2/2024-PPD dated 03.06.2024 Arbitration should not be routinely included in contracts
Mediation Clause	Yes (Mediation clause document) as per DoE OM No.F.1/2/2024-PPD dated 03.06.2024 mediation clause should not be routinely included in contracts and pre-litigation mediation can be taken up without any such clause also

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	AXIS BANK LTD
EMD Amount/ईएमडी राशि	54500

ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के

दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

Assistant Manager
Jharkhand, Department of Premises, Security and Procurement, National Bank for Agriculture and Rural Development, Ministry of Finance
(Sunny Tudu)

MII Compliance/एमआईआई अनुपालन

MI Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
3. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
4. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or

2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

The Bidder should have executed at least X No. projects with contract value not less than (Rs) yy for each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:should have executed at least 01 projects with contract value not less than Rs.21.6Lakh for each contract of providing manpower services to Central/ State Govt Dept/PSU,etc in last 03 FYs

The Bidder should have executed at least X No. projects with supply of xx..no. of manpower in each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:should have executed at least 02 projects with contract value not less than Rs.16.2Lakh for each contract of providing manpower services to Central/ State Govt Dept/PSU,etc in last 03 FYs

Geographic Presence: Office registration certificate:As per ATC.

Scope of work & Job description:[1740118110.pdf](#)

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per applicable Minimum Wages Act:[1740118198.pdf](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
03-03-2025 15:00:00	Conference Hall, 7th Floor, NABARD Jharkhand Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi, Jharkhand – 834009

Manpower Outsourcing Services - Minimum Wage - Semi-skilled; Secondary School; Others (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Semi-skilled
Educational Qualification	Secondary School
Type of Function	Others
List of Profiles	Supervisor
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	

Specification	Values
Additional Details/अतिरिक्त विवरण	
Designation	Supervisor

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Sunny Tudu	834009,NABARD, Jharkhand Regional Office, Near Water Tank, Booty Bariatu Road, Ranchi, 834009	1	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 739 • Bonus (INR per day) : 61.5587 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 24.0175 • Provident Fund (INR per day) : 65 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 24

Manpower Outsourcing Services - Minimum Wage - Unskilled; Secondary School; Others (8)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Unskilled
Educational Qualification	Secondary School
Type of Function	Others

Specification	Values
List of Profiles	Sweeper
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Designation	Maintenance Staff

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Sunny Tudu	834009,NABARD, Jharkhand Regional Office, Near Water Tank, Booty Bariatu Road, Ranchi, 834009	8	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 655 • Bonus (INR per day) : 54.5615 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 21.2875 • Provident Fund (INR per day) : 65 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 24

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Generic

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at

following address

NABARD Jharkhand Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi, Jharkhand – 834009

NABARD Officers Quarters, NGHC, Blocks No 19 & 20, Sector 1, Khelgaon, Ranchi - 835217

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3. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The

Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action

in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---

**Tender for Annual Maintenance
Contract for Housekeeping work
for Office Building and Officers' Quarters
of NABARD, Ranchi for the period
from 01 April 2025 to 31 March 2027**



**Jharkhand Regional Office
Near PHED Water Tank, Bariatu-Booty Road,
Ranchi, Jharkhand – 834009**

Date of issue of tender document	20 February 2025
Pre Bid Meeting with bidders	03 March 2025 at 03:00 PM
Due date for submission of tender	12 March 2025 by 02:00 PM
Date and time of opening technical bids	12 March 2025 at 03:00 PM
Issue and Opening of Price Bid	Will be communicated to qualified bidders in due course.

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NOTICE INVITING TENDER

Ref.No. NB.JH.DPSP/148461/ AMC/ 2024-25
20 February 2025

Madam/ Dear Sir

Notice Inviting Tender (NIT) – Tender for Empanelment of contractors and Annual Maintenance Contract in Office building and Officers' Quarters of NABARD's Jharkhand Regional Office, Ranchi from 01 April 2025 to 31 March 2027

1. NABARD, Jharkhand Regional office, Ranchi invites tenders in GeM from prospective bidders for empanelment of contractors and Annual Maintenance Contract (AMC) in its office building and officers' quarters for the following works:
 - i. Civil, Plumbing, Carpentry and Electrical works
 - ii. Housekeeping work
 - iii. Pest control treatment work
 - iv. Maintenance of NABARD's VoF (Visiting Officers' Flat) only at Khelgaon
2. This NIT and tender documents can be downloaded from our website at <https://www.nabard.org/English/Tenders.aspx> and GeM site. There will be no charges for downloading the tender documents from the web site.
3. The Contract period will be from **1st April 2025 to 31st March 2027 with a provision of review of performance on completion of each year**. The renewal of contract shall be on sole discretion of NABARD subject to satisfactory performance and at mutually agreed terms and conditions.
4. We invite you to submit tender for the captioned works. The offer shall be in two parts, viz., Technical Bid and Price Bid(s).
5. You are requested to submit your offer through **Government - e - Marketplace (GeM) in Two Bid System** for the aforesaid contract as per the detailed specifications and other requirements as mentioned in this tender document. **You are also required to fill up the tender document properly, fill up the price bid, submit all required documents and upload in GeM in addition to submitting your offer in GeM.** The tender document will be available for download at <https://www.nabard.org> and in GeM Portal. The firms are required to submit duly filled in tender document in physical form and drop in the tender box kept at 7th floor in NABARD Regional Office, Ranchi.
6. Following services are to be provided under AMC as per the scope of work and terms and conditions mentioned in respective tender documents:
 - a. Annual Maintenance works viz. **attend to day to day breakdowns promptly, carry out periodic and preventive maintenance works, supply spare parts/ materials for all works at the rates approved by NABARD, repair / replace defective parts and ensure that all the services work smoothly.**
7. The vendors those qualify the technical bid will be empanelled in respective categories for a period of two years from 01 April 2025 to 31 March 2027. Separate quotations/bids will be called from these empanelled vendors for future works of NABARD which are not covered under this maintenance contract as and when necessary and they have to execute the work as per the agreed terms and conditions of the tender.
8. We invite you to submit tender for the captioned works. The offer shall be in two parts, viz., Technical Bid and Price Bid(s).
9. You are requested to submit your offer through **Government - e - Marketplace (GeM) in Two Bid System** for the aforesaid contract as per the detailed specifications and other requirements as mentioned in this tender document. **You are also required to fill up the tender document properly, fill up the price bid, submit all required documents**

and upload in GeM in addition to submitting your offer in GeM. The tender document will be available for download at <https://www.nabard.org> and in GeM Portal.

10. **AMC Contract shall be executed for each site separately. Bidders may quote for any or all of the above services individually in the Price bid.**
11. Tenderers are advised to submit tenders in GeM only, after carefully following the instructions in given GeM, tender document of NABARD, terms and conditions and scope of work of the tender etc.
12. All the emails to be CC marked to email- dpsp.ranchi@nabard.org
13. Any clarification in regard to the tender may be contacted at 8850643225 (Shri S Prusty, DGM), 7250247821 (Smt. Juhi Pavasini, AGM) and 9029447896 (Shri P H Thakare, AM).
14. The tenderer/bidder shall submit two separate bids for each work i.e. Technical Bid and Financial/Price Bid which should be complete in all respect.
15. 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. Tenderers must submit the duly executed Integrity Pact (IP) in the prescribed format (Schedule H) in a Rs. 200/- non-judicial stamp paper in Part-I of the bid separately for respective bids.
16. Tenders must be submitted in GeM not later than 02.00 pm on 12 March 2025. Tenders received after stipulated date and time shall not be entertained. The Technical Bids will be opened online at 3 PM on 12 March 2025 at NABARD Jharkhand Regional Office in presence of the interested bidders who choose to be present or in any eventuality, on the date and time as decided by NABARD. All the bidders are advised in their own interest to be present on the specified date. No separate intimation will be given in this regard. Please note, not more than two representatives from each bidder shall be entertained. The representative has to furnish an authorization letter from the respective bidder on their letter head for participating in the technical bid opening.
17. The Financial Bid shall be opened after detailed evaluation of the technical bid. The date of opening of Financial Bid will be intimated separately to the technically qualified bidders only. The Bids should not contain any conditions whatsoever and any such conditional bids received shall be rejected.
18. 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. The decision of the Bank in this regard shall be final.
19. The bids shall remain valid for acceptance for 3 months from the date of opening of price/ financial bid. If the tenderer withdraws his tender before the expiry of the said period, then the bank without prejudice to any other right or remedy will be at liberty to forfeit the earnest money.
20. All documents that comprise the offer should be signed and sealed by the bidder, as a token of acceptance to the terms and conditions specified in the tender.
21. Bidder shall deposit Earnest Money Deposit (EMD) as under:

Sr. No.	Services	EMD Amount (Rs.)
1	Electrical maintenance work of office building of NABARD, Ranchi	7500/-
2	Civil, Plumbing & Sanitary, Electrical and Carpentry maintenance works of Officers' Quarters of NABARD, Ranchi	28,500/-
3	Pest control treatment of Office building	1200/-
4	Pest control treatment of Officers' quarters	1650/-
5	House keeping service in office building	24,000/-
6	House keeping service in officers' quarters	30,500/-

7	VoF Maintenance	21,500/-
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EMD is exempted for MSEs certificate holder for manpower category as defined in MSE Procurement Policy issued by GoI or bidders who are registered with Central Procurement Organizations. The technical bid without EMD shall be summarily rejected. Bidder has to submit separate EMDs, as per above table, individually for all the services, for which it is applying. EMD will be paid vide NEFT/RTGS to following account:

NAME OF THE ACCOUNT	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
BANK NAME	NABARD
BRANCH NAME	HEAD OFFICE, MUMBAI
IFS CODE	NBRD0000002
VIRTUAL ACCOUNT NUMBER (VAN)	NABADMN38

22. No interest shall be paid on the EMD so deposited. EMD of the successful bidder shall be adjusted with security deposit, whereas EMD of the unsuccessful bidders will be refunded upon the issuance of work order. The quantum of security deposit shall be 5% of the approved annual contract amount. The successful tenderer has to submit the balance amount of security deposit within 10 days of acceptance of work order. Security Deposit will be refunded after the expiry of the contract period. SD will not bear any interest.
23. **PRE-CONTRACT INTEGRITY PACT:** Pre-contract Integrity Pact as per the given format may be filled and submitted along with the Technical Bid, failing which the tender will not be considered. The pre contract integrity pact soft copy is to be uploaded on the web site & hard copy is to be submitted to NABARD Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi- 834009, to be submitted on Rs. 200/- Stamp Paper only on first page and remaining document on normal A4 size pages duly signed by the bidder. Details of the Independent External Monitor are as follows.
Name: Shri Dr. Rabindra Kumar, IFoS (Retd)
37, Bhagirathipuram, GMS Road
Dehradun-248001, Mob- 9411714138
24. **Technical bid shall contain:**
- "Technical bid" of tender with every page signed and stamped by bidder.
 - Proof of EMD payment.
 - Power of attorney authorizing the person to sign the tender.
 - Checklist duly signed.
 - Integrity Pact by tenderers quoting services applied for.
25. **Price Bid shall contain:**
- Price Bid.
 - Calculation sheet (separate for each service) as prescribed in the tender.
 - shall not contain any condition whatsoever and any conditional bid shall be summarily rejected.
 - will be opened on a designated date as decided by NABARD which will be communicated separately who qualify the technical bids.
26. If the last date of receipt or opening of the tenders happens to be a holiday for NABARD, then the receipt and opening of the tenders shall be shifted to next working day without change of time and venue.
27. A pre-bid meeting will be held at **NABARD, JHARKHAND REGIONAL OFFICE, Ranchi** at 3.00 pm on 03 March 2025 with the prospective bidders, to clarify any issues pertaining to the tender. The bidders are expected to thoroughly read the tender document

- and present the details of issues / clarification required in the pre-bid meeting, so as to understand all aspects of the work.
28. The tenderer should quote the rates in figures as well as in the words. In case, discrepancy is found in the rates in words and figures, then the rates quoted in words shall be taken as correct.
 29. The tender document must be filled in English. If any of the documents are missing or unsigned in price bid, the tender shall be considered invalid. In case of technical bid, the details of incomplete or missing documents will be intimated to the tenderer and the tenderer has to submit all those documents within 4 days after communicating the same, in case the tenderer fails to submit the required documents within 04 days the tender will be rejected.
 30. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the tenderer who resort to canvassing will be liable to rejection.
 31. Before quoting, the tenderer shall inspect the site, to fully acquaint himself about the condition in regard to accessibility of the site, working condition of site, locality including installations of tools and plants (T&P) and local authority regulations / restrictions if any, conditions affecting accommodations and movement of personnel etc. required for the satisfactory execution of the work contract. No claim whatsoever on such account shall be entertained by the NABARD in any circumstances.
 32. Any discrepancies, omissions, ambiguities in the tender documents, if any, or any doubt as to their meaning should be reported in writing to CHIEF GENERAL MANAGER, NABARD, JHARKHAND REGIONAL OFFICE, Near PHED Water Tank, Bariatu-Booty Road, Ranchi, Jharkhand - 834009 who will review the queries and if information sought is not clearly indicated or specified, NABARD will issue clarifications to all the tenderers which will become part of the Tender Document. NABARD will not be responsible if the discrepancies, omissions, ambiguities in the tender documents or any doubts as to their meaning are not brought to the notice of NABARD before three working days prior to the last date of submission of the tender.
 33. NABARD also reserves the right to divide and distribute the work to more than one tenderer at its sole discretion.
 34. The successful bidder(s) shall execute an agreement at its own cost on non-judicial stamp paper of Rs.100/- with NABARD in accordance with the standard format provided by NABARD within 14 days from date of issue of work order, failing which bidder's EMD may be forfeited.
 35. Evaluation of marks based on the scoring model (QCBS) will be triggered only when multiple bidders are found to be L1. Duly filled QCBS (Section 13) is to be submitted along with technical bid. The weightage for technical bid and price bid will be given at the ratio of 70:30, based on which the tender will be finalised and work will be awarded.

Sd/-

(S Prusty)
Dy. Gen. Manager



NABARD

Part 1: **Technical bid**

1. FORM OF TENDER

(To be submitted in bidder's letterhead)

Ref.

Date:

The Chief General Manager

National Bank for Agriculture and Rural Development
Jharkhand Regional Office
Near PHED Water Tank, Bariatu-Booty Road,
Ranchi, Jharkhand -834009

Dear Sir/Madam

Notice Inviting Tender –“Tender for empanelment and Annual Maintenance Contract for various services works in NABARD's office building and Officers' quarters

1. I / We have examined the Scope of Works, Schedule of Quantities and Terms and Conditions relating to the tender for the works invited by you and are submitting our offer for the following services:
 - a. _____
 - b. _____
2. I / We have visited the site, examined the scope of works specified in the Tender Document and acquired the requisite information relating thereto as affecting the Tender.
3. I / We agree to deposit interest-free EMD of Rs. _____ through NEFT and enclose the transaction report in the technical bid.
4. 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 Schedule of Quantities in all respects as per the specifications and Scope of Works, described in the Tender Document.
5. In the event of this tender being accepted, I/We agree to enter into an Agreement with NABARD as per the prescribed format.
6. The rates quoted by me/us, excepting for the items where payment is for supply of skilled/semi-skilled/unskilled labour, are firm and shall not be subjected to variations on account of fluctuation in the market rates, or any other reasons whatsoever for the captioned period. The payment of items in respect of skilled / semi-skilled/ unskilled labour will be revised as per the periodical revision in minimum wages published by State / Central Govt. from time to time.
7. 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. I/We agree to pay all Government (Central and State) Taxes such as Excise Duty, Income Tax, GST, contribution to EPF & ESI (wherever applicable) etc. and other taxes prevailing from time to time. Rates are including taxes and valid for the currency of the contract.

8. 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. I/We will be responsible for any legal/Quasi legal matters arising due to non-compliance of statutory obligations, and indemnify NABARD from any complications, all expenditure in this regard will be borne by me/us
9. We hereby certify that all the statements made and information supplied in the tender Document and accompanying statements are true and correct.

10. Our Bankers are:

11. Names of the person hereby given the power of Attorney to sign the contract:

12. Should this tender be accepted, I / we hereby agree to abide by and fulfil all the Terms and Conditions and Provisions of the said Contract Document annexed hereto.

Name of the person authorized to sign and submit the Tender

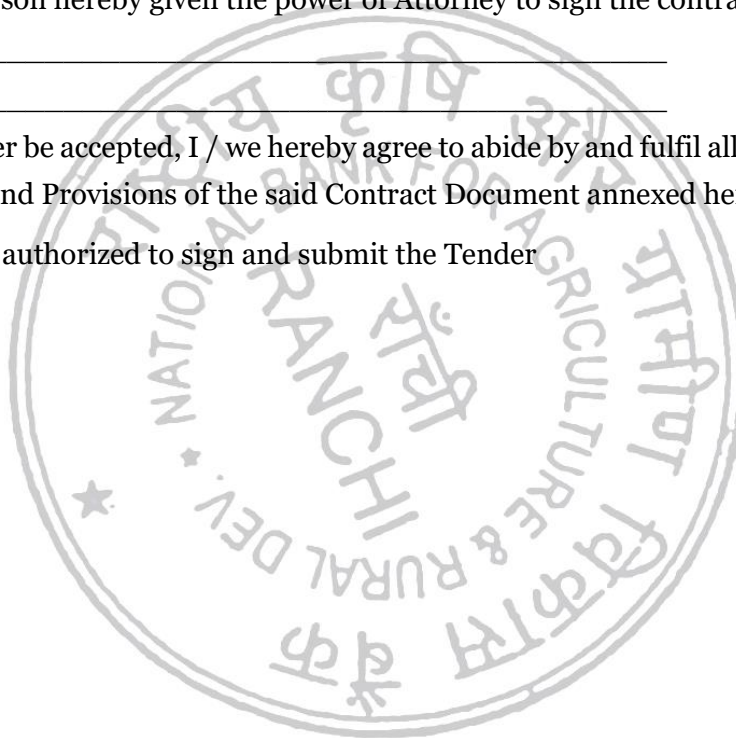
Yours faithfully

Place

Date

Signature

Seal



2. Instructions for filling the Tender

All the pages of the Tender Document shall be signed by the Tenderer.

NABARD takes no responsibility for delay / loss in post or non-receipt of Quotations / Tender Documents.

A. Instructions for filling the Price bid

1. Quoted rates should be workable and reasonable and should include:
 - a) Payment to all the contract workers engaged by contractor as per minimum wages as notified by Labour Commissioner, GoI from time to time or State Government of Jharkhand, whichever is higher. **The minimum wages must cover Central Government wage as indicated by Central Labor Commission or State Government of Jharkhand, whichever is higher. TDS will be deducted as per guidelines.**
 - b) ESI & PF benefits (Employer's contribution towards ESI & PF). EPF/ ESI has to be paid to worker considering the base full amount of applicable minimum wages prescribed by the Labour Commissioner from time to time. Cost of equipment/machinery.
 - c) Allowance for maintenance of two sets of uniform.
 - d) Incidental expenses and all overheads and profits.
2. The contractor may be required to furnish **Rate Analysis**, along with the price-bid, for the rates quoted by him/her in this tender, if required.
3. The contractor is advised to visit the premises before quoting the rates and get all clarifications.
4. **The following procedure shall be followed in the event of multiple L1 bidders after opening of Price Bids:**
 - a) In case of multiple L1 bidders, the final selection of bidder is done by GeM through system logic.
 - b) **Preference shall be given to Public Sector Enterprises (PSEs), where quoted rates of PSEs are within 10% of the rates quoted by L1 bidder, other things being equal. Purchase preference may be granted to the Public Sector Enterprise at the lowest valid price bid.**
5. **Preference shall be given to MSE as per the guidelines of GeM.**
6. Rates shall have to be quoted in both words and figures
7. Signature of the authorized signatory of the contractor / Tenderer
8. Bids submitted by unauthorised agents and FAX / Telegraphic/Email bids shall not be entertained / considered.
9. The quoted amount should include all items pertaining to the Pest control Treatment works and all associated works and unless the same is done to the satisfaction of the P&SO/ACTs, the bill will not be accepted.
10. The rate should include the discount (if any) also. There is no question of extra payment above the quoted rate under any circumstance for the tender item. In case of any variation in quantity or value, the same will not be made a matter of dispute by the Bidder / Tenderer.
11. The Contractor shall make necessary arrangement for watch and ward of his materials at his own risk and cost.
12. If last date of receipt of Tender and opening date is any holiday, then submission and opening of Tenders / Quotations shall be shifted to next working day without change of time and venue.
13. The Tenderers should quote their rates strictly adhering to Terms and Conditions stipulated in the Tender Document. Unsolicited correspondence after opening of the Tender shall not be entertained. Conditional / Deviational Tenders may be rejected without making any reference to the Tenderers.

14. The amount 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: -
 - a) 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.
 - b) 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.
 - c) 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.
15. No advance shall be paid towards mobilisation and cost of materials.
16. NABARD will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the contractor. No compensation shall be admissible for any loss suffered by the Contractor during the execution of the work. It shall be the Contractor's sole responsibility to protect NABARD's staff and his employees against accidents from any cause and he shall indemnify NABARD against any claims for damage on account of injury to person or property, resulting from any such accidents with necessary Insurance cover.
17. NABARD will not be under any liability to pay any compensation to the persons deployed by the contractor if they sustain any injury etc., while discharging the duties in the said premises. The contractor shall get them insured against any liability under the Employee Compensation Act or any accident at its own cost. The Contractor should take necessary Insurance cover at his cost for his persons employed at site. The contractor should arrange to obtain necessary insurance cover (Workmen compensation policy and Contractors All Risk Policy) for the work at his cost and should be responsible for the safety of persons, employed by him. The Contractor shall be fully responsible and shall compensate 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 insurance policy may be obtained in the Contractor's name to the amount of at least 1.25 times of the tender amount and the original Insurance policy may be deposited in NABARD. In case, no insurance policy furnished before commencement of the work, NABARD will take the policy on behalf of the contractor and recover the amount of premium, interest on premium etc. from them. The decision of NABARD in this regard shall be final and binding. The insurance policy shall be work and site specific.
18. Any damages caused to the building / premises during the execution of the work shall be made good by the Contractor and if necessary, through suitable Insurance cover at his cost.
19. The Contractor shall use necessary safety equipment and maintain all safety measures during the execution of works and ensure compliance of Safety Code as per Rules and Regulations in force. The contractor undertakes from the date of allotment of tender, at all times and from time to time to remain solely responsible to defend NABARD and to hold and keep NABARD and its officers harmless and indemnified against all actions, costs, expenses, damages, claims, suits or demands, or any loss or liabilities of whatsoever nature arising directly or indirectly and also for and against all or any action whether by way of labour or legal proceedings or otherwise which may be brought against the NABARD by any of the person employed by contractor or any other

authority, arising out of execution of the contract including claims for all damages, costs, charges, expenses which NABARD may incur in respect thereof.

20. The Contractor shall monitor the on-going works or satisfactory completion of works or redressal of complaints through his staff.
21. Notwithstanding anything stated above, NABARD reserves the right to assess the Tenderer's capability and capacity to perform the contract, should the circumstances warrant such assessment in the overall interest of NABARD.
22. The decision of NABARD in awarding the work shall be final.
23. NABARD reserves the right to accept / negotiate / reject any Tender either in whole or in part without assigning any reasons therefor whatsoever and without entering into any further correspondence and hence, NABARD shall be under no obligation to accept the lowest or any other Tenders received in response to this Tender. The decision of NABARD in this regard shall be final and undisputable.
24. NABARD also reserves the right of supersession of any of the conditions stipulated in the Tender Document.

DECLARATION BY THE CONTRACTOR

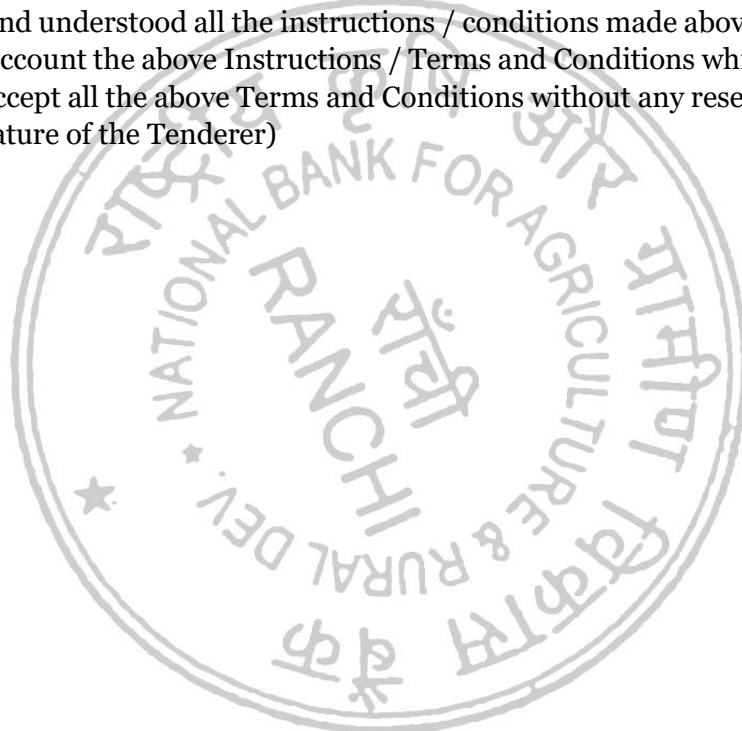
We / I have read and understood all the instructions / conditions made above and we / I have taken into account the above Instructions / Terms and Conditions while quoting the rates. We / I accept all the above Terms and Conditions without any reservation, in all respects. (Signature of the Tenderer)

Name and Seal:

Address:

Place:

Date :



3. PRE-QUALIFICATION CRITERIA

1. The Tenderer should have a minimum experience of five (05) years of working with nature of works as briefly mentioned below.
 - a. Sweeping & cleaning of open space & common areas in the offices and residential Colony/colonies.
 - b. Collection and segregation of the household waste (wet and dry waste) everyday as per the instructions of Client/Municipal Corporation.
 - c. Cleaning/deep cleaning of flats, fans, windows, window-grills, toilets, bathrooms, etc., periodically.
2. The Contractors who are registered with any Govt./Semi-Govt./Govt. Undertakings/ Autonomous bodies/Corporate Sector/Financial Institutions and having experience of executing above types of works under AMC contract may apply with detailed certificates/credentials along with the Technical Bid (Part I) of the tender. The contractor should have worked with atleast one Govt/ PSU.
3. The bidders should have carried out similar works during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than the amount as given in following table:

Sl No	Experience Criteria	Contract value executed (Rs. Lakh)
1	1 similar work during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than Rs. >>>	21.59
	OR	OR
2	2 similar works during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than Rs. >>>	16.19
	OR	OR
3	3 similar works during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than Rs. >>>	13.49

4. The tenderers should have minimum average Annual Turnover of **Rs.27 lakh** during the last three years ending **31 March 2024** supported with audited balance sheet / profit & loss statement certified by a registered Chartered Accountant and Income Tax Return certificates for the last 3 financial years.
5. The tenderer should have their own office within Ranchi city in Jharkhand. Related documents should be submitted.
6. The bidder should have minimum **9 (nine) manpower personnel** in its pay roll yearly for the last 3 years ending 31 March 2024 (Furnish details).

Note: Any false and/or inadequate information may result in rejection of the tender.

4. GENERAL CONDITIONS OF THE CONTRACT

1. Description of AMC Sites:

A. NABARD Office premises, Bariyatu, Ranchi

The premise is a rented commercial building consisting of basement (for parking) and 8 Floors. 3rd Floor to 7th Floor is office area and kitchen & dining is on 8th floor cum open terrace which is occupied by NABARD.

B. Officers' Quarters, Khelgaon, Ranchi

In Sector 1, NGHC, Khelgaon, two blocks viz. Blocks 19 & 20 are owned by NABARD. In block 19, there are 34 flats that include 2 duplexes, 16 3BHK and 16 2BHK flats. In block 20, there are 32 flats that include 3 duplexes, 14 3BHK and 16 2BHK flats. In block 20, three flats are reserved as Visiting Officers Flat (VOF), one flat as Gym, one flat as dispensary cum medical room and one flat as business continuity centre (i.e. temporary office). Apart from that, there are security rooms, CT/ACT room, 2-wheeler and 4-wheeler parking in ground floor area, outside parking shed, garden area, children's park area, water tank, common pavement area around both the blocks, badminton court, open gym, etc.

2. Tenderers are advised to visit the sites and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting.
3. 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.
4. Rates should be excluding all taxes in accordance with various statutory enactments and should be firm for the entire Contract Period. No increase in rates will be allowed during the entire Contract Period on this account, even in the extended periods of the contracts. The rates will be considered for revision only in case of revision of minimum wages or other statutory rates.
5. Materials used should conform to relevant BIS Codes. BIS and CPWD Specifications and method of measurements shall be followed as applicable. However, in the absence of the same, the decision of NABARD will be final.
6. Validity of Offer: 90 days from the date of opening of the price bids.
7. **Monthly AMC manpower** payments will be made based on the **bills submitted by the Contractor for Office and Residential quarters separately (In case of same bidder is awarded both the works)**. All bills are to be certified by the concerned ACT/CT to the effect that the works / complaints recorded in the registers/software are attended and rectified as per the scope of the work. Payments will be released only after producing the e-payment sheets and wage register countersigned by NABARD, successful deposit/transfer of dues to EPFO, ESI, Payment of Bonus (wherever applicable) including any other statutory requirement in force from time to time and submit the proof of such payments along with claims. The contractor has to submit half-yearly EPFO return, and Annual Labour Dept Return and any other returns required by the statutory authorities. Material bills will be submitted separately along with the approved work slips (as applicable) and certification of CT/ACT.
8. 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.
9. IT and GST-TDS and other statutory deductions, as applicable, will be deducted from total payment due to the Contractors.
10. 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 therefor shall be recovered from the Contractor at the discretion of NABARD.

11. If any work or material used at site is found to be unsound, imperfect or inferior from what is specified in the contract, the Contractor shall be advised to rectify or re-execute the work or remove the material as the case may be, within a reasonable time depending upon the nature of work. If the Contractor fails to do so, the work shall be got redone or rectified or the material replaced through any other agency at the risk and cost of the Contractor.
12. The Contractor should have valid license relating to his Contract as per the existing laws should be efficient and have efficient manpower. The workmen employed by the Contractor should also have the experience in their trade.
13. 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.
14. The Calculation sheet for supply of manpower is required to be submitted along with the Price bid/BOQ. Tenders/bids not complying with the present minimum wages payment are liable to be rejected. It should be based on the Calculation sheet submitted by the contractor.
15. 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.
16. The contractor shall pay the personnel deployed in NABARD premises, their wages in accordance with the **Minimum Wages Act, 1948** (amended time to time) on a monthly basis. The contractor shall also make PF contribution, ESI contribution, bonus payments and or any other statutory contribution in respect of the personnel deployed by them in NABARD. Contractor shall indemnify NABARD for this. Contractor shall present the proof of the same along with the bill.
17. The contractor will be responsible and ensure timely payment to its personnel deployed in the premises and compliance of all statutory provisions relating to minimum wages, Provident Fund and Employees State Insurance, etc. in respect of the persons deployed by them in NABARD and under intimation/in the presence of NABARD officer. 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), conformity to labour laws, 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 Dept. of State Govt. / Central Govt. and comply with all necessary regulations/instructions in this regard.
18. All the Standard Conditions of the Contract shall be binding on the parties as per Indian Contract Act and prevailing Rules. 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. Any penalty imposed on NABARD by any statutory authority on this account shall be directly recovered from contractor's any bill or earnest money/SD deposited with NABARD. The contractor shall indemnify NABARD of any responsibility on this account and or any penalties imposed on the Contractor's part.
19. The contractor shall, for all intents and purposes, be the "Employer" 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.

20. 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. The contractor shall maintain attendance register of his staff employed at various sites and wage register for payment (at least minimum wages as per Center 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.
21. 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.
22. 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.
23. 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.
24. The Contractor or his authorised representative should visit the site as per requirement and meet NABARD's Engineer with prior appointment for any clarifications and to receive instructions, etc. at the site.
25. The Contractor's workmen should report to ACT/ Site supervisor as per timings mentioned elsewhere in this document. 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 ACT & the same or copy shall be presented along with the Contractor's monthly bill.
26. The workers / staff employed should wear colour code uniforms displaying contractor firm's name and must carry ID card issued by the contractor during the working hours. 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. An attendance register shall be maintained at site indicating number of persons deployed for the inspection by NABARD officials/ representative.
27. 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.
28. 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 party 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.
29. For any dispute, the decision of NABARD shall be final and binding upon the contractor. However, 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 through court of law in Ranchi.
30. 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.
31. 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.
32. The work should be carried out with minimum inconvenience to the occupants. 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.
33. 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.
34. 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.
35. The Contractor shall ensure that the employed staff shall not undertake any private work inside or outside NABARD's residential/Office premises.
36. The engaged staff shall also undertake other specific work related with/without housekeeping works and other works during working hours as per instruction of ACT/ Engineer, if required.
37. **Termination of agreement:**
- a) "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
 - i 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
 - ii the contractor commits a breach of any terms and conditions of this agreement and/or
 - iii the contractor is adjudged insolvent, or a compromise is entered by him with his creditors or
 - iv for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/or
 - v 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.
 - b) 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.
 - c) In case the Contractor desires to terminate the Contract, he may do so by giving the Bank **a notice period of three months**.
38. On site storage space will be provided to the Contractor subject to availability. However, the Contractor may erect temporary sheds for storage purposes at his cost with the permission of the NABARD. NABARD will not be responsible for Contractor's materials. The Contractor

may be required to vacate the storage space and sheds as per exigency without any extra cost to NABARD. If any statutory charges are required to be paid for erection of sheds, the same should be borne by the Contractor.

39. 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.
40. 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.
41. 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 liasioning 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. Further, for smooth functioning the contractor will have to coordinate with other external agencies to whom related AMC work assigned by NABARD.
42. It is the contractor's responsibility to provide skilled worker, sweepers, both male and female workers, whose identity is duly verified by the Police, to ensure that the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank.
43. The contractor should have efficient and highly skilled technical staff.
44. **Minimum service charges should not be less than 3.85 %. It should not exceed 7 % in any case.**
45. **Bids with Service charge of minimum 3.85 % shall be considered as responsive and such bids can be considered for further evaluation. Service Charges claimed by contractor should include management, supervisory charges including Contractor's Profit, tools and equipment as per requirement, uniform for labourers, other overheads, etc. Contractors may be advised to quote service charges after due diligence which should be reasonable and workable.**
46. Further, the proof of statutory payments such as Minimum Wages, EPF and ESI to contract workers for the preceding month are to be produced by contractors for settlement of bills of succeeding month.
47. Contractors shall, wherever applicable, pay Bonus at Govt. approved rate (prevailing rate @ 8.33% of Minimum Wages) to the eligible contract workers and the same is payable to contractor on reimbursement basis on production of proof of payment.
48. Overhead charges including insurance and other risk coverage of labours to be quoted in the Price Bid. All requisite materials required for a month to be deposited in advance with NABARD. There should not be any delay in execution of work on account of non-availability of material.
49. The following statutory requirements may be ensured:
 - i. The bidder shall hold valid license under the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and the Contract Labour (Regulation and Abolition) Central Rules, 1971 and shall fulfil all conditions required under the Act/Rules as amended from time to time.
 - ii. The bidder shall, irrespective of number of persons employed, be registered under the relevant provisions of Employees' Provident Funds and Miscellaneous Provisions Act, 1952 and Employees State Insurance Act, 1948 respectively.
 - iii. The bidder shall be registered with Income Tax and Goods & Services Tax (GST) authorities.
 - iv. An affidavit to the effect that bidder has not defaulted in payment of statutory dues like EPF/ESI/GST and Income Tax to be submitted.
 - v. **Bids quoted with administrative/service charges less than 3.85 % would be treated as unresponsive and invalid, which are liable for rejection.**
 - vi. Bids, if not submitted in Bank's approved bid format shall be treated as invalid and are liable for rejection.
 - vii. Non-compliance of any of the conditions (a to f) mentioned above by the bidder will be considered non-eligibility for the service for which tender has been invited and such bids shall be summarily rejected.

50. AMC Payment will be settled based on the minimum wages (Basic wages + variable DA), fixed by state Govt / central Govt. whichever is higher and its amendments from time to time. Payment will be released only after submission of proof of release of minimum wages, EPF and ESI to the workmen deployed by the contractor. The contractor will release wages to the contract labour in time without waiting for the same being settled by NABARD. Bonus will be paid on reimbursement basis at Govt. approved rate (prevailing rate @ 8.33% of the minimum wages) as per the prevailing statutory rules. Payment for the materials, supplied by the contractor shall be paid separately at the rates approved by NABARD on submission of bills /workslips.

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

Signature of the Tenderer: Name and Seal

Place and Date

Address



5. SPECIAL CONDITIONS OF THE CONTRACT

1. NABARD does not bind itself to accept abnormally low bids. The rates quoted by the tenderer/bidder should be able to demonstrate the capability of the tenderer/bidder to deliver the contract at the offered price. Abnormally low bids/rates will be subject to analysis by NABARD. If required, NABARD may call written clarification from bidder, including detailed price analysis of the bid price in relation to scope, schedule, allocation of risks and responsibilities and any other requirements of the bid document and tenderer/bidder shall have to furnish Rate Analysis for the scrutiny of rates by NABARD within stipulated time. NABARD reserves the right to reject the bid if bid is found to be abnormally low to deliver/perform the contract.”
2. Contractor shall follow the prescribed formats/procedures for official documentation like registers, etc. as stipulated by NABARD from time to time.
3. Contractor shall maintain job cards and a proper Record/Register indicating reasons for not attending to any particular work time schedule. The periodicity and expected schedules are given in the scope of work. Time is the essence of the contract and for any pending/incomplete work as well as for any substandard work, the amount of deduction/penalty per week shall be calculated at 0.25% of the accepted tender amount, subject to a maximum of 5% of the accepted tender amount. The responsibility of engaging and maintaining adequate/sanctioned strength of workers lies with the Contractor in view of timely attention and completion of the routine works within the given time frame. In case of non-attendance or non-timely attendance or non-timely completion or below-standard carrying out of any work by the contractor, the Bank shall get the work satisfactorily carried out through its other agencies at the risk and cost of the contractor. Apart from making payments to the said other agencies from the dues of the contractor, the Bank shall also levy a penalty as above.
4. In case of emergency work, no extra payment for working in odd hour will be made.
5. The property will be handed over to the Contractor on 'as is where is' basis and the contractor shall ensure proper service to a reasonably satisfactory level.
6. NABARD reserves to change scope of work or the number of labours during the contract period.

Declaration by the Contractor

We / I have read and understood the Scope of Work and special terms and conditions for the AMC works in the entire Office premises / Colony (both inside and outside) 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 will be used, which are harmful to human life.

Sign

Date & Place:

Address:

6. Basic Information about Bidder

Sr. No.	Particulars	Details
1	Name of the Applicant/Organisation and address of their registered office	
2	Type of the Organization (whether Sole Proprietorship/ Partnership/Private Limited/ Limited or Cooperative Body etc.)	
3	Name of the Proprietor/Partners/Directors of the organization	(a) (b) (c)
4	Details of Registration (Whether Partnership firm, Company, etc.) - Registering Authority, Date, Registration No., etc. mentioning the business/ activity of the firm	
5	Experience in the field of Housekeeping works (Years)	
6	Technical personnel available in the organization (Details to be furnished in 7.c)	
7	Address of office through which the proposed work of National Bank for Agriculture and Rural Development (NABARD) will be handled and the name and designation of the Officer-in-Charge	
8	Adequate and satisfactory evidence to indicate financial capacity of the Organisation to undertake the said work with names of Bankers and their full address. (Solvency certificate from the Bank and Income Tax clearance certificate shall be attached.	
9	Yearly turnover of the company during last 3 years (Year-wise) duly audited by a CA. – Attach balance sheet/P&L a/c statement and IT returns of the firm of last three years.	
10	Whether any Civil Suit/Litigation arisen in the contracts executed during the last 5 years/being executed. If yes, please furnish the name of the project, employer, nature of work, contract value, work order and date and brief details of litigation	

7. Work Experience

a) Previous Experience

List of important works done in last five years (as per the pre- qualification criteria mentioned in this tender)

Sr. No	Name & Location of work	Cost of work	Name of owner	Full address	Name of the contact person from owner's side for whom work was executed	Contact no. of the contact person of the owner (Mandatory)	Email id of the contact person (Mandatory)	Completion period		Whether the work was left incomplete (reasons if any for delay in completion of work) or contract was terminated from either side (give full details)	Any other relevant Information
								Stipulated	Actual		

Note: - The supporting documents like work order, experience certificate, completion certificate shall be enclosed mandatorily.

b) Ongoing Projects

List of important works on Hand.

Sr. No	Name & Location of work	Cost of work	Name of owner	Full address	Name of the contact person from owner's side for whom work was executed	Contact no. of the contact person of the owner (Mandatory)	Email id of the contact person (Mandatory)	Completion period		Whether the work was left incomplete (reasons if any for delay in completion of work) or contract was terminated from either side (give full details)	Any other relevant Information
								Stipulated	Actual		

Note: - The supporting documents like work order, experience certificate, completion certificate shall be enclosed mandatorily.

c) List of personnel in payroll and their experience in the field of Housekeeping work

List of your personnel, giving details about their technical qualifications and experience including that in your establishment.

Sr. No.	Name	Age	Qualifications	Work experience	Nature of works handled



8. Scope of Work

(1) Cleaning/Sweeping/ Maintenance/ Housekeeping (Office building)

1. 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 two times daily. Cleaning of washbasin and W/C from inside and out with specified chemicals and soap every day and whenever need arises.
2. Cleaning (sweeping/mopping) of all the common passages twice daily. All cleaning tools and material shall be provided by the contractor at no extra cost. Prospective bidders are advised to visit the premises to accurately estimate the tools and materials required and incorporate the cost in the price bid. The material of BIS standard has to be kept with CT/ACT one month in advance.
3. Sweeping and mopping would automatically include cleaning cobwebs, flooring, wall tiles and skirting in the said areas.
4. Sweeping and wet sponge cleaning all staircases twice daily and mopping / wet cleaning/ scrubbing bi-weekly.
5. Cleaning of roof terrace at least once fortnightly or as per requirement and washing as directed by the Bank engineer/CT/ACT.
6. Daily sweeping of parking space (ground floor and basement), weekly washing and drying.
7. Sweeping of open areas and pedestrian strips twice daily and washing as directed by the Bank engineer/CT/ACT.
8. Cleaning of all the glasses of windows (inside only) of all the floors (5 Floors + Lounge) at Office Premises (Fortnightly).
9. Proper safety equipment as per relevant IS Codes should be used by the agency for cleaning glasses of the windows including material for cleaning.
10. Cleaning as per the need in all above places. No extra payment will be made for the same.
11. 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 effected as per Special conditions of this tender.
12. Collection of waste and disposal on daily basis.
13. Keeping towels/Replacement of tissues in each toilet (ladies/gents), cleaning and changing of towels every day in all toilets and providing hand wash liquid soap in each toilet, of high quality (BIS Mark).
14. Cleaning of all work stations, Senior officers' cabin, computers, key boards, printers other related items at Office premises on daily basis before start of office hours.
15. Providing water and tea to all staff.
16. If the above services are not attended as per the above mentioned time period pro rata recovery will be effected as per Special conditions of this tender.
17. Vacuum cleaning of all the furniture, ceiling and wall mount fans, tube light fixtures, curtains etc. as per direction of Bank engineer/CT/ACT at least once in a week.
18. Dry foam cleaning of chairs and sofas at least once in three months.

Special Instruction:

- a. The contractor will provide sufficient manpower both males and females 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 sweeping / cleaning is completed before 9.00 AM in the morning.

- b. Supervisor must ensure proper and effective supervision of the cleaning work as specified in the tender document.
- c. Sufficient number of lady sweeper 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 upto the close of Office i.e. 17.15 Hrs, a few personnel should be available upto 19.30 Hrs. The deployment of manpower may be flexible and could be changed depending upon the work requirements. The deployment of man power should be in conformity to the prevalent provisions of labour and other laws.
- e. The contractor to provide substitute in case of absentees.
- f. The rate quoted by the contractor 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:
 - i. Phenyl solutions
 - ii. Deodorized detergent for moping
 - iii. Room Fresheners in Bathrooms
 - iv. Urinal screen mats
 - v. Naphthalene pad / balls
 - vi. Sanitary cubes
 - vii. Toilet Rim Blocks
 - viii. Liquid soap
 - ix. 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.

(2) Cleaning/Sweeping/ Maintenance/ Housekeeping (Officers' Quarters, Khelgaon)

- a. Collections of waste from each flat and disposal on daily basis.
- b. Sweeping and cleaning of all the open spaces within the colony such as lawn, garden area, foot path, road, shoulder portion of road, parking area, area surrounding each building, duct area of the buildings, entrance portico portion on both sides of buildings etc. say between 6.30 a.m. to 9.30 a.m. Cleaning the entire staircase of each building, landing portion of staircases, entrance lobby area of each flat, stilt / parking area & lobby of each building everyday (say between 2.00 p.m. to 2.30 p.m.) and any other common area . Removal of all the dry leaves, dried branches of plants / trees, polythene bags, sand, stone pieces, earth, broken bricks, murrum etc. or any other foreign materials / garbage falling on the open spaces every day.
- c. Sweeping of all open areas, garden etc. daily,
- d. Sweeping and cleaning of floors, toilets and bathrooms of all the common areas, i.e. ACT/CT offices, pump rooms, area surrounding water pump room and sump, VOF, Gym, dispensaries, business continuity centre, Residents Welfare Association room and other common areas etc. everyday. Special attention should be given for ensuring optimum cleaning and hygiene of VOF and Gym.
- e. All cleaning tools and material shall be provided by the contractor at no extra cost. Prospective bidders are advised to visit the premises to accurately estimate the tools and materials required and incorporate the cost in the price bid. The material of BIS standard has to be kept with CT/ACT one month in advance.

- f. Daily Cleaning of Common toilets.
- g. Cleaning of balconies in each flat weekly.
- h. Any other item of cleaning work as advised by ACT / other Bank officials.
- i. Monthly cleaning of vacant flats / SRAs / Store Room.
- j. Weekly cleaning of toilets in all residential occupied flats.
- k. Cleaning of Fans, cobwebs, inaccessible spots, windows, curtains and Netlon mesh – Quarterly
- l. Cleaning of Room in occupied flats – Yearly.
- m. Cleaning, sweeping, moping of vacant flats and make them ready for possession as and when required.
- n. Cleaning of underground sump and overhead water tanks in each building– bimonthly or as advised by ACT.
- o. If the above services are not attended as per the above mentioned time period pro-rata recovery will be effected as per Special conditions of this tender.
- p. Cleaning, Sweeping and mopping would automatically include cleaning cobwebs, tiles flooring, walls, wall tiles, windows, railings and skirting in the said areas.
- q. Cleaning of Toilets and Bathrooms once in week in all occupied flats. This work will be carried out by the regular sweepers. The work includes all activities required for cleaning.
- r. Except the above, the contractor may have to remove any other materials such as broken window glass, rusted wooden / iron door or window frames, broken parts of wooden doors or windows, broken branches of trees after cutting into pieces during storm or low pressure, broken glass bottles etc. from inside the colony campus along with the other garbage as indicated above.
- s. Lifting of garbage from all the premises in both the quarters and dumping them in the respective garbage bins and lifting the garbage from the bins either by liaising with municipal authorities or by making other private arrangements, so that perishable solid waste is not left to rot in the bins causing unhygienic condition in the premises.

PERIODICAL CLEANING WORKS: -

- a. Cleaning the open terrace area of each building once in every month.
- b. Cleaning of all the floor, walls and OWC or EWC and seat cover of toilets / bath rooms in all the flats once in every week with toilet cleaner / toilet floor cleaner.
- c. Cleaning of balconies in each flat weekly.
- d. Cleaning of sump and overhead water tanks in each building– Once in two months or as per instruction.
- e. Cleaning of walls & ceilings of cobwebs, cleaning of fans, other inaccessible spots of each flat (such as bed rooms, hall, kitchen, balcony, ceiling area at the entrance lobby of each flat etc.) are to be done once in every three months in both the quarters.
- f. Cleaning of floors, kitchen platform, tile dado of kitchen platform and sink, shelves below kitchen platform, wash basin dado etc. in other rooms to be done with mopping cloth, floor cleaner so as to remove any oil spot, sticking of any organic materials etc. once in a year.
- g. The washing and cleaning of the windows, curtains and netlons in all the flats once in every three months.
- h. The vacant flats (if any) in officer's quarters should be washed & cleaned once in every month. All the fans, cupboards, windows, kitchen, floors, toilets and baths etc should be cleaned properly.

Special Instructions

- a. Contractor to provide as many workers and at least one supervisor in colony for above work as may be required to complete the above works to the satisfaction of NABARD.

- b. Contractor to supervise the above work on a daily basis.
- c. Contractor to provide substitute in case of absentees.
- d. Contractor shall provide necessary registers to keep record of day to day progress of work.
- e. The above list is illustrative and not exhaustive.
- f. The rate quoted by the contractor 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:
 - i. Phenyl solutions
 - ii. Deodorized detergent for moping
 - iii. Room Fresheners in Bathrooms
 - iv. Urinal screen mats
 - v. Naphthalene pad/balls
 - vi. Sanitary cubes
 - vii. Toilet Rim Blocks
 - viii. Liquid soap
 - ix. Any other cleaning material required

Declaration by the Contractor

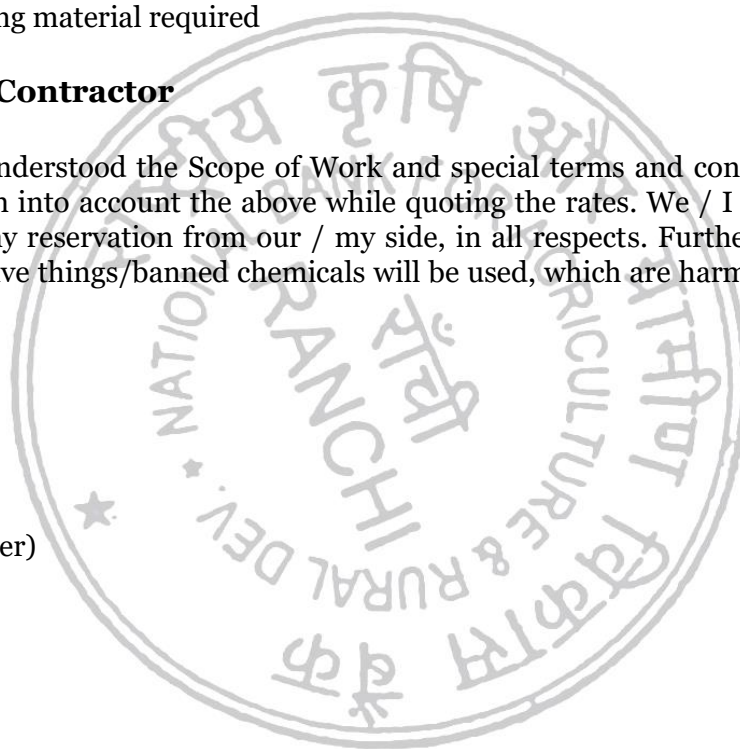
We / I have read and understood the Scope of Work and special terms and conditions of the tender we / I have taken into account the above while quoting the rates. We / I accept all the above points without any reservation from our / my side, in all respects. Further, we / I also declare that no prohibitive things/banned chemicals will be used, which are harmful to human life.

Place:

Date:

(Signature of the Tenderer)

Address



9. MINIMUM REQUIREMENT OF MANPOWER

Sr. No	Service	Area	Skilled	Semi-Skilled	Unskilled
1	Cleaning, Sweeping, Maintenance, Housekeeping	NABARD, Jharkhand Regional Office, Ranchi	0	0	4
2	Cleaning, Sweeping, Maintenance, Housekeeping	NABARD Officers' Quarters, Ranchi	0	1 (Supervisor)	4

Note: The contractor shall visit the site, ascertain the nature and the scope of work, and submit the bid accordingly.



10. SAFETY CODE

1. The Contractor shall maintain in a readily accessible place first aid appliances including adequate supply of sterilised dressings and cotton wool.
2. An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalisation.
3. No portable single ladder shall be over 8 metres in length. The width between the side rails shall not be less than 30 cm. Clear and the distance between two adjacent rungs shall not be more than 30 cm. When a ladder is used an extra mazdoor shall be engaged for holding the ladder.
4. It is entirely the responsibility of the contractor to follow the safety procedures such as using safety belts, lifelines, 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.
5. A penalty of Rs. 1,000.00 shall be levied for violation of safety norms including non-use of personal protective equipment. A penalty of Rs. 2,000.00 shall be levied if violation is repeated.
6. Penal action will also be taken if the contractor's supervisors and workmen do not wear the uniforms and photo identity cards issued and thus pose a security risk to the safety of the Bank's establishments, its staff and the families of its staff
7. The decision of the Bank in all such cases attracting penalties shall be final and binding on the contractor.
8. 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.
9. Smoking and chewing pan/ tobacco/ gutkha/ any other drugs etc. are prohibited in the premises.
10. For any job involving welding, soldering, lighting of flames, use of heat source or temporary electrical connection, prior permission from competent authority / designated engineer shall be taken before execution of the same. No job involving heat sources are permitted to be carried out after office hours, holidays and Sundays without prior permission.
11. The contractor shall ensure that the persons posted for the work are well conversant with the operation of fire extinguishers.

Declaration by the Contractor

We / I have read and understood the Safety code for the AMC works in the entire colonies (both inside and outside) 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.

Place:

Date: (Signature of the Tenderer)

Address :

Name and Seal :

11. Proforma for Electronic Payment

Details of Bank account to be furnished by the contractors/service providers for effecting payment

Name and address of contractors/service providers with phone nos.

.....

.....

.....

.....

1	Name of the account holder (As appearing in the Bank account)	
2	Name of the Bank	
3	Name of the Branch	
4	Account Number	
5	IFS Code	
6	Type of account (Savings, Current, etc.)	
7	PAN Number	
8	GSTN Number	

Signature

Please attach

1. one original cancelled cheque leaf of the above Bank account and
2. copy of PAN Card and
3. allotment letter/registration letter under GSTN
4. Copy of address proof

12. Scoring Model of QCBS

Scoring Model for deciding the L1 in case of multiple vendors found to be L1:

S.no.	Description	Score
1.	Legal Structure	20
	Private/Public limited	20
	Partnership	15
	Proprietorship	10
2.	Work Experience in the field of Civil, Plumbing & Sanitary, Electrical & Carpentry works	10
	≥ 15 years	10
	≥ 10 < 15 years	5
	≥ 5 < 10 years	2
3.	Average Turn Over during the last 3 years ending 31.03.2024	10
	≥ 50 lakhs	10
	≥ 35 < 50 lakhs	5
	≥ 16.95 < 35 lakhs	2
4.	No. of Assignments in Public/private institution (with supply of 5 and above relevant skilled manpower per year) handled in India in last 5 year (as on date of bid submission)	5
	≥ 10	5
	≥ 5 < 10	3
	≥ 2 < 5	1
5.	No of skilled manpower (Electrician, Plumber & Carpenter) in contractor's payroll as on date of bid submission	5
	≥ 20	5
	≥ 10 < 20	3
	≥ 5 < 10	1
	Total marks	50

Evaluation of marks based on the scoring model will be triggered only when multiple bidders are found to be L1. Duly filled QCBS is to be submitted along with technical bid. The weightage for technical bid and price bid will be given at the ratio of 70:30, based on which the tender will be finalised and work will be awarded.

Place :

Date :

Address :

(Signature of the Tenderer)

Name and seal

13. AFFIDAVIT

(on Rs.100/- non-judicial stamp paper)

DECLARATION

I,, sole proprietor/ partner/ authorized signatory of M/s., sole proprietorship/partnership firm/public/private limited company, having its principal place of business/ registered office at (Full Address) do hereby solemnly affirm and declare as under:-

That I am the sole proprietor of M/s_____

Or

That ours is partnership firm having partners as under:- Full Name of partners.

- (a)
- (b)
- (c)
- (d)

Or

That ours is a private limited/public limited company incorporated in terms of the provisions of the Companies Act,1956/Companies Act,2013.

(Delete which is not applicable while typing affidavit)

If proprietorship, a registration certificate for the same/if partnership Firm, partnership deed is to be enclosed, if private limited/public limited company, Certificate of incorporation and Memorandum & Articles of association to be submitted. All the partners/ directors should sign the affidavit or the person authorized by all the partners or one of the Directors duly authorized by Board Resolution in case of Company can sign with authority letter from all the partners/or Board Resolution in case of Company is to be enclosed.

That I hereby confirm and declare that my/our firm/company M/s is not blacklisted/delisted or debarred or on Holiday list with any company of Private/Public Ltd. or Government Company/Govt. dept.. from participating in the tender as on date.

I know that to swear a false affidavit is a crime under the law and with such knowledge only I have swear this Affidavit.

(Signature of the Proprietor/ Managing Partner/Director with Seal)

DEPONENT

Verified at on that the contents of paras 1 to 5 of this affidavit are true and correct and no part of this is false and nothing material has been concealed or falsely stated therein.

(Signature of the Proprietor/ Managing Partner/ Director with Seal)

DEPONENT

(Signature & Seal of Notary)



14. PRE-CONTRACT INTEGRITY PACT

(To be submitted on Rs. 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.

Section2 – 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 conforming 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)

- (1) If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or are presentative 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 for this 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.
- (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

- (1) 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. Ranchi.
- (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)
(Office Seal)

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

Place _____

Date _____

Witness 1:

(Name &Address)

Witness2:

(Name &Address)

15. Draft ARTICLES OF AGREEMENT

(On Non-judicial stamp paper of ₹100/-)

AGREEMENT FOR ANNUAL MAINTENANCE CONTRACT

THIS AGREEMENT is made at Ranchi on this day of _____ 2025

BETWEEN

National Bank for Agriculture and Rural Development, a body corporate established under an Act of Parliament viz. the National Bank for Agriculture and Rural Development Act, 1981 having its Head office at C-24, 'G' Block, Bandra-Kurla Complex, Bandra(East), Mumbai-400051 and Jharkhand Regional Office at Near PHED Water Tank, Bariatu-Booty Road, Ranchi-834009, hereinafter referred to as "**NABARD**" (which expression shall, unless repugnant to the context or meaning thereof, means and includes its successors and assigns) of the **ONE PART**

AND

M/s., a firm/society/company registered/incorporated under the Companies Act, 1956 Act and having its registered office athereinafter referred to as the '**Contractor**' which expression shall, unless repugnant to the context or meaning thereof, mean and include its successors, liquidators, administrators and assigns) of the **OTHER PART**.

*(NABARD and the Contractor are collectively hereinafter referred to as "**the parties**")*

WHEREAS

- (1) NABARD, being desirous of outsourcing the works relating to Annual Maintenance contract for Housekeeping, open space cleaning, garbage collection, flat / façade cleaning Services (hereinafter referred to as "**the said works**") of its premises at Near PHED Water Tank, Bariatu-Booty Road, Ranchi-834009 (hereinafter collectively referred to as "**the said Premises**") for the period 01.04.2025 to 31.03.2027, had, vide its letter No.dated, issued a "Notice Inviting Tender" (hereinafter referred to as "the NIT") inviting bids for providing the said works at the said Premises. A copy of the NIT is annexed herewith as "Annexure 1" and to be read as part and parcel of this Agreement.
- (2) The Contractor had, vide its letter dated, submitted its Tender for undertaking the said works at the said Premises.
- (3) NABARD, vide its Letters of Intent No.dated had selected the Contractor for carrying out the said works at the said Premises.
- (4) The parties hereby agree, record and confirm the various terms and conditions for carrying out the said works at the said Premises hereinafter appearing.

NOW THIS INDENTURE WITNESSES AS FOLLOWS:

- (1) The contract shall commence **from 01.04.2025 and shall continue till 31.03.2027** unless it is curtailed or terminated by NABARD owing to deficiency of services, sub-standard quality of manpower deployed, breach of contract, reduction or cessation of the requirements etc. NABARD shall pay a sum of **Rs..... lakh for the said period** to the Contractor for carrying out the said works in the said Premises as per the details given in **Scope of Work** in the tender. The rate will remain fixed throughout the entire period of contract i.e. till

31.03.2027 and is inclusive of all costs such as insurance, taxes, duties, levies, cess, transportation, salaries and wages that may be levied, imposed, charged, paid or incurred by the Contractor. In case of payment of supply of skilled/semiskilled/unskilled labour, the rates will be revised proportionately as per the revision in minimum wages as announced by State/Central Govt. whose rates are adopted. NABARD will make payments only after the satisfactory completion of the periodic services on monthly / quarterly basis as indicated in the tender document.

- (2) The contractor will implement and operationalise web based / app based complaint registration system if supplied by NABARD. No payment will be made by NABARD to the contractor in this regard.
- (3) The contract may be extended for further period/s after the expiry of the initial period i.e. 31.03.2027 as indicated in the tender document. NABARD shall, in that event, make a request in writing in this behalf to the Contractor one month prior to the expiry of the current contract/extended contract and upon such request, the Contractor shall provide the said works at the said Premises, on the same terms and conditions or with some addition/deletion/modification, for a further specific period, mutually agreed upon by the parties.
- (4) The Contractor should carry out the rotation of its deployed personnel within its client organizations during the contract period.
- (5) The Contractor should make discreet inquiries about the character and antecedents of the persons whom they are deploying in NABARD. The Contractor shall ensure that the individuals deployed in NABARD satisfy the minimum technical and educational qualifications as mentioned in the tender document.
- (6) The Contractor shall furnish the following documents in respect of the individuals who will be deployed by it in NABARD by:-
 - i. List of individuals deployed
 - ii. Bio-Data containing educational qualifications and previous experience/s, date of birth, etc.
 - iii. Certification of verification of antecedents of persons by local Police authority.
 - iv. Identity Cards bearing photograph.
- (7) The number of manpower required will be purely based on the requirement at site. The minimum requirement of manpower is indicated in the tender document. No additional payment shall be made if the contractor keeps more staff for completing the pending work or if minimum staff strength is not able to perform satisfactorily as per the contract provision. All deployed manpower shall wear Identity card/s provided by the office every day during working hours.
- (8) NABARD shall have discretion to change the scope of work and deployment of number of manpower whenever required.
- (9) The said works at the said Premises, which will be entrusted to the Contractor from time to time by NABARD, are to be rendered without causing any hindrance or disturbance to any staff member of the NABARD working during the normal working hours. The work shall be carried out efficiently, in consonance and in conformity with the standards of a neatly and hygienically maintained premises.
- (10) The Contractor shall, for all intents and purposes, be the "Employer" within the meaning of different labour legislation in respect of manpower so employed by him and deployed in NABARD and the manpower so employed by him 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.

- (11) The Contractor shall promptly and timely obtain all such consents, permissions, approvals, licenses etc., as may be necessary or required for carrying out the said works in the said Premises in accordance with this Agreement. The Contractor shall also inform and assist NABARD in procuring any registration, permissions or approvals, which may be at any time during the currency of this Agreement or the extended period be statutorily required to be obtained by NABARD for availing the services under this Agreement. The Contractor shall obtain appropriate license under the Contract Labour (Regulation and Abolition) Act 1970 and the Rules and shall comply with all terms and conditions thereof strictly, and shall keep such license duly validated and / or renewed from time to time throughout the currency of this Agreement.
- (12) All persons deployed by the Contractor in NABARD will be subjected to security check by the NABARD while entering and leaving the premises. The Contractor shall be required to provide supervisory staff for ensuring efficient and smooth operations.
- (13) The Contractor shall attend to complaints relating to the said work received from the employees of the NABARD and shall devise a system whereby such complaints when brought to the notice of the Contractor will be attended promptly by him or his employees concerned.
- (14) The Contractor shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. NABARD shall, in no way be responsible for settlement of such issues whatsoever.
- (15) NABARD shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by the Contractor in the course of their performing the functions/duties, or for payment towards any compensation.
- (16) 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 party 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.
- (17) It will be the responsibility of the Contractor to meet transportation, food, medical and any other requirements in respect of the persons deployed by him in NABARD. It will be the responsibility of the contractor for disposal of debris to the approved dumping ground and NABARD will have no liability in this regard.
- (18) The Contractor shall provide suitable uniforms consisting of Shoes, Dress, and Sweater to the persons employed by it and necessary tools, equipment and machinery for carrying out the said works at the said Premises. Such persons without complete uniform will be treated as absent. The Contractor shall also provide all safety items such as safety shoes, gloves, masks, etc.
- (19) The Contractor, wherever and whatever material is provided by NABARD, shall use it properly. Any improper use leading to wastage / pilferage shall be made good by the Contractor to NABARD.
- (20) NABARD will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, tools, equipment, machinery, Contractors vehicles or vehicles of the personnel of the Contractor. NABARD will not be under any liability to pay any compensation to the persons deployed by the Contractor if they sustain any injury etc., while discharging the duties in the said premises. The Contractor shall get them insured against any liability under the Employee

Compensation Act or any accident at its own cost. The Contractor should arrange to obtain necessary insurance cover (Workmen Compensation policy and Contractors All Risk 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. The **CAR** policies are required to be at least for 1.25 times of the contract value.

- (21) The Contractor's personnel shall not divulge or disclose to any person, any details of office, operational processes, technical know-how, security arrangements, administrative/ organizational matters as all are of confidential/secret nature.
- (22) 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.
- (23) The Contractor shall ensure proper conduct of its personnel in the said premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work, etc.
- (24) The Contractor shall depute a coordinator who would be responsible for immediate interaction with the Officer-in-charge of Department of Premises, Security and Procurement, Head Office NABARD so that optimal services of the persons deployed by the Contractor could be availed without any disruption.
- (25) The Contractor shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons. In case of delay in attending the work or providing the substitute in time shall attract a pre-estimated fine and NABARD will be at liberty to get the work done through any other agency and the cost therefor shall be recovered from the Contractor at the discretion of NABARD. Contractor shall maintain a proper Record/Register indicating reasons for not attending to any particular complaint within time schedule, failing which penalty as per Bank's decision shall be levied. The expected period of completion of the various items and the amount of deduction beyond that period for pending complaints as per tender conditions shall be applicable.
- (26) The Contractor, upon receiving a notice from NABARD, shall replace immediately any of its personnel who is found unacceptable to NABARD because of security risks, incompetence/conflict of interest/misconduct.
- (27) In case, the manpower deployed by the Contractor commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the Contractor will be liable to take appropriate disciplinary action against such persons, and if so required by NABARD, remove him/them from the said Premises.
- (28) The Contractor shall pay the manpower deployed in NABARD their wages in accordance with the Minimum Wages Act, 1948 as applicable in the State of Maharashtra/GoI, whichever is higher on a monthly basis. The Contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the manpower deployed in NABARD. The Contractor shall also pay statutory tax, wherever applicable.
- (29) The Contractor, as a taxable service provider, must be registered with Central Excise Department and obtained Registration and should attach a copy of Certificate along with the Agreement. The Invoices / Bills / Challans should be serially numbered and it should contain the Name and address of Service Provider & Service Receiver, Description of service, etc.
- (30) The Contractor shall raise the bill along with attendance sheet in the first week of the succeeding month. As far as possible, the payment will be released by the second week of the succeeding month. However, the Contractor must ensure that the salaries of their deployed staffs are released before the 7th day of the following month *in the presence of NABARD's representative*, irrespective of receipt of payment from NABARD.

- (31) The Tax Deduction at Source (TDS) shall be effected as per the provisions of the Income Tax Act, as amended from time to time and a certificate to this effect shall be provided to the Contractor by NABARD.
- (32) The Contractor shall also liable for depositing all taxes, levies, Cess etc. on account of carrying out the said work to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- (33) The Contractor shall maintain all statutory registers under the applicable law. The Contractor shall produce the same, on demand, to NABARD or any other authority under law.
- (34) The Contractor on its part and through its own resources shall ensure that the goods, materials and equipment, etc. of NABARD are not damaged in the process of carrying out the said work and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If NABARD suffer any loss or damage on account of negligence, default or theft on the part of the employees /agents of the Contractor, then the Contractor shall be liable to compensate for the same. The Contractor shall fully indemnify NABARD against any such loss or damage. NABARD shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the Contractor under this contract.
- (35) The Contractor will have to deposit a security amount (including EMD) of **Rs.....(Rupees.....)** for NABARD Jharkhand Regional Office vide NEFT/ RTGS at the rate of 5% of the approved tender value. In case, the Agreement is further extended beyond the initial period, the security deposit would be retained.
- (36) In case of breach of any terms and conditions of this Agreement, the Performance Security Deposit of the Contractor will be liable to be forfeited by NABARD besides annulment of the Agreement.
- (37) In case, the Contractor fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof, NABARD is put to any loss/obligation, NABARD will be entitled to get itself adjusted out of the outstanding bills or the Security Deposit of the Contractor, to the extent of the loss or obligation in monetary terms. If the adjustment is not possible, then the same may be recoverable from the contractor.
- (38) In case any of documents furnished by the Contractor is found to be false at any stage, it would be deemed to be a breach of the terms of this Agreement making it liable for legal action besides termination of contract.
- (39) If the Contractor becomes insolvent or fails to observe or perform any condition of this Agreement then notwithstanding any previous waiver of such default or action being taken under any other clause hereof NABARD may terminate the contract and forfeit the said performance security deposit and recover from the contractor any loss suffered by NABARD on account of the Agreement being terminated.
- (40) The Contractor shall not transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of NABARD.
- (41) If the services of the contractor are not found satisfactory, the contractor will be given one month notice 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, any day after the expiry of the said notice period. However, the contractor firm can terminate the agreement by giving three months' notice in advance. If the Contractor fails to give such three months' notice in writing for termination of the agreement, then the Security Deposit will be forfeited. Notwithstanding anything contained in this Agreement, the Contractor shall continue to provide services of the persons deployed in NABARD on the terms and conditions of this Agreement till the date of termination this agreement.

- (42) On the expiry or early termination of the Agreement, the Contractor will withdraw all its personnel without in any way causing any damage to the said premises and the property therein and clear their accounts by paying them all their legal dues. The persons deployed by the contractor shall not be entitled to and will have no claim for any absorption nor for any relaxation for absorption in the regular/otherwise capacity in NABARD.
- (43) **Resolution of disputes**
- i. This Agreement shall be governed by and construed in accordance with the laws of India.
 - ii. Disputes or differences whatsoever, arising between NABARD and the Contractor shall be resolved amicably between NABARD's representative and the Contractor's representative.
 - iii. In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then the same shall be resolved as follows:
"Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this Agreement or the validity or the breach thereof shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties."
 - iv. The venue of the arbitration shall be at **Ranchi**.
 - v. The language of arbitration shall be English.
 - vi. Work under the Agreement 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. Save as those which are otherwise explicitly provided in the Agreement, no payment due or payable by NABARD to the Contractor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.
- (44) Any notice, for the purpose of this Agreement, has to be sent in writing to either of the parties by facsimile transmission, by registered post with acknowledgement due or by a reputed courier service. All notices shall be deemed to have been validly given on (i) the business day immediately following the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or (ii) the expiry of 5 days after posting, if sent by post, or (iii) the business date of receipt, if sent by courier.
- (45) This Agreement, its Annexures and the NIT constitute the entire Agreement between the Contractor and NABARD, and supersede any prior or contemporaneous communications, representations or agreements between the parties, whether oral or written, regarding the subject matter of this Agreement. In the event of conflict between the provisions of this Agreement and any attached Annexure or the NIT, the provisions of this Agreement will prevail to the extent of such conflict take precedence. In the event of conflict between the provisions of any attached Annexures and the NIT, the provisions of any attached Annexures will to the extent of such conflict take precedence. The terms and conditions of this Agreement may not be changed except by an amendment signed by an authorized representative of each party. NIT shall be the reference document to the extent the terms and conditions are either not reiterated or not given a contrary meaning under this Agreement.
- (46) This agreement is being executed in duplicate, NABARD should keep the original and the Contractor shall keep the duplicate.
- (47) The Contractor shall bear the stamp duty on this agreement for both the original and the duplicate copies.

In witness whereof the parties hereto, have caused their presence to be signed on the above by the duly authorised officials at the place and on the day, month and year first herein above written.

Signed, sealed and delivered

Signed, sealed and delivered

By Shri _____

by Shri _____

DGM/ GM

For & on behalf of NABARD

the duly authorized signatory for & on
behalf of the Contractor

In the presence of

In the presence of

1.....

1.....

2.....

2.....



16. CHECK LIST FOR SUBMISSION OF BID

Bidder is requested to fill this check list and ensure that all details/documents have been furnished as called for in the Bidding Document along with duly filled in, signed & Stamped checklist **with this tender document**.

Please tick (✓) the box and ensure compliance:

1. EMD of requisite amount is submitted as mentioned in Notice Inviting Tender (NIT)

EMD value: Rs. _____ is submitted through _____ Dated ____ Drawn on _____ (Name of Bank)

Submitted

☐

2. Power of Attorney in favour of person who has signed the offer, in stamp paper of appropriate value. For Proprietary Organization, declaration for proprietorship submitted

Submitted

☐

Proprietorship

☐

3. Partnership Deed is case of Partnership firm and Articles of Association in case of limited company and AFFIDAVIT ON A NON JUDICIAL STAMP PAPER OF RS.100/-DULY NOTARIZED

Submitted

☐

Not applicable

☐

4. Original Bidding Document along with blank (un-priced) copy of price Bid/ Schedule of Rates and addendum, if any. Price is not filled up in this document, which needs to be mentioned in Price bid only.

Submitted

☐

5. All pages/documents are stamped and signed by the authorized signatory of the bidder.

Yes

☐

6. Price bid in original, duly filled in, signed and sealed in each page, and Calculation sheet (separate for each quoted service) submitted in separately.

Submitted

☐

7. Duly filled in Details of Specific Experience as per the format attached in the Bidding Document along with Documentary evidences comprising Work order and Completion certificate in support of meeting Experience criteria as per the NIT.

Submitted

☐

8. Work Completion certificates from clients, in case work is already completed

Submitted

☐

9. Financial statement along with the Annual Audited balance sheets and P&L Accounts/ IT returns for the last three years, as applicable.

Submitted

☐

10. PAN NO. with documentary proof.

Submitted

☐

11. ESI No. with documentary proof, if applicable

Submitted

☐

12. PF No. with documentary proof, if applicable

Submitted

☐

13. GST Number (GSTN) applicable under GST Act.

Submitted

☐

14. Pre-Contract Integrity Pact for vendors quoting for Housekeeping services.

Submitted

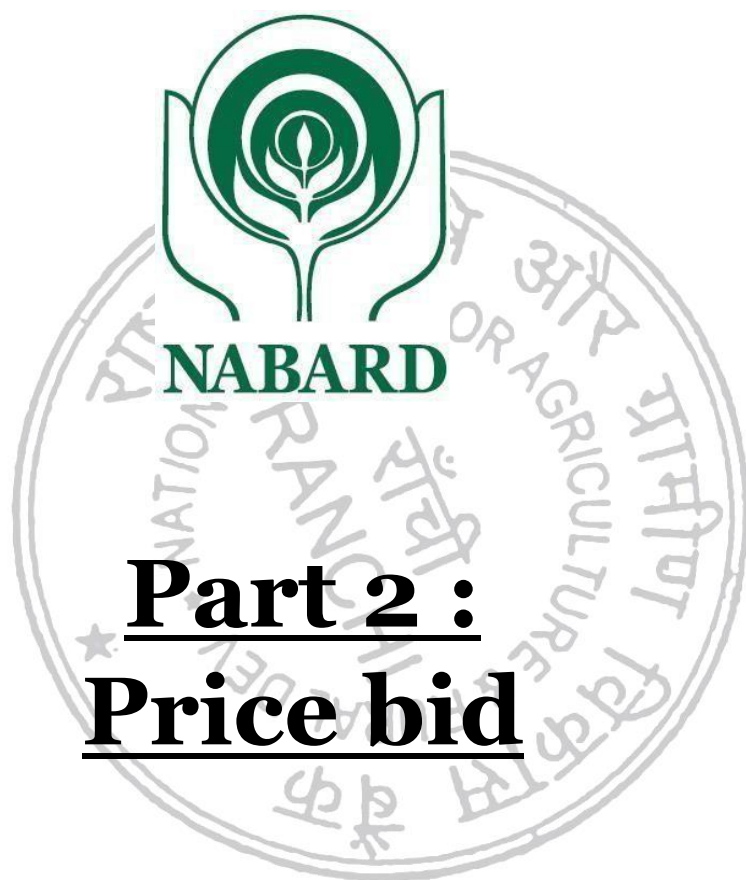
☐

NOTE: Documents, which are required to be submitted for the subject job, which are specifically mentioned in the Bidding Document.

SIGNATURE OF BIDDER: _____

NAME OF BIDDER : _____

COMPANY SEAL : _____



Part 2 : **Price bid**

Bill of Quantities (per month calculation sheet as per applicable category)

Tender for Annual Maintenance Contract for housekeeping work for NABARD, Jharkhand Regional Office and Officers' Quarters, Ranchi from 01 April 2025 to 31 March 2027

The bills of quantities may be submitted separately for each category. Agencies applying for all categories may provide separate sheets.

Sl. No.	Description	Details	Unskilled (Rs.)	Semi skilled (Rs.)	Skilled (Rs.)
A	Minimum wages (as per Central Govt. or State Govt. whichever is higher) inclusive of Special Allowance /VDA (As per prevailing law)	@ Rs.868/ day for skilled, @ Rs. 739/- for semi skilled and @Rs. 655/ per day for unskilled labour **	655	739	868
B	Providing 4 unskilled labour including minimum one lady worker for carrying out the works as indicated in the scope of AMC (Cleaning and Sweeping at Office)	26 days a month			
C	Providing one Semi- skilled supervisor as indicated in the scope of AMC (Cleaning and Sweeping at quarters)				
D	Providing 4 unskilled labour for carrying out the works as indicated in the scope of AMC (Cleaning and Sweeping at quarters)				
E	EPF (Employer portion) Should not be less than 13% of basic wage (Maximum Rs. 15000/- pm)	13 %			
F	ESI Contribution	3.25 %			
G	Sub Total E+F+G+ (applicable items from B to D)				
H	Service Charges @ ----% on G (Includes management & supervisory charges including Contractor's profit, cleaning material charges, uniform, other overheads, transportation, insurance etc.) (Minimum 3.85% of G) ##				
I	Cleaning material (% on B or C+D)				
J	Total (G+H+I)				
K	GST (as applicable)				
L	Any other taxes				
	Grand Total (J+K+L)				

Note: The filled calculation sheet should not be enclosed in Technical bid.

**As per the prevalent rate as amended from time to time

The rate quoted by the bidder should be reasonable and workable.

- Bidder may specify particulars of the other statutory payments, if any. If the bidder doesn't quote for the other statutory payments, then responsibility of such payments will be borne by the bidder himself and NABARD will not be responsible for the same and will not entertain any claims thereon in this regard.

- One-month cleaning materials of BIS standard to be deposited in advance with the ACT/ concerned NABARD representative to ensure quality and availability. Prospective bidders are advised to visit the premises to accurately estimate the tools and materials required and incorporate the cost in the price bid.



Price Bid

Tender for Empanelment and Annual Maintenance Contract for housekeeping work for NABARD, Jharkhand Regional Office and Officers' Quarters, Ranchi from 01 April 2025 to 31 March 2027

Office Building

Sl. No.	Description of work	No. of AMC staff	Rate in Rs. Per month	Amount in Rs. (In words and figures)
		Semi-skilled-		
		Unskilled-		

Total _____

Officers' Quarters

Sl. No.	Description of work	No. of AMC staff	Rate in Rs. Per month	Amount in Rs. (In words and figures)
		Semi-skilled-		
		Unskilled-		

Total _____

Officers' Quarters (Tank Cleaning)

Sl. No.	Description of work	Rate in Rs. Per tank Per cleaning	Amount in Rs. (In words and figures)
1	Tank Cleaning (Overhead tank – 20,000 Liter- two nos.)		
2	Tank Cleaning (Underground tank)		

Total _____

Important Notes:

1. Vendor shall quote its rates only against the services it wishes to offer.
2. All other rows shall be struck off.
3. Vendor can quote its rates for more than one services.
4. AMC charges shall be excluding of taxes.
5. Monthly/ Quarterly/ Periodical payments will be made based on the bills submitted by the Contractor for Office and Officers' quarters separately and certified by the concerned ACT/CT/Site Supervisor 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 ACT/CT (Assistant Caretaker/ Caretaker) after completion of the respective works on the formats enclosed/given for respective work and should submit all these with the bill. Payments will be made only after producing the e-payment sheets and wage register for countersigning by NABARD and successful deposit/transfer of dues to EPFO & ESI (wherever applicable) including of any other statutory requirement in force from time to time.

6. For calculation of wage cost, bidder has to consider 26 days a month for manpower deployed and minimum wages for skilled @Rs.868/day, semiskilled @ Rs. 739/day and unskilled labours @ Rs. 655/ day. However, payment will be released as per the minimum wages as amended from time to time by central govt. or state govt., whichever is higher.
7. Bids quoted with service charges less than 3.85 % of the total AMC cost would be treated as unresponsive and invalid, which are liable for rejection.
8. L1 will be considered separately for each of the services based of total monthly Quoted Rate for Office and Officers' quarters.
9. Evaluation of marks based on the scoring model (QCBS) will be triggered only when multiple bidders are found to be L1. Duly filled QCBS (Section 12) is to be submitted along with technical bid. The weightage for technical bid and price bid will be given at the ratio of 70:30, based on which the tender will be finalised, and work will be awarded.



Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	12-03-2025 14:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	12-03-2025 14:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Finance
Department Name/विभाग का नाम	Department Of Financial Services
Organisation Name/संगठन का नाम	National Bank For Agriculture And Ruraldevelopment
Office Name/कार्यालय का नाम	Jharkhand
क्रेता ईमेल/Buyer Email	buycon150.nbar.jh@gembuyer.in
Item Category/मद केटेगरी	Manpower Outsourcing Services - Minimum wage - Skilled; Secondary School; Others , Manpower Outsourcing Services - Minimum wage - Unskilled; Secondary School; Others
Contract Period/अनुबंध अवधि	2 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	11 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No

Bid Details/बिड विवरण	
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	10 Days
Estimated Bid Value/अनुमानित बिड मूल्य	1100000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज़ ब्रेकअप आवश्यक है	Yes
Arbitration Clause	Yes (Arbitration clause document) as per DoE OM No.F.1/2/2024-PPD dated 03.06.2024 Arbitration should not be routinely included in contracts
Mediation Clause	Yes (Mediation clause document) as per DoE OM No.F.1/2/2024-PPD dated 03.06.2024 mediation clause should not be routinely included in contracts and pre-litigation mediation can be taken up without any such clause also

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	AXIS BANK LTD
EMD Amount/ईएमडी राशि	21500

ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के

दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

Assistant Manager
Jharkhand, Department of Premises, Security and Procurement, National Bank for Agriculture and Rural Development, Ministry of Finance
(Sunny Tudu)

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
3. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
4. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or

2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

The Bidder should have executed at least X No. projects with contract value not less than (Rs) yy for each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:should have executed at least 01 projects with contract value not less than Rs.8.5 Lakh for each contract of providing manpower services to Central/ State Govt Dept/PSU,etc in last 03 FYs

The Bidder should have executed at least X No. projects with supply of xx..no. of manpower in each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:should have executed at least 02 projects with contract value not less than Rs.6.5 Lakh for each contract of providing manpower services to Central/ State Govt Dept/PSU,etc in last 03 FYs

Geographic Presence: Office registration certificate:As per ATC.

Scope of work & Job description:[1740120717.pdf](#)

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per applicable Minimum Wages Act:[1740120770.pdf](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
03-03-2025 15:00:00	Conference Hall, 7th Floor, NABARD Jharkhand Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi, Jharkhand – 834009

Manpower Outsourcing Services - Minimum Wage - Skilled; Secondary School; Others (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Educational Qualification	Secondary School
Type of Function	Others
List of Profiles	Cook
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	

Specification	Values
Additional Details/अतिरिक्त विवरण	
Designation	Cook

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Sunny Tudu	834009,NABARD, Jharkhand Regional Office, Near Water Tank, Booty Bariatu Road, Ranchi, 834009	1	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 868 • Bonus (INR per day) : 72.3044 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 28.21 • Provident Fund (INR per day) : 65 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 24

Manpower Outsourcing Services - Minimum Wage - Unskilled; Secondary School; Others (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Unskilled
Educational Qualification	Secondary School
Type of Function	Others

Specification	Values
List of Profiles	Asst Cook
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	
Additional Details/अतिरिक्त विवरण	
Designation	Asst. Cook

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Sunny Tudu	834009,NABARD, Jharkhand Regional Office, Near Water Tank, Booty Bariatu Road, Ranchi, 834009	2	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 655 • Bonus (INR per day) : 54.5615 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 21.2875 • Provident Fund (INR per day) : 65 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 24

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Generic

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at

following address

Visiting Officers Flats, NABARD Officers Quarters, NGHC, Block No 20, Sector 1, Khelgaon, Ranchi - 835217

-
-
-
-
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3. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976,

The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action

in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---

**Tender for Annual Maintenance
Contract for Caretaking Services at Visiting
Officers' Flats (VOF) of NABARD, Jharkhand
Regional Office, Ranchi for the period from 01
April 2025 to 31 March 2027**



NABARD

**Jharkhand Regional Office
Near PHED Water Tank, Bariatu-Booty Road,
Ranchi, Jharkhand – 834009**

Date of issue of tender document	20 February 2025
Pre Bid Meeting with bidders	03 March 2025 at 03:00 PM
Due date for submission of tender	12 March 2025 by 02:00 PM
Date and time of opening technical bids	12 March 2025 at 03:00 PM
Issue and Opening of Price Bid	Will be communicated to qualified bidders in due course.

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NOTICE INVITING TENDER

Ref.No. NB.JH.DPSP/148461/ AMC/ 2024-25
20 February 2025

Madam/ Dear Sir

Notice Inviting Tender (NIT) – Tender for Empanelment and Annual Maintenance Contract for Caretaking Services at Visiting Officers' Flats (VOF) of NABARD, Jharkhand Regional Office, Ranchi for the period from 01 April 2025 to 31 March 2027

1. NABARD invites e-tenders for empanelment and Annual Maintenance Contract (AMC) for caretaking services to be provided at its Visiting Officers' Flats at Flat Nos. 101, 102, 103 & 104 of NABARD Officers' Quarters, Block 20, Sector 1, NGHC, Khelgaon, Ranchi- 834009.
2. This NIT (tender document) can be downloaded from our website at <https://www.nabard.org/English/Tenders.aspx> and CPPP Portal. No separate hard copy of this tender shall be issued by NABARD.
3. The Contract period will be from **01 April 2025 to 31 March 2027 with a provision of review of performance in each year.** The same may be renewed for one year at each time, if services are found satisfactory as per mutually agreed terms and conditions. The renewal shall be on sole discretion of NABARD.
3. We invite you to submit tender for the captioned works. The offer shall be in two parts, viz., Technical Bid and Price Bid(s).
4. You are requested to submit your offer through **Government - e - Marketplace (GeM) in Two Bid System** for the aforesaid contract as per the detailed specifications and other requirements as mentioned in this tender document. **You are also required to fill up the tender document properly, fill up the price bid, submit all required documents and upload in GeM in addition to submitting your offer in GeM.** The tender document will be available for download at <https://www.nabard.org> and in GeM Portal. The firms are required to submit duly filled in tender document in physical form and drop in the tender box kept at 7th floor in NABARD Regional Office, Ranchi.
5. The **Pre-Bid meeting** will be held at **1500 hrs. on 03 March 2025** at NABARD Jharkhand Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi-834009. **Any clarifications being sought in the pre-bid meeting should be submitted in writing at least 01 working day prior to the date of pre- bid meeting by email to dpsp.ranchi@nabard.org.** All the clarifications of the pre-bid meeting will be part of tender. All the bidders are advised in their own interest to be present on the specified date. No separate intimation will be given in this regard. Please note, not more than two representatives from each bidder shall be entertained. The representative has to furnish an authorization letter from the respective bidder on their letter head for participating in the technical bid opening.
6. **Tenders submitted through GeM portal upto 12 March 2025 till 1400-hrs only will be accepted.** Tender received late or received through fax/email/post will not be accepted and will be rejected. The tenders of the bidders whose tender is not in accordance with the prescribed format, will be rejected.
7. Technical Bid (Part- I) of Tender will be opened at NABARD Regional Office, Near PHED Water Tank, Bariatu-Booty Road, Ranchi-834009, on **12 March 2025 at 1500 hrs** or later as per convenience of NABARD and as per the rules of GeM.

8. Price Bid (Part II) of bidders who qualify the technical evaluation will be opened on a separate date as informed through GeM portal. If there is any conflict between the rules of this tender document and the rules of GeM, then this document will be given preference.
9. Bidder shall deposit Earnest Money Deposit (EMD) as under:

Sr. No.	Services	EMD Amount (Rs.)
1	Electrical maintenance work of office building of NABARD, Ranchi	7500/-
2	Civil, Plumbing & Sanitary, Electrical and Carpentry maintenance works of Officers' Quarters of NABARD, Ranchi	28,500/-
3	Pest control treatment of Office building	1200/-
4	Pest control treatment of Officers' quarters	1650/-
5	House keeping service in office building	24,000/-
6	House keeping service in officers' quarters	30,500/-
7	VoF Maintenance	21,500/-

EMD is exempted for MSEs certificate holder for manpower category as defined in MSE Procurement Policy issued by GoI or bidders who are registered with Central Procurement Organizations. The technical bid without EMD shall be summarily rejected. Bidder has to submit separate EMDs, as per above table, individually for all the services, for which it is applying. EMD will be paid vide NEFT/RTGS to following account:

NAME OF THE ACCOUNT	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
BANK NAME	NABARD
BRANCH NAME	HEAD OFFICE, MUMBAI
IFS CODE	NBRD0000002
VIRTUAL ACCOUNT NUMBER (VAN)	NABADMN38

Tender without EMD shall be rejected. The transaction report for EMD **has to be enclosed in Part-I of the tender. EMD/RMD is interest free.**

10. EMD is exempted for MSEs certificate holder for manpower category as defined in MSE Procurement Policy issued by GoI or bidders who are registered with Central Procurement Organizations / Udyam Portal. EMD of the successful bidder shall be adjusted with security deposit (5 % of accepted Annual AMC fees) and refunded after the successful completion of the work, whereas EMD of the unsuccessful bidders will be refunded upon the issuance of work order to and acceptance of the same by the successful bidder.
11. Tenderers are advised to visit the office building and colony as stated above, to familiarize themselves with the nature of works to be carried out and get all clarifications as necessary from the Bank before quoting their rates. Sealed tender in the prescribed tender document should be addressed in the name of "The Chief General Manager, National Bank for Agriculture and Rural Development, NABARD

Jharkhand Regional Office Building, Near PHED Water Tank, Bariatu-Booty Road, Ranchi-834009.

12. The bid shall remain valid and open for acceptance for **03 months** from the date of opening of the bid and as per norms of GeM.
13. The technical bid and price bids should be given separately. The price bid shall be opened in respect of technically qualified bidder on intimations of being technically qualified.
14. **Technical bid shall contain:**
 - a. "Technical bid" of tender with every page signed and stamped by bidder.
 - b. Proof of EMD payment.
 - c. Power of attorney authorizing the person to sign the tender.
 - d. Checklist duly signed.
 - e. Executed Integrity Pact and other required documents
15. **Price Bid shall contain:**
 - a. Price Bid.
 - b. Calculation sheet (separate for each service) as prescribed in the tender.
 - c. shall not contain any condition whatsoever and any conditional bid shall be summarily rejected.
16. If the last date of receipt or opening of the tenders happens to be a holiday for NABARD, then the receipt and opening of the tenders shall be shifted to next working day without change of time and venue.
17. Instructions regarding Technical Bid, Financial Bid, electronic bid (e-bid) submission process and description & scope of work and the services required have been elaborated in the Terms and Conditions of the tender and other parts of the tender document.
18. All the bidders who are unsuccessful in price bid but qualified the Technical bid will be kept empanelled for the mentioned AMC period. Separate quotations/bids will be called from these empanelled vendors for future works which are not covered under this maintenance contract as and when necessary.
19. 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 (Schedule H) in all phases of the contract. (<http://www.cvc.nic.in>).
20. All documents that comprise the offer and all pages of tender, should be signed and sealed by the bidder, as a token of acceptance to the terms and conditions specified in tender.
21. Late tenders will not be accepted under any circumstances.
22. If the last date of receipt or opening of the tenders happens to be a holiday for NABARD, then the receipt and opening of the tenders shall be shifted to next working day without change of time and venue.
23. The tender will be rejected if any bidder proposes any deviation from the prescribed requirement. NABARD reserves its right to accept or reject any tender, either in whole or in part, without assigning any reasons for doing so. NABARD does not bind itself to accept the lowest or any tender at all. Tenderer shall have to furnish Rate Analysis for the scrutiny of rates by NABARD, if required.
24. The successful bidder shall execute an agreement with NABARD at his cost on non-judicial stamp paper 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.

25. Any discrepancies, omissions, ambiguities in the tender documents, if any, or any doubt as to their meaning should be reported in writing to the “Chief General Manager, NABARD” who will review the queries and if information sought is not clearly indicated or specified, NABARD will issue clarifications to all the tenderers, which will become part of the Tender Document. NABARD will not be responsible if the discrepancies, omissions, ambiguities in the tender documents or any doubts as to their meaning are not brought to the notice of NABARD before five working days prior to the date of submission of the tender.
26. NABARD does not bind itself to accept the lowest bid (L1).
27. The tenderer should quote the rates in figures as well as in the words. In case, discrepancy is found in the rates in words and figures, then the rates quoted in words shall be taken as correct.
28. The tender document must be filled in English. If any of the documents are missing or un- signed in price bid, the tender shall be considered invalid. In case of technical bid, the details of incomplete or missing documents will be intimated to the tenderer and the tenderer has to submit all those documents within 4 days after communicating the same, in case the tenderer fails to submit the required documents within 04 days the tender will be rejected.
29. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the tenderer who resort to canvassing will be liable to rejection.
30. Before quoting, the tenderer shall inspect the site, to fully acquaint himself about the condition in regard to accessibility of the site, working condition of site, locality including installations of tools and plants (T&P) and local authority regulations / restrictions if any, conditions affecting accommodations and movement of personnel etc. required for the satisfactory execution of the work contract. No claim whatsoever on such account shall be entertained by the NABARD in any circumstances.
33. NABARD also reserves the right to divide and distribute the work to more than one tenderer at its sole discretion.
34. Validity of offer will be for 90 days from the date of opening of price bids.
35. Any clarification in regards to the tender or tender uploading may also be contacted at 8850643225 (Shri S Prusty, DGM), 7250247821 (Smt Juhi Pravasin) and 90294 47896 (Shri P H Thakare, AM).

Sd/-

(S Prusty)
Deputy General Manager



NABARD

Part 1: Technical bid

1. FORM OF TENDER

(To be submitted in bidder's letterhead)

Date: _____

The Chief General Manager

National Bank for Agriculture and Rural Development
Jharkhand Regional Office
Near PHED Water Tank, Bariatu-Booty Road,
Ranchi, Jharkhand -834009

Dear Sir/Madam

Notice Inviting Tender –“Tender for Empanelment and Annual Maintenance Contract for Caretaking Services at Visiting Officers’ Flats (VOF) of NABARD, Jharkhand Regional Office, Ranchi for the period from 01 April 2025 to 31 March 2027”.

1. I / We have examined the Scope of Works, Schedule of Quantities and Terms and Conditions relating to the tender for the said works after having obtained the Tender document invited by you and are submitting our offer for the work.
2. I / We have visited the site, examined the site of works specified in the Tender Document and acquired the requisite information relating thereto as affecting the Tender.
3. I / We have paid interest-free Earnest Money Deposit (EMD) of Rs. _____/- by RTGS/NEFT to NABARD's Current Account No NABADMN38, IFSC Code NBRD0000002 and the sum shall be forfeited in the event of our withdrawal of Tender before expiry of the validity period of offer and / or in the event of our failure to execute the Contract when called upon to do so by accepting our Tender.
4. 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 Schedule 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.
5. In the event of this tender being accepted, I/We agree to enter into and execute the prescribed Agreement with NABARD as per the prescribed format.
6. The rates quoted by me/us, excepting for the items where payment is for supply of skilled/semi-skilled/unskilled labour, are firm and shall not be subjected to variations on account of fluctuation in the market rates, or any other reasons whatsoever for the captioned period. The payment of items in respect of skilled / semi-skilled/ unskilled labour will be revised as per the periodical revision in minimum wages published by State / Central Govt. from time to time.
7. 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. I/We agree to

pay all Government (Central and State) Taxes such as Excise Duty, Income Tax, GST, contribution to EPF & ESI (wherever applicable) etc. and other taxes prevailing from time to time. Rates are excluding taxes and valid for the currency of the contract. Even if the contracts are extended, the rates will not be changed by us.

8. 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. I/We will be responsible for any legal/Quasi legal matters arise due to non-compliance of statutory obligations, and indemnify NABARD from any complications, all expenditure in this regard will be borne by me/us

9. We hereby certify that all the statements made and information supplied in the tender Document and accompanying statements are true and correct.

10. Our Bankers are:

11. Names of the person hereby given the power of Attorney to sign the contract:

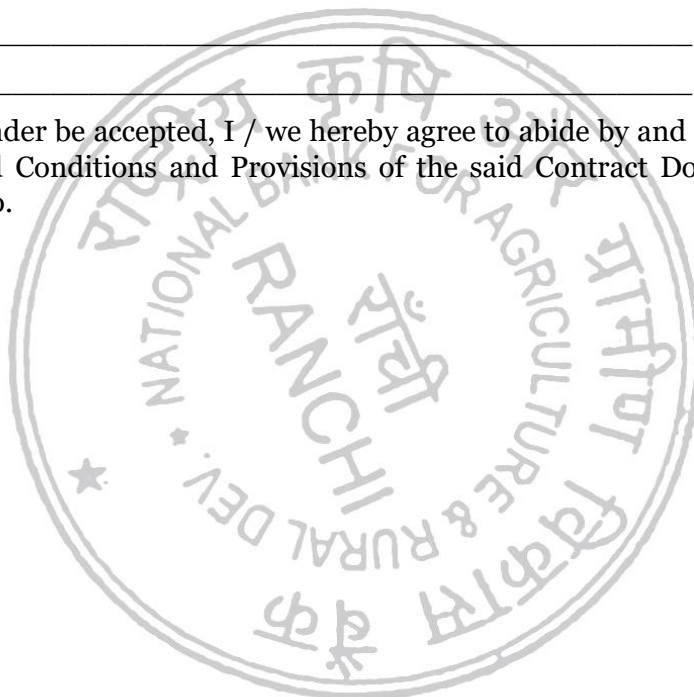
12. Should this tender be accepted, I / we hereby agree to abide by and fulfil all the Terms and Conditions and Provisions of the said Contract Document annexed hereto.

Yours faithfully

Place

Date

**Signature
Seal**



2. Instructions for filling the Tender

All the pages of the Tender Document shall be signed by the Tenderer.

NABARD takes no responsibility for delay / loss in post or non-receipt of Quotations / Tender Documents.

A. Instructions for filling the Price bid

1. Quoted rates should be workable and reasonable and should include:
 - a) Payment to all the contract workers engaged by contractor as per minimum wages as notified by Labour Commissioner, GoI from time to time or State Government of Jharkhand, whichever is higher. **The minimum wages must cover Central Government wage as indicated by Central Labor Commission or State Government of Jharkhand, whichever is higher. TDS will be deducted as per guidelines.**
 - b) ESI & PF benefits (Employer's contribution towards ESI & PF). EPF/ ESI has to be paid to worker considering the base full amount of applicable minimum wages prescribed by the Labour Commissioner from time to time. Cost of equipment/machinery.
 - c) Allowance for maintenance of two sets of uniform.
 - d) Incidental expenses and all overheads and profits.
2. The contractor may be required to furnish **Rate Analysis**, along with the price-bid, for the rates quoted by him/her in this tender, if required.
3. The contractor is advised to visit the premises before quoting the rates and get all clarifications.
4. **The following procedure shall be followed in the event of multiple L1 bidders after opening of Price Bids:**
 - a) In case of multiple L1 bidders, the final selection of bidder is done by GeM through system logic.
 - b) **Preference shall be given to Public Sector Enterprises (PSEs), where quoted rates of PSEs are within 10% of the rates quoted by L1 bidder, other things being equal. Purchase preference may be granted to the Public Sector Enterprise at the lowest valid price bid.**
5. **Preference shall be given to MSE as per the guidelines of GeM.**
6. Rates shall have to be quoted in both words and figures
7. Signature of the authorized signatory of the contractor / Tenderer
8. Bids submitted by unauthorised agents and FAX / Telegraphic/Email bids shall not be entertained / considered.
9. The quoted amount should include all items pertaining to the Pest control Treatment works and all associated works and unless the same is done to the satisfaction of the P&SO/ACTs, the bill will not be accepted.
10. The rate should include the discount (if any) also. There is no question of extra payment above the quoted rate under any circumstance for the tender item. In case of any variation in quantity or value, the same will not be made a matter of dispute by the Bidder / Tenderer.
11. The Contractor shall make necessary arrangement for watch and ward of his materials at his own risk and cost.
12. If last date of receipt of Tender and opening date is any holiday, then submission and opening of Tenders / Quotations shall be shifted to next working day without change of time and venue.

13. The Tenderers should quote their rates strictly adhering to Terms and Conditions stipulated in the Tender Document. Unsolicited correspondence after opening of the Tender shall not be entertained. Conditional / Deviational Tenders may be rejected without making any reference to the Tenderers.
14. The amount 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: -
 - a) 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.
 - b) 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.
 - c) 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.
15. No advance shall be paid towards mobilisation and cost of materials.
16. NABARD will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the contractor. No compensation shall be admissible for any loss suffered by the Contractor during the execution of the work. It shall be the Contractor's sole responsibility to protect NABARD's staff and his employees against accidents from any cause and he shall indemnify NABARD against any claims for damage on account of injury to person or property, resulting from any such accidents with necessary Insurance cover.
17. NABARD will not be under any liability to pay any compensation to the persons deployed by the contractor if they sustain any injury etc., while discharging the duties in the said premises. The contractor shall get them insured against any liability under the Employee Compensation Act or any accident at its own cost. The Contractor should take necessary Insurance cover at his cost for his persons employed at site. The contractor should arrange to obtain necessary insurance cover (Workmen compensation policy and Contractors All Risk Policy) for the work at his cost and should be responsible for the safety of persons, employed by him. The Contractor shall be fully responsible and shall compensate 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 insurance policy may be obtained in the Contractor's name to the amount of at least 1.25 times of the tender amount and the original Insurance policy may be deposited in NABARD. In case, no insurance policy furnished before commencement of the work, NABARD will take the policy on behalf of the contractor and recover the amount of premium, interest on premium etc. from them. The decision of NABARD in this regard shall be final and binding. The insurance policy shall be work and site specific.
18. Any damages caused to the building / premises during the execution of the work shall be made good by the Contractor and if necessary, through suitable Insurance cover at his cost.
19. The Contractor shall use necessary safety equipment and maintain all safety measures during the execution of works and ensure compliance of Safety Code as per Rules and Regulations in force. The contractor undertakes from the date of allotment of tender, at all times and from time to time to remain solely responsible to defend NABARD and

to hold and keep NABARD and its officers harmless and indemnified against all actions, costs, expenses, damages, claims, suits or demands, or any loss or liabilities of whatsoever nature arising directly or indirectly and also for and against all or any action whether by way of labour or legal proceedings or otherwise which may be brought against the NABARD by any of the person employed by contractor or any other authority, arising out of execution of the contract including claims for all damages, costs, charges, expenses which NABARD may incur in respect thereof.

20. The Contractor shall monitor the on-going works or satisfactory completion of works or redressal of complaints through his staff.
21. Notwithstanding anything stated above, NABARD reserves the right to assess the Tenderer's capability and capacity to perform the contract, should the circumstances warrant such assessment in the overall interest of NABARD.
22. The decision of NABARD in awarding the work shall be final.
23. NABARD reserves the right to accept / negotiate / reject any Tender either in whole or in part without assigning any reasons therefor whatsoever and without entering into any further correspondence and hence, NABARD shall be under no obligation to accept the lowest or any other Tenders received in response to this Tender. The decision of NABARD in this regard shall be final and undisputable.
24. NABARD also reserves the right of supersession of any of the conditions stipulated in the Tender Document.

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. (Signature of the Tenderer)

Name and Seal:

Address:

Place:

Date :

3. PRE-QUALIFICATION CRITERIA

1. The Tenderer should have a minimum experience of five (05) years of successfully completing or currently providing Caretaking services of Visiting Officer' Flat/ Visiting Employees Flat or any similar work for government buildings, PSUs/Banks/FIs , reputed private organizations etc.
2. The Contractors who are registered with any Govt. / Semi-Govt. / Govt. Undertakings / Autonomous bodies / Corporate Sector / Financial Institutions and having experience of executing above type of works under AMC contract may apply with detailed certificates / credentials along with the Bid of the tender. The firm should have executed atleast one work for any PSU / Govt. dept / Fis.
3. The contractors should meet following qualification criteria:
 - a) The bidders should have carried out similar works during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than the amount as given in following table:

Sl No	Experience Criteria	Contract value executed (Rs. Lakh)
1	1 similar work during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than Rs. >>>	8.50
	OR	
2	2 similar works during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than Rs. >>>	6.38
	OR	
3	3 similar works during last 5 years (ending 31.03.2024) with annual contract value (costing individually) not less than Rs. >>>	5.32

4. The tenderers should have minimum average Annual Turnover of **Rs.10.63 lakh** during the last three years ending **31 March 2024** supported with audited balance sheet / profit & loss statement certified by a registered Chartered Accountant. The tenderer should submit audited balance sheets / P&L account and Income Tax Return certificates for the last 3 financial years, as applicable.
5. The tenderer should have their own office within the Ranchi city in Jharkhand.
6. The bidder should have minimum 1 **(one) skilled and 2 (two) unskilled** manpower personnel in its pay roll yearly for the last 3 years ending 31 March 2024 (Furnish details).

Note: Any false and/or inadequate information may result in rejection of the tender.

4. GENERAL CONDITIONS OF THE CONTRACT

1. Tenderers are advised to visit the sites and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting.
2. 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.
3. Rates should be including all taxes in accordance with various statutory enactments and should be firm for the entire Contract Period. No increase in rates will be allowed during the entire Contract Period on this account, even in the extended periods of the contracts. The rates will be considered for revision only in case of revision of minimum wages or other statutory rates.
4. Materials used should conform to relevant BIS Codes. BIS and CPWD Specifications and method of measurements shall be followed as applicable. However, in the absence of the same, the decision of NABARD will be final.
5. Validity of Offer: 90 days from the date of opening of the price bids.
6. **Monthly AMC manpower** payments will be made based on the **bills submitted by the Contractor for Office and Residential quarters separately (In case of same bidder is awarded both the works)**. All bills are to be certified by the concerned ACT/CT to the effect that the works / complaints recorded in the registers/software are attended and rectified as per the scope of the work. Payments will be released only after producing the e-payment sheets and wage register countersigned by NABARD, successful deposit/transfer of dues to EPFO, ESI, Payment of Bonus (wherever applicable) including any other statutory requirement in force from time to time and submit the proof of such payments along with claims. The contractor has to submit half-yearly EPFO return, and Annual Labour Dept Return and any other returns required by the statutory authorities. Material bills will be submitted separately along with the approved work slips (as applicable) and certification of CT/ACT.
7. 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.
8. IT and GST-TDS and other statutory deductions, as applicable, will be deducted from total payment due to the Contractors.
9. 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 therefor shall be recovered from the Contractor at the discretion of NABARD.
10. If any work or material used at site is found to be unsound, imperfect or inferior from what is specified in the contract, the Contractor shall be advised to rectify or re-execute the work or remove the material as the case may be, within a reasonable time depending upon the nature of work. If the Contractor fails to do so, the work shall be got redone or rectified or the material replaced through any other agency at the risk and cost of the Contractor.
11. The Contractor should have valid license relating to his Contract as per the existing laws should be efficient and have highly technically skilled man power, the workmen employed by the Contractor should also have the experience in their trade.
12. 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.

13. Calculation sheet for supply of manpower and minimum wages is required to be submitted duly filled along with the bid. Tenders/bids not complying with the minimum wages payment are liable to be rejected which will be ascertained on the basis of Calculation sheet submitted by the contractor.
14. 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.
15. The contractor shall pay the personnel deployed in NABARD premises, their wages in accordance with the **Minimum Wages Act, 1948** (amended time to time) on a monthly basis. The contractor shall also make PF contribution, ESI contribution, bonus payments and or any other statutory contribution in respect of the personnel deployed by them in NABARD. Contractor shall indemnify NABARD for this. Contractor shall present the proof of the same along with the bill.
16. The contractor will be responsible and ensure timely payment to its personnel deployed in the premises and compliance of all statutory provisions relating to minimum wages, Provident Fund and Employees State Insurance, etc. in respect of the persons deployed by them in NABARD and under intimation/in the presence of NABARD officer. 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), conformity to labour laws, 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 Deptt. of State Govt. / Central Govt. and comply with all necessary regulations/instructions in this regard.
17. All the Standard Conditions of the Contract shall be binding on the parties as per Indian Contract Act and prevailing Rules. 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. Any penalty imposed on NABARD by any statutory authority on this account shall be directly recovered from contractor's any bill or earnest money/SD deposited with NABARD. The contractor shall indemnify NABARD of any responsibility on this account and or any penalties imposed on the Contractor's part.
18. The contractor shall, for all intents and purposes, be the "Employer" 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.
19. 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. The contractor shall maintain attendance register of his staff employed at various sites and wage register for payment (at least minimum wages as per Center 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.

20. 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.

21. 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.

22. 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.

23. The Contractor or his authorised representative should visit the site as per requirement and meet NABARD's Engineer with prior appointment for any clarifications and to receive instructions, etc. at the site.

24. The Contractor's workmen should report to ACT/CT/Site supervisor as per timings mentioned elsewhere in this document. 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 ACT & the same or copy shall be presented along with the Contractor's monthly bill.

25. The workers / staff employed should wear colour code uniforms displaying contractor firm's name and must carry ID card issued by the contractor during the working hours. 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. An attendance register shall be maintained at site indicating number of persons deployed for the inspection by NABARD officials/ representative.

26. 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.

27. 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 party 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.

28. For any dispute, the decision of NABARD shall be final and binding upon the contractor. However, 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 through court of law in Ranchi.

29. 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.

30. 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.

31. The work should be carried out with minimum inconvenience to the occupants. 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.

32. 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.

33. 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.

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

35. The engaged staff shall also undertake other specific work related with/without housekeeping works and other works during working hours as per instruction of ACT/ Engineer, if required.

36. **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.

37. 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.

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

39. On site storage space will be provided to the Contractor subject to availability. However, the Contractor may erect temporary sheds for storage purposes at his cost with the permission of NABARD. NABARD will not be responsible for Contractor's materials. The Contractor may be required to vacate the storage space and sheds as per exigency without any extra cost to NABARD. If any statutory charges are required to be paid for erection of sheds, the same should be borne by the Contractor.

40. 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.

41. 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 labourers with the settlement of his bill by NABARD.

42. 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 liaisoning 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. Further, for smooth functioning the contractor will have to coordinate with other external agencies to whom related AMC work assigned by NABARD.

43. It is the contractor's responsibility to provide skilled worker, sweepers, both male and female workers, whose identity is duly verified by the Police, to ensure that the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank.

44. The contractor should have efficient and highly skilled technical staff.

45. **Minimum service charges should not be less than 3.85 %. It should not exceed 7 % in any case.**

46. **Bids with Service charge of minimum 3.85 % shall be considered as responsive and such bids can be considered for further evaluation. Service Charges claimed by contractor should include management, supervisory charges including Contractor's Profit, tools and equipment as per requirement, uniform for labourers, other overheads, etc. Contractors may be advised to quote service charges after due diligence which should be reasonable and workable.**

47. Further, the proof of statutory payments such as Minimum Wages, EPF and ESI to contract workers for the preceding month are to be produced by contractors for settlement of bills of succeeding month.

48. Contractors shall, wherever applicable, pay Bonus at Govt. approved rate (prevailing rate @ 8.33% of Minimum Wages) to the eligible contract workers and the same is payable to contractor on reimbursement basis on production of proof of payment.

49. Overhead charges including insurance and other risk coverage of labours to be quoted in the Price Bid. All requisite materials required for a month to be deposited

in advance with NABARD. There should not be any delay in execution of work on account of non-availability of material.

50. The following statutory requirements may be ensured:

- i. The bidder shall hold valid license under the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and the Contract Labour (Regulation and Abolition) Central Rules, 1971 and shall fulfil all conditions required under the Act/Rules as amended from time to time.
 - ii. The bidder shall, irrespective of number of persons employed, be registered under the relevant provisions of Employees' Provident Funds and Miscellaneous Provisions Act, 1952 and Employees State Insurance Act, 1948 respectively.
 - iii. The bidder shall be registered with Income Tax and Goods & Services Tax (GST) authorities.
 - iv. An affidavit to the effect that bidder has not defaulted in payment of statutory dues like EPF/ESI/GST and Income Tax to be submitted.
 - v. **Bids quoted with administrative/service charges less than 3.85 % would be treated as unresponsive and invalid, which are liable for rejection.**
 - vi. Bids, if not submitted in Bank's approved bid format shall be treated as invalid and are liable for rejection.
 - vii. Non-compliance of any of the conditions (a to f) mentioned above by the bidder will be considered non-eligibility for the service for which tender has been invited and such bids shall be summarily rejected.
51. AMC Payment will be settled based on the minimum wages (Basic wages + variable DA), fixed by state Govt / central Govt. whichever is higher and its amendments from time to time. Payment will be released only after submission of proof of release of minimum wages, EPF and ESI to the workmen deployed by the contractor. The contractor will release wages to the contract labour in time without waiting for the same being settled by NABARD. Bonus will be paid on reimbursement basis at Govt. approved rate (prevailing rate @ 8.33% of the minimum wages) as per the prevailing statutory rules. Payment for the materials, supplied by the contractor shall be paid separately at the rates approved by NABARD on submission of bills /workslips.

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

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

5. SPECIAL CONDITIONS OF THE CONTRACT

- 1) NABARD does not bind itself to accept abnormally low bids. The rates quoted by the tenderer/bidder should be able to demonstrate the capability of the tenderer/bidder to deliver the contract at the offered price. Abnormally low bids/rates will be subject to analysis by NABARD. If required, NABARD may call written clarification from bidder, including detailed price analysis of the bid price in relation to scope, schedule, allocation of risks and responsibilities and any other requirements of the bid document and tenderer/bidder shall have to furnish Rate Analysis for the scrutiny of rates by NABARD within stipulated time. NABARD reserves the right to reject the bid if bid is found to be abnormally low to deliver/perform the contract.”
- 2) Contractor shall follow the prescribed formats/procedures for official documentation like registers, etc. as stipulated by NABARD from time to time.
- 3) **Selection Process:** The list of menu item in two Groups (Group A & Group B) indicated in **Annexure I in Price Bid**. Bidders are required to quote rates against each and every item in the Annexure I in Price Bid. Weightage for Group A & Group B items is fixed at ratio of 30:70. The combined rate quoted for manpower and menu items will be considered for finalisation of tender and award of work.
- 4) Contractor shall maintain **job cards** and a proper Record/Register indicating reasons for not attending to any particular work / time schedule. Time is the essence of the contract and for any pending/incomplete work as well as for any substandard work, the amount of deduction/ penalty per week shall be calculated at 0.25% of the accepted tender amount, subject to a maximum of 5% of the accepted tender amount. The responsibility of engaging and maintaining adequate/sanctioned strength of workers lies with the Contractor in view of timely attention and completion of the routine works. In case of non-attendance or non-timely attendance or non-timely completion or below- standard carrying out of any work by the contractor, the Bank shall get the work satisfactorily carried out through its other agencies at the risk and cost of the contractor. Apart from making payments to the said other agencies from the dues of the contractor, the Bank shall also levy a penalty as above.
- 5) In case of emergency work, no extra payment for working in odd hour will be made.
- 6) The property will be handed over to the Contractor on 'as is where is' basis and the contractor shall ensure proper service to a reasonably satisfactory level.
- 7) NABARD reserves to change the scope of work or the number of labours during the contract period.

Declaration by the Contractor

We / I have read and understood the Scope of Work and special terms and conditions for the AMC works in the Visiting Officers' Flats (VOF) 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 will be used, which are harmful to human life.

Sign

Date & Place:

Address:

6. Basic Information about Bidder

Sr. No.	Particulars	Details
1	Name of the Applicant/Organisation and address of their registered office	
2	Type of the Organization (whether Sole Proprietorship/ Partnership/Private Limited/ Limited or Cooperative Body etc.)	
3	Name of the Proprietor/Partners/Directors of the organization	(a) (b) (c)
4	Details of Registration (Whether Partnership firm, Company, etc.) - Registering Authority, Date, Registration No., etc. mentioning the business/ activity of the firm	
5	Experience in the field of Caretaking/ VOF maintenance works (Years)	
6	Technical personnel available in the organization (Details to be furnished in separate sheet)	
7	Address of office through which the proposed work of National Bank for Agriculture and Rural Development (NABARD) will be handled and the name and designation of the Officer-in-Charge	
8	Adequate and satisfactory evidence to indicate financial capacity of the Organisation to undertake the said work with names of Bankers and their full address. (Solvency certificate from the Bank and Income Tax clearance certificate shall be attached)	
9	Yearly turnover of the company during last 3 years (Year-wise) duly certified by a CA. – Attach balance sheet/P&L a/c statement and IT returns of the firm of last three years.	
10	Whether any Civil Suit/Litigation arisen in the contracts executed during the last 5 years/being executed. If yes, please furnish the name of the project, employer, nature of work, contract value, work order and date and brief details of litigation	

7. Work Experience

a) Previous Experience

List of important works done in last five years (as per the pre- qualification criteria mentioned in this tender)

Sr. No	Name & Location of work	Cost of work	Name of owner	Full address	Name of the contact person from owner's side for whom work was executed	Contact no. of the contact person of the owner (Mandatory)	Email id of the contact person (Mandatory)	Completion period		Whether the work was left incomplete (reasons if any for delay in completion of work) or contract was terminated from either side (give full details)	Any other relevant Information
								Stipulated	Actual		

Note: - The supporting documents like work order, experience certificate, completion certificate shall be enclosed mandatorily.

b) Ongoing Projects

List of important works on Hand.

Sr. No	Name & Location of work	Cost of work	Name of owner	Full address	Name of the contact person from owner's side for whom work was executed	Contact no. of the contact person of the owner (Mandatory)	Email id of the contact person (Mandatory)	Completion period		Whether the work was left incomplete (reasons if any for delay in completion of work) or contract was terminated from either side (give full details)	Any other relevant Information
								Stipulated	Actual		

Note: - The supporting documents like work order, experience certificate, completion certificate shall be enclosed mandatorily.

c) Technical personnel and special experience

a). List of your technical personnel, giving details about their technical qualifications and experience including that in your establishment.

Sr. No.	Name	Age	Qualifications	Work experience	Nature of works handled



8. Scope of Work

Caretaking services of VOF at NABARD Officers' Quarters at Khelgaon, Ranchi

1. The contractor shall provide caretaking services, which include the following works:
 - a. Manpower:

Sr No	Nature of work	Requirement of number of persons		
		Skilled	Unskilled	No. of days in a month
1	Cook	1	-	26
2	Asst. Cook	-	1	26
3	Attendant / Helper	-	1	26
	TOTAL	1	2	
	Grand Total	3		

Note: NABARD reserves the rights to change the number of labours required during the contract period/extended period in such cases pro rata payment will be made to contractor at the agreed cost.

- b. Handing/taking over of keys to/from visitors/guests of the Bank for staying at Visiting Officers Flat.
 - c. Changing the linen every day and changing & washing of curtains every three months. Washed linen should be supplied on allotment of VOF and subsequently changed after two days.
 - d. Proper care of each and every item in the VOFs is responsibility of the contractor without deploying additional man power.
 - e. Maintenance of Drawing Room/TVs, Reception with holding of charge, issue of toiletries to guests.
 - f. Careful operation of TV/Dish/DTH connection and maintenance/recharge (actual cost reimbursable by NABARD) of Dish connection without any extra charge up to date in coordination with DPSP officials.
 - g. Calling AMC service provider through ACT / CT and up to date maintenance of air conditioners, Aquaguard/Water Purifier/Fridge/TVs/ Tata Sky etc.
 - h. Switching on / off the lights, air conditioners and other electrical appliances in the building as per requirement.
 - i. The contractor shall pay the replacement cost of the item if reported lost/broken/damaged etc.
 - j. The contractor should collect the allotment advices of VOF from the bank every day.
 - k. The contractor to collect the designated fee from guests & deposit to designated account on a monthly basis and report to DPSP about the fee collected soon after deposit. Presently , the fee is recovered by the Bank online.
2. The Contractor shall arrange to provide tea, breakfast, lunch and dinner on advance intimation to the guests, as per the rates fixed by the Bank. Supplying the drinking water for guests in rooms.
3. The duty roster should be arranged in such a way that at least one staff is available round the clock at VOF.

4. Trained Helper/Worker should perform the following:

- a. Ensure Cleaning of dining tables, chairs, cupboards, beds, electrical appliances etc. everyday
- b. Be neatly dressed with uniform bearing the name of contractor
- c. Should be courteous and polite & have positive attitude
- d. Should ensure that all lights, plumbing fittings, TVs, ACs, geysers etc. are in working condition.
- e. Should help the cook for preparation of food and able to prepare food for occupants in absence of the cook
- f. Should serve the meals to guests in a clean and hygienic manner
- g. Should keep the dining hall and dining tables always clean and presentable
- h. Should enquire with guests and provide additional food items on request
- i. Should clean utensils/plates thoroughly using appropriate cleaning materials
- j. Should not keep guests waiting to be served / unattended
- k. Should guide the guests to safety in case of fire/ other disaster / accident
- l. Should be of good moral character and not suffering from any diseases.

5. Operation, Maintenance and Supervision of Kitchen & Dining halls for catering guests - Cook/Asst. Cook

- a. Should have adequate experience in handling kitchens.
- b. Should be well versed in cooking north and south Indian dishes as well as continental cuisines for dinner/lunch/breakfast items.
- c. Should maintain hygienic condition in the kitchen and washing areas.
- d. Should assign works to utility helpers and waiters in kitchen.
- e. Should ensure that timely good quality food is served to guests either in rooms or in the dining area.
- f. Should ensure that all the utensils, crockery, kitchen equipment are properly cleaned and in working order.
- g. Should wear fire safety apron during cooking and bouffant caps (head cover) during cooking as well as serving the food.

6. Cleaning of linen, kitchen equipment and cutlery/crockery

- a. Should use good quality cleaning material only.
- b. Should provide all cleaning material. The cleaning materials in r/o kitchen utensils will not be reimbursed by NABARD.
- c. Should arrange to carry out washing/cleaning of linen after every change of occupancy, or on every third day or if demanded for by the guests, if stained and keeping records of that. Contractor will provide detergent and fabric conditioner of good quality for washing linen and the cost will not be reimbursed by NABARD.
- d. Arrange for all furniture with fabric/leatherette to be cleaned with shampoo at least once in three months. The cost of shampoo will not be reimbursed by NABARD.

7. Provision of toilet kits, water, Tea/Coffee/Sugar/Milk Sachets, etc.

- a. Purified water should be provided daily to every occupied room for drinking
- b. Required quantity of tea, coffee, milk, cold drinks, etc. shall be served to the guests on chargeable basis at rates decided by NABARD.
- c. One toilet kit should be provided to each visitor on allotment depending upon length of stay. Toilet Kit items as specified by NABARD to be provided by contractor at a cost not exceeding MRP and contractor should inform DPSP RO well in advance for replacement of VOF kits and also keep the records of issue of kits and signature of receivers/ guests.

8. Facilities Provided by NABARD Includes

- a. Kitchen with all necessary facilities like gas stoves, cylinders, grinder, mixers, refrigerators, and microwave, Almirah for storage of linen and facility for storage of crockery / food grains etc.
- b. Crockery, cutlery and all cooking utensils/pans, pressure cookers etc.
- c. Furniture in rooms, dining halls, lounges, office rooms, etc.
- d. Appliances like TV, ACs, Geysers, Washing Machines, and Water Purifier etc. All the available capital equipment will be given on as-is, where-is condition.
- e. The Agency will have full responsibility of proper upkeep, maintenance and custody of the linen, crockery, equipment, and vessels etc., handed over to them by the Bank.
- f. All the items supplied by the Bank at its expense for the purpose of running VOF will be Bank's property for all intents and purposes.
- g. The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Agency at full cost. However, damages/ breakages in crockery due to natural causes will be viewed leniently by NABARD. In regard to natural wear and tear of any such item, the decision of the Bank shall be final and binding on the Agency. However, the Agency shall maintain records for all such damages/breakages.
- h. Any additional or new items required by NABARD, the contractor to provide on a reimbursable basis at a cost not exceeding MRP.

9. SPECIAL INSTRUCTION

- a. The Agency will supervise the above work on a daily basis.
- b. The Agency will provide substitute in case of absentee. The agency will provide substitute on the off day of the staffs and payment will be made by NABARD for the same.
- c. The above list of works mentioned is illustrative and not exhaustive. NABARD may include works as per the future requirements.
- d. Monetary penalty of ₹500/- (deductible from monthly AMC charges) will be imposed on the contractor for each complaint registered by visitors regarding lack of hygiene and/or failure to provide agreed upon services promptly and courteously.
- e. Cleaning of the kitchen, kitchen washing area, utensils, linen, sofa, furniture, etc should be properly carried out and of high quality and hygienic and it would be to the satisfaction of the occupants. No substandard/ outdated/ stale material should be used while preparing food. NABARD's doctor will check the food once in every week and discrepancies observed, if any, will be viewed seriously and may lead to immediate termination of contract.

Declaration by the Contractor

We / I have read and understood the Scope of Work and special terms and conditions for the maintenance of VOF 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 will be used, which are harmful to human life.

Place: Date:
(Signature of the
Tenderer)

Address

9. Description of Properties

Visiting Officers' Flats (VOF), NABARD Officers' Quarter, Khelgaon, Ranchi

The Visiting Officer's flats are located in first floor of Block 20, Sector-1, NGHC, Khelgaon, Ranchi-834009. There are presently 4 flats in 1st floor, comprising of 6 rooms for visiting officers, one functional kitchen, one room for stay of caretaking staff and one store room. However, the VoF will be shortly renovated and the number of rooms shall be 09 and Flat No.20/104 will be converted to kitchen and dining.



10. SAFETY CODE

1. The Contractor shall maintain in a readily accessible place first aid appliances including adequate supply of sterilised dressings and cotton wool.
2. An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalisation.
3. No portable single ladder shall be over 8 metres in length. The width between the side rails shall not be less than 30 cm. Clear and the distance between two adjacent rungs shall not be more than 30 cm. When a ladder is used an extra mazdoor shall be engaged for holding the ladder.
4. It is entirely the responsibility of the contractor to follow the safety procedures such as using fire safety aprons, 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.
5. A penalty of Rs. 1,000.00 shall be levied for violation of safety norms including non-use of personal protective equipment. A penalty of Rs. 2,000.00 shall be levied if violation is repeated.
6. Penal action will also be taken if the contractor's supervisors and workmen do not wear the uniforms and photo identity cards issued and thus pose a security risk to the safety of the Bank's establishments, its staff and the families of its staff
7. The decision of the Bank in all such cases attracting penalties shall be final and binding on the contractor.
8. 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.
9. Smoking and chewing pan/ tobacco/ gutkha/ any other drugs etc. are prohibited in the premises.
10. The contractor shall ensure that the persons posted for the work are well conversant with the operation of fire extinguishers.

Declaration by the Contractor

We / I have read and understood the Safety code for the AMC works in the entire colonies (both inside and outside) 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.

Place:

Date:

(Signature of the Tenderer)

Address :

Name and Seal :

11. Proforma for Electronic Payment

Details of Bank account to be furnished by the contractors/service providers for effecting payment

Name and address of contractors/service providers with phone nos.

.....

.....

.....

.....

1	Name of the account holder (As appearing in the Bank account)	
2	Name of the Bank	
3	Name of the Branch	
4	Account Number	
5	IFS Code	
6	Type of account (Savings, Current, etc.)	
7	PAN Number	
8	GSTN Number	

Signature

Please attach

1. one original cancelled cheque leaf of the above Bank account and
2. copy of PAN Card and
3. allotment letter/registration letter under GSTN
4. Copy of address proof

12. AFFIDAVIT

(on Rs.100/- non-judicial stamp paper)

DECLARATION

I,, sole proprietor/ partner/ authorized signatory of M/s., sole proprietorship/partnership firm/public/private limited company, having its principal place of business/ registered office at (Full Address) do hereby solemnly affirm and declare as under:-

That I am the sole proprietor of M/s_____

Or

That ours is partnership firm having partners as under:- Full Name of partners.

- (a)
- (b)
- (c)
- (d)

Or

That ours is a private limited/public limited company incorporated in terms of the provisions of the Companies Act,1956/Companies Act,2013.

(Delete which is not applicable while typing affidavit)

If proprietorship, a registration certificate for the same/if partnership Firm, partnership deed is to be enclosed, if private limited/public limited company, Certificate of incorporation and Memorandum & Articles of association to be submitted. All the partners/ directors should sign the affidavit or the person authorized by all the partners or one of the Directors duly authorized by Board Resolution in case of Company can sign with authority letter from all the partners/or Board Resolution in case of Company is to be enclosed.

That I hereby confirm and declare that my/our firm/company M/s is not blacklisted/delisted or debarred or on Holiday list with any company of Private/Public Ltd. or Government Company/Govt. dept.. from participating in the tender as on date.

I know that to swear a false affidavit is a crime under the law and with such knowledge only I have swear this Affidavit.

(Signature of the Proprietor/ Managing Partner/Director with Seal)

DEPONENT

Verified at on that the contents of paras 1 to 5 of this affidavit are true and correct and no part of this is false and nothing material has been concealed or falsely stated therein.

(Signature of the Proprietor/ Managing Partner/ Director with Seal)

DEPONENT

(Signature & Seal of Notary)



13. PRE-CONTRACT INTEGRITY PACT

(To be submitted on Rs. 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.

Section2 – 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 conforming 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)

- (1) If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or are presentative 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 for this 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.
- (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

- (1) 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. Ranchi.
- (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)
(Office Seal)

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

Place _____

Date _____

Witness 1:

(Name &Address)

Witness2:

(Name &Address)

14. **Draft ARTICLES OF AGREEMENT**

(On Non-judicial stamp paper of ₹100/-)

AGREEMENT FOR ANNUAL MAINTENANCE CONTRACT

THIS AGREEMENT is made at Ranchi on this day of _____ 2025

BETWEEN

National Bank for Agriculture and Rural Development, a body corporate established under an Act of Parliament viz. the National Bank for Agriculture and Rural Development Act, 1981 having its Head office at C-24, 'G' Block, Bandra-Kurla Complex, Bandra(East), Mumbai-400051 and Jharkhand Regional Office at Near PHED Water Tank, Bariatu-Booty Road, Ranchi-834009, hereinafter referred to as "**NABARD**" (which expression shall, unless repugnant to the context or meaning thereof, means and includes its successors and assigns) of the **ONE PART**

AND

M/s., a firm/society/company registered/incorporated under the Companies Act, 1956 Act and having its registered office athereinafter referred to as the '**Contractor**' which expression shall, unless repugnant to the context or meaning thereof, mean and include its successors, liquidators, administrators and assigns) of the **OTHER PART**.

*(NABARD and the Contractor are collectively hereinafter referred to as "**the parties**")*

WHEREAS

(1) NABARD, being desirous of outsourcing the works relating to Annual Maintenance contract for VOF Caretaking Service, (hereinafter referred to as "**the said works**") of its premises at Block – 20, Sector-1, National Games Housing Complex, Khelgaon, Ranchi-835217 (hereinafter collectively referred to as "**the said Premises**") for the period 01 April 2025 to 31 March 2027, had, vide its letter No.dated, issued a "Notice Inviting Tender" (hereinafter referred to as "**the NIT**") inviting bids for providing the said works at the said Premises. A copy of the NIT is annexed herewith as "Annexure 1" and to be read as part and parcel of this Agreement.

(2) The Contractor had, vide its letter dated, submitted its Tender for undertaking the said works at the said Premises.

(3) NABARD, vide its Letters of Intent No.dated had selected the Contractor for carrying out the said works at the said Premises.

(4) The parties hereby agree, record and confirm the various terms and conditions for carrying out the said works at the said Premises hereinafter appearing.

NOW THIS INDENTURE WITNESSES AS FOLLOWS:

1. The contract shall commence from 01 April 2025 and shall continue till 31 March 2027 unless it is curtailed or terminated by NABARD owing to deficiency of services, sub-standard quality of manpower deployed, breach of contract, reduction or cessation of the requirements etc. NABARD shall pay a sum of **Rs..... lakh for the said period** to the

Contractor for carrying out the said works in the said Premises as per the details given in **Scope of Work** in the tender. The rate will remain fixed throughout the entire period of contract i.e. till 31 March 2027 and is inclusive of all costs such as insurance, taxes, duties, levies, cess, transportation, salaries and wages that may be levied, imposed, charged, paid or incurred by the Contractor. In case of payment of supply of skilled/semiskilled/unskilled labour, the rates will be revised proportionately as per the revision in minimum wages as announced by State/Central Govt. whose rates are adopted. NABARD will make payments only after the satisfactory completion of the periodic services on monthly / quarterly basis as indicated in the tender document.

2. The contractor will implement and operationalise web based / app based complaint registration system if supplied by NABARD. No payment will be made by NABARD to the contractor in this regard.
3. The contract may be extended for further period/s after the expiry of the initial period i.e. 31 March 2027 as indicated in the tender document. NABARD shall, in that event, make a request in writing in this behalf to the Contractor one month prior to the expiry of the current contract/extended contract and upon such request, the Contractor shall provide the said works at the said Premises, on the same terms and conditions or with some addition /deletion/modification, for a further specific period, mutually agreed upon by the parties.
4. The Contractor should carry out the rotation of its deployed personnel within its client organizations during the contract period.
5. The Contractor should make discreet inquiries about the character and antecedents of the persons whom they are deploying in NABARD. The Contractor shall ensure that the individuals deployed in NABARD satisfy the minimum technical and educational qualifications as mentioned in the tender document.
6. The Contractor shall furnish the following documents in respect of the individuals who will be deployed by it in NABARD by:-
 - a List of individuals deployed
 - b Bio-Data containing educational qualifications and previous experience/s, date of birth, etc.
 - c Certification of verification of antecedents of persons by local Police authority.
 - d Identity Cards bearing photograph.
7. The number of manpower required will be purely based on the requirement at site. The minimum requirement of manpower is indicated in the tender document. No additional payment shall be made if the contractor keeps more staff for completing the pending work or if minimum staff strength is not able to perform satisfactorily as per the contract provision. All deployed manpower shall wear Identity card/s provided by the office every day during working hours.
8. NABARD shall have discretion to change the scope of work and deployment of number of manpower whenever required.
9. The said works at the said Premises, which will be entrusted to the Contractor from time to time by NABARD, are to be rendered without causing any hindrance or disturbance to any staff member of the NABARD working during the normal working hours. The work shall be carried out efficiently, in consonance and in conformity with the standards of a neatly and hygienically maintained premises.
10. The Contractor shall, for all intents and purposes, be the “Employer” within the meaning of different labour legislation in respect of manpower so employed by him and deployed in NABARD and the manpower so employed by him 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.

11. The Contractor shall promptly and timely obtain all such consents, permissions, approvals, licenses etc., as may be necessary or required for carrying out the said works in the said Premises in accordance with this Agreement. The Contractor shall also inform and assist NABARD in procuring any registration, permissions or approvals, which may be at any time during the currency of this Agreement or the extended period be statutorily required to be obtained by NABARD for availing the services under this Agreement. The Contractor shall obtain appropriate license under the Contract Labour (Regulation and Abolition) Act 1970 and the Rules and shall comply with all terms and conditions thereof strictly, and shall keep such license duly validated and / or renewed from time to time throughout the currency of this Agreement.
12. All persons deployed by the Contractor in NABARD will be subjected to security check by the NABARD while entering and leaving the premises. The Contractor shall be required to provide supervisory staff for ensuring efficient and smooth operations.
13. The Contractor shall attend to complaints relating to the said work received from the employees of the NABARD and shall devise a system whereby such complaints when brought to the notice of the Contractor will be attended promptly by him or his employees concerned.
14. The Contractor shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. NABARD shall, in no way be responsible for settlement of such issues whatsoever.
15. NABARD shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by the Contractor in the course of their performing the functions/duties, or for payment towards any compensation.
16. 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 party 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.
17. It will be the responsibility of the Contractor to meet transportation, food, medical and any other requirements in respect of the persons deployed by him in NABARD. It will be the responsibility of the contractor for disposal of debris to the approved dumping ground and NABARD will have no liability in this regard.
18. The Contractor shall provide suitable uniforms consisting of Shoes, Dress, and Sweater to the persons employed by it and necessary tools, equipment and machinery for carrying out the said works at the said Premises. Such persons without complete uniform will be treated as absent. The Contractor shall also provide all safety items such as safety shoes, gloves, masks, etc.
19. The Contractor, wherever and whatever material is provided by NABARD, shall use it properly. Any improper use leading to wastage / pilferage shall be made good by the Contractor to NABARD.

20. NABARD will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, tools, equipment, machinery, Contractors vehicles or vehicles of the personnel of the Contractor. NABARD will not be under any liability to pay any compensation to the persons deployed by the Contractor if they sustain any injury etc., while discharging the duties in the said premises. The Contractor shall get them insured against any liability under the Employee Compensation Act or any accident at its own cost. The Contractor should arrange to obtain necessary insurance cover (Workmen Compensation policy and Contractors All Risk 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. The **CAR** policies are required to be at least for 1.25 times of the contract value.
21. The Contractor's personnel shall not divulge or disclose to any person, any details of office, operational processes, technical know-how, security arrangements, administrative/organizational matters as all are of confidential/secret nature.
22. 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.
23. The Contractor shall ensure proper conduct of its personnel in the said premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work, etc.
24. The Contractor shall depute a coordinator who would be responsible for immediate interaction with the Officer-in-charge of Department of Premises, Security and Procurement, Head Office NABARD so that optimal services of the persons deployed by the Contractor could be availed without any disruption.
25. The Contractor shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons. In case of delay in attending the work or providing the substitute in time shall attract a pre-estimated fine and NABARD will be at liberty to get the work done through any other agency and the cost therefor shall be recovered from the Contractor at the discretion of NABARD. Contractor shall maintain a proper Record/Register indicating reasons for not attending to any particular complaint within time schedule, failing which penalty as per Bank's decision shall be levied. The expected period of completion of the various items and the amount of deduction beyond that period for pending complaints as per tender conditions shall be applicable.
26. The Contractor, upon receiving a notice from NABARD, shall replace immediately any of its personnel who is found unacceptable to NABARD because of security risks, incompetence/conflict of interest/misconduct.
27. In case, the manpower deployed by the Contractor commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the Contractor will be liable to take appropriate disciplinary action against such persons, and if so required by NABARD, remove him/them from the said Premises.
28. The Contractor shall pay the manpower deployed in NABARD their wages in accordance with the Minimum Wages Act, 1948 as applicable in the State of Maharashtra/GoI, whichever is higher on a monthly basis. The Contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the manpower deployed in NABARD. The Contractor shall also pay statutory tax, wherever applicable.
29. The Contractor, as a taxable service provider, should have valid GST registration Certificate, PANCARD, etc, and must be registered with relevant government department and should attach copies of Certificates along with the Agreement. The Invoices / Bills / Challans should

be serially numbered and it should contain the Name and address of Service Provider & Service Receiver, Description of service, etc.

30. The Contractor shall raise the bill along with attendance sheet in the first week of the succeeding month. As far as possible, the payment will be released by the second week of the succeeding month. However, the Contractor must ensure that the salaries of their deployed staffs are released before the 7th day of the following month *in the presence of NABARD's representative*, irrespective of receipt of payment from NABARD.
31. The Tax Deduction at Source (TDS) shall be effected as per the provisions of the Income Tax Act, as amended from time to time and a certificate to this effect shall be provided to the Contractor by NABARD.
32. The Contractor shall also liable for depositing all taxes, levies, Cess etc. on account of carrying out the said work to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
33. The Contractor shall maintain all statutory registers under the applicable law. The Contractor shall produce the same, on demand, to NABARD or any other authority under law.
34. The Contractor on its part and through its own resources shall ensure that the goods, materials and equipment, etc. of NABARD are not damaged in the process of carrying out the said work and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If NABARD suffer any loss or damage on account of negligence, default or theft on the part of the employees /agents of the Contractor, then the Contractor shall be liable to compensate for the same. The Contractor shall fully indemnify NABARD against any such loss or damage. NABARD shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the Contractor under this contract.
35. The Contractor will have to deposit a security amount (including EMD) of **Rs.....(Rupees.....)** for NABARD Jharkhand Regional Office vide NEFT/ RTGS at the rate of 5% of the approved tender value. In case, the Agreement is further extended beyond the initial period, the security deposit would be retained.
36. In case of breach of any terms and conditions of this Agreement, the Performance Security Deposit of the Contractor will be liable to be forfeited by NABARD.
37. In case, the Contractor fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof, NABARD is put to any loss/obligation, NABARD will be entitled to get itself adjusted out of the outstanding bills or the Security Deposit of the Contractor, to the extent of the loss or obligation in monetary terms. If the adjustment is not possible, then the same may be recoverable from the contractor.
38. In case any of documents furnished by the Contractor is found to be false at any stage, it would be deemed to be a breach of the terms of this Agreement making it liable for legal action besides termination of contract.
39. If the Contractor becomes insolvent or fails to observe or perform any condition of this Agreement then notwithstanding any previous waiver of such default or action being taken under any other clause hereof NABARD may terminate the contract and forfeit the said performance security deposit and recover from the contractor any loss suffered by NABARD on account of the Agreement being terminated.
40. The Contractor shall not transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of NABARD.
41. If the services of the contractor are not found satisfactory, the contractor will be given one month notice 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, any day after the expiry of the said notice period. However, the contractor firm can terminate the agreement by giving three months notice in advance. If the Contractor fails to give such three months notice in writing for termination of the agreement, then the Security Deposit will be forfeited. Notwithstanding anything contained in this Agreement, the Contractor shall continue to provide services of the persons deployed in NABARD on the terms and conditions of this Agreement till the date of termination this agreement.

42. On the expiry or early termination of the Agreement, the Contractor will withdraw all its personnel without in any way causing any damage to the said premises and the property therein and clear their accounts by paying them all their legal dues. The persons deployed by the contractor shall not be entitled to and will have no claim for any absorption nor for any relaxation for absorption in the regular/otherwise capacity in NABARD.

43. Resolution of disputes

- i. This Agreement shall be governed by and construed in accordance with the laws of India.
 - ii. Disputes or differences whatsoever, arising between NABARD and the Contractor shall be resolved amicably between NABARD's representative and the Contractor's representative.
 - iii. In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then the same shall be resolved as follows:
"Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this Agreement or the validity or the breach thereof shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties."
 - iv. The venue of the arbitration shall be at **Ranchi**.
 - v. The language of arbitration shall be English.
 - vi. Work under the Agreement 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. Save as those which are otherwise explicitly provided in the Agreement, no payment due or payable by NABARD to the Contractor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.
44. Any notice, for the purpose of this Agreement, has to be sent in writing to either of the parties by facsimile transmission, by registered post with acknowledgement due or by a reputed courier service. All notices shall be deemed to have been validly given on (i) the business day immediately following the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or (ii) the expiry of 5 days after posting, if sent by post, or (iii) the business date of receipt, if sent by courier.
45. This Agreement, its Annexures and the NIT constitute the entire Agreement between the Contractor and NABARD, and supersede any prior or contemporaneous communications, representations or agreements between the parties, whether oral or written, regarding the subject matter of this Agreement. In the event of conflict between the provisions of this Agreement and any attached Annexure or the NIT, the provisions of this Agreement will prevail to the extent of such conflict take precedence. In the event of conflict between the provisions of any attached Annexures and the NIT, the provisions of any attached Annexures will to the extent of such conflict take precedence. The terms and conditions of this Agreement may not be changed except by an amendment signed by an authorized representative of each party. NIT shall be the reference document to the extent the terms and conditions are either not reiterated or not given a contrary meaning under this Agreement.

46. This agreement is being executed in duplicate, NABARD should keep the original and the Contractor shall keep the duplicate.
47. The Contractor shall bear the stamp duty on this agreement for both the original and the duplicate copies.

In witness whereof the parties hereto, have caused their presence to be signed on the above by the duly authorised officials at the place and on the day, month and year first herein above written.

Signed, sealed and delivered
By Shri _____

Signed, sealed and delivered
by Shri _____

DGM/ GM

For & on behalf of NABARD

the duly authorized signatory for & on
behalf of the Contractor

In the presence of

In the presence of

1.....

1.....

2.....

2.....



15. CHECK LIST FOR SUBMISSION OF BID

Bidder is requested to fill this check list and ensure that all details/documents have been furnished as called for in the Bidding Document along with duly filled in, signed & Stamped checklist **with this tender document**.

Please tick (✓) the box and ensure compliance:

1. EMD of requisite amount is submitted as mentioned in Notice Inviting Tender (NIT)

EMD value: Rs. is submitted through _____ Dated Drawn _____ on _____
(Name of Bank)

Submitted

☐

2. Power of Attorney in favour of person who has signed the offer, in stamp paper of appropriate value. For Proprietary Organization, declaration for proprietorship submitted

Submitted

☐

Proprietorship

☐

3. Partnership Deed is case of Partnership firm and Articles of Association in case of limited company and AFFIDAVIT ON A NON JUDICIAL STAMP PAPER OF RS.100/-DULY NOTARIZED

Submitted

☐

Not applicable

☐

4. Original Bidding Document along with blank (un-priced) copy of price Bid/ Schedule of Rates and addendum, if any. Price is not filled up in this document, which needs to be mentioned in Price bid only.

Submitted

☐

5. All pages/documents are stamped and signed by the authorized signatory of the bidder.

Yes

☐

6. Price bid in original, duly filled in, signed and sealed in each page, and Calculation sheet (separate for each quoted service) submitted in separately.

Submitted

☐

7. Duly filled in Details of Specific Experience as per the format attached in the Bidding Document along with Documentary evidences comprising Work order and Completion certificate in support of meeting Experience criteria as per the NIT.

Submitted

☐

8. Work Completion certificates from clients, in case work is already completed

☐

Submitted

9. Financial statement along with the Annual Audited balance sheets and P&L Accounts/ IT returns for the last three years, as applicable.

☐

Submitted

10. PAN NO. With documentary proof.

☐

Submitted

11. ESI No. with documentary proof, if applicable

☐

Submitted

12. PF No. with documentary proof, if applicable

☐

Submitted

13. GST Number (GSTN) applicable under GST Act.

☐

Submitted

14. Pre-Contract Integrity Pact for vendors quoting for Housekeeping services.

☐

Submitted

NOTE: Documents, which are required to be submitted for the subject job, which are specifically mentioned in the Bidding Document.

SIGNATURE OF BIDDER: _____

NAME OF BIDDER : _____

COMPANY SEAL : _____



Calculation Sheet

National Bank for Agriculture and Rural Development
Annual Maintenance Contract for Caretaking services of VOF at
Block 20, Sector 01, National Games Housing Complex, Khelgaon,
Ranchi - 835217 for NABARD, Jharkhand Regional Office, Ranchi

SlNo.	Description of work	skilled (01)	Unskilled(02)	Amount (in Rs) (in figure and words)
A	Minimum wages (as per central government or state government whichever is higher) Total wages per month = 26 X minimum wages including VDA per day			
B	Providing number of workmen as indicated in the scope of work in the tender document	01	02	
C	Minimum Wages for normal staff			
D	EPF (The contributions are payable on maximum wage ceiling of Rs. 15000/-) shall be paid on on production of requisite documents			
E	ESI (The contributions are payable on maximum wage ceiling of Rs. 21000/-) shall be paid on submission of requisite documents			
F	Minimum wages for substitute staff A.i.Minimum wages for skilled ii.ESI iii.PF Total B.i.Minimum wages for unskilled ii.ESI iii.PF Total			
E	Total wages			
F	Service charges in % of E: NB: It should be inclusive of			

	management and supervisory charges including contractor's profit, cleaning materials, uniform, insurance , transportation etc required on monthly basis. (It should not be less than 3.85 %)		
G	Sub-total		
H	GST		
I	Grand Total		

Note: The filled calculation sheet should not be enclosed in Technical bid.

******- As per the prevalent market rate/ Schedule of Rates as amended from time to time

##- the rate quoted by the bidder should be reasonable and workable.

- Bidder may specify particulars of the other statutory payments, if any. If the bidder doesn't quote for the other statutory payments, then responsibility of such payments will be borne by the bidder himself and NABARD will not be responsible for the same and will not entertain any claims thereon in this regard.

Grand Total AMC Fee per month- (In words and figures)

Price Bid

Tender for Annual Maintenance Contract for Civil, Plumbing, Carpentry and Electrical maintenance works for Office Building and Officers' Quarters of NABARD, Ranchi for the period from 01 April 2025 to 31 March 2027

Description of item	Quantity	Unit	Rate in INR per month	Amount in INR (in word and figure)
Skilled	1	Manpower		
Unskilled	2	Manpower		
Total per month				
GST				
Grand Total per month				

Important Notes:

1. AMC charges shall be including of all taxes.
2. Monthly/ Quarterly/ Periodical payments will be made based on the bills submitted by the Contractor for caretaking services at VOF and certified by the concerned ACT/CT 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 ACT/CT (Assistant Caretaker/ Caretaker) after completion of the respective works on the formats enclosed/given for respective work and should submit all these with the bill. Payments will be made only after producing the E-payment sheets (both in soft and hard form) and wage register being countersigned by NABARD and successful deposit/transfer of dues to EPF & ESI (wherever applicable) including of any other statutory requirement in force from time to time.
3. For calculation of wage cost, bidder has to consider 26 days a month for manpower deployed and minimum wages for skilled, semiskilled and unskilled labours per day along with that of substitute staff effective from 01 April 2025 (as amended from time to time by state government/ central government) in addition to statutory payments as per prevailing law.
4. Bids quoted with service charges less than 3.85 % of total AMC charges excluding GST would be treated as unresponsive and invalid, which are liable for rejection.

Company Name –

Name of authorised signatory-

Seal and signature -

Annexure-I

The Visiting Officers' Flat (VOF) guests and other NABARD officials shall be served with the following hygienically cooked food items, which shall be of excellent quality and sufficient quantity to satisfy the guests. The contractor shall recover the food charges from the guests at a rate not more than the rates mentioned in the Rate Chart, which may be revised annually as per mutual agreement of NABARD and the contractor. The cost of food charge will also include the cost of cooking gas.

Selection Process: The list of menu item in two Groups (Group A & Group B) indicated below. Bidders are required to quote rates against each and every item below. Weightage for Group A & Group B items is fixed at ratio of 30:70. The combined rate quoted for manpower and menu items will be considered for finalisation of tender and award of work.

RATE CHART		
Sr. No	Particular	Rate (₹)
Group A (30% weightage)		
I	High Tea:-	
1	Tea (with Tea bags)/ Coffee	
2	Bread Pakora/ Wafers / Samosa (price for any one item only)	
3	Pastry/ Patties (price for any one item only)	
4	Sandwich /Paneer Pakora (1 Pc Big) / Mix Veg Pakora (price for one item only)	
5	Kaju Roasted (15 PC) / Roasted Badam (15 PC) (Price for any one item only)	
6	Sweets (Rasogulla (2 PC) / Kajukatli (2PC) / Rasmalai (1 PC)	
7	Mr Brown Biscuit (4 pc) 2 Sweet & 2 Salted	
8	Mineral Water (Small)	
9	Mineral Water (1 Litre)	
10	Real Juice (1 Glass Big)	
11	Cold Drinks (1 Glass Big)	
12	Fruits (3 Seasonal Fruits) (N.B – Should be sufficient enough for an adult person)	
II	Breakfast:-	
1	2 Stuffed Paratha+ Pickles+Sauce+ Curd	
2	2 Stuffed Paratha+ Pickles+Sauce+ Curd + Tea/Coffee	
3	2 Paratha / Plain Roti + Sabji+Tea/ Coffee +Pickle	
4	5 Puri+bhaji +Tea/Coffee+ Pickle	
5	2 Chola Bhatora +Tea/Coffee+ Pickle	
6	Poha	
7	Poha + Tea	
8	Bread (4 Pcs) + Omlette (2 eggs) +Tea/ Coffee	

9	4 Idly + Sambar + Chutney+Tea/Coffee	
10	2 Dosa + Sambar + Chutney+Tea/Coffee+ / Rawa Uttapam + Sambar +Chutney	
11	Corn Flakes + Milk	
12	Maggi / Chowmein (Full Plate)	
13	Grilled Sandwich (1 Pcs)	
14	Omelette (2 Eggs)	
15	Boiled Egg 2 Eggs/ 1 Eggs @₹10	
16	Coffee/ Tea	
17	Extra Sweet	
Group B (70% weightage)		
III	Lunch/ Dinner	
1	Normal (Veg) :-	Puri/Roti Rice Dal 2 Sabji (1 Seasonal Dry + 1 Gravy) Salad Papad +Pickle +Curd
2	Normal (Non-Veg):-	Puri/Roti Rice Dal 1 Sabji (1 Seasonal Dry or 1 Gravy) 1 Non-Veg (2 Standard Piece of 200 grams of Chicken / Fish) Fish Extra @ ₹ 30/ piece Chicken Extra @ ₹30/piece Salad Papad + Pickle +Curd
IV	Soups	
1	Non-veg soups	Chicken Hot & Sour Chicken Lemon Coriander Chicken Sweet Corn Chicken Manchow Plain Chicken Soup
2	Veg soups	Veg Hot & Sour Veg Lemon Coriander Veg Sweet Corn Veg Manchow Plain Veg Soup

IV	Special Items (Order must be one day Prior)	
1	Paneer Chilli Dry/ Gravy (350 grams of paneer)	
2	Boneless Chilli Chicken Dry/ Gravy (350 grams of chicken)	
3	Mutton Curry (350 grams of mutton)	
4	Prawn Curry (350 grams of prawn)	
5	Mutton Biryani (Kolkata/ Lucknow/ Hyderabad Styles) Min Order Quantity – 2 Kg	
6	Chicken Biryani (Kolkata/ Lucknow/ Hyderabad Styles) Min Order Quantity – 2 Kg	

