

नाबार्ड आंध्र प्रदेश क्षेत्रीय कार्यालय में हाउसकीपिंग सेवाओं और नाबार्ड विजिटिंग ऑफिसर्स फ्लैट्स (वीओएफ) में देखभाल सेवाओं के लिए 01/09/2025 से 31/08/2027 तक दो वर्ष की अवधि के लिए निविदा दस्तावेज

Tender Document for Housekeeping Services at NABARD Andhra Pradesh Regional Office and Caretaking Services Contract at NABARD Visiting Officers' Flats (VoF) for the period of two years from 01/09/2025 to 31/08/2027

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

परिसर, सुरक्षा और अधिप्राप्ति विभाग (डीपीएसपी), आंध्र प्रदेश क्षेत्रीय कार्यालय,
5 वीं मंजिल, स्टालिन सेंट्रल, 27-37-158, एमजी रोड, गवर्नरपेट, विजयवाड़ा - 520002, आंध्र प्रदेश
ई-मेल: dpsp.apro@nabard.org, Telephone: 0866 2465300

National Bank for Agriculture & Rural Development
Department of Premises, Security & Procurement (DPSP) Andhra Pradesh Regional
Office, 5th floor, STALIN CENTRAL, 27-37-158, M.G. Road, Governor Pet, Vijayawada
– 520002, Andhra Pradesh
E-mail: dpsp.apro@nabard.org, Telephone: 0866 2465300

निविदा दस्तावेज जारी करने की तिथि Date of Issue of Tender Document	05 August 2025
बोलिकर्ताओं के साथ बोली- पूर्व बैठक Date and Time for Pre-Bid meeting with bidders	11.00 Hrs on 08 August 2025
निविदा प्रस्तुत करने की अंतिम तिथि Due Date and Time for Submission of Tender	11.00 Hrs on 19 August 2025
तकनीकी बोली के खोलने की तिथि और समय Date and Time of Opening of Technical Bids	11.30 Hrs on 19 August 2025
मूल्य बोली के खोलने की तिथि और समय Date and Time of Opening of Price Bids	Will be intimated separately to bidders who qualify technical evaluation (or) as per GeM Procedure

बोलिकर्ता का नाम Name of the Bidder	
संपर्क सं. Contact Number	
पत्राचार का पता Address for Correspondence	
ई-मेल E-Mail ID	

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Notice Inviting Tender

NB.APRO.VIJ/69026/DPSP/हाउसकीपिंग
टेंडर/2025-26

04 अगस्त 2025

सभी बोलीदाता

महोदया/प्रिय महोदय,

नाबार्ड आंध्र प्रदेश क्षेत्रीय कार्यालय में हाउसकीपिंग सेवाएं और नाबार्ड विजिटिंग ऑफिसर्स फ्लैट्स (वीओएफ) में देखभाल सेवा अनुबंध 01/09/2025 से 31/08/2027 तक दो वर्ष की अवधि के लिए

1. नाबार्ड 01/09/2025 से 31/08/2027 तक दो वर्ष की अवधि के लिए 70,21,464/- रुपये की अनुमानित लागत पर नाबार्ड आंध्र प्रदेश क्षेत्रीय कार्यालय में हाउसकीपिंग, सेवाओं और विजिटिंग ऑफिसर्स फ्लैट (वीओएफ) में देखभाल सेवाओं के लिए एक प्रतिष्ठित एजेंसी के साथ अनुबंध करने का इरादा रखता है।

2. आपसे अनुरोध है कि आप इस निविदा दस्तावेज़ में उल्लिखित विस्तृत विनिर्देशों और अन्य आवश्यकताओं के अनुसार, उपरोक्त अनुबंध के लिए दो-बोली प्रणाली में गवर्नमेंट-ई-मार्केटप्लेस (GeM) के माध्यम से अपना प्रस्ताव प्रस्तुत करें। निविदा दस्तावेज़ <https://www.nabard.org> और GeM पोर्टल पर डाउनलोड के लिए उपलब्ध होगा।

3. प्री-बिड मीटिंग 08/08/2025 को सुबह 11:00 बजे नाबार्ड क्षेत्रीय कार्यालय, पाँचवीं मंजिल, स्टालिन सेंट्रल, 27-37-158, एम.जी. रोड, गवर्नर पेट, विजयवाड़ा - 520002, आंध्र प्रदेश में आयोजित की जाएगी। प्री-बिड मीटिंग में भाग लेने के लिए पात्र होने के लिए, बोलीदाता को साइट सर्वेक्षण करना होगा और कार्य/सेवा की समग्र व्यवहार्यता के बारे में स्वयं संतुष्ट होना होगा। प्री-बिड मीटिंग में मांगे जा रहे किसी भी स्पष्टीकरण को प्री-बिड मीटिंग की तिथि से कम से कम 02 कार्यदिवस पहले dpsp.apro@nabard.org पर ईमेल द्वारा लिखित रूप में प्रस्तुत किया जाना चाहिए।

4. केवल GeM पोर्टल के माध्यम से प्रस्तुत निविदाएँ स्वीकार की जाएँगी। देर से प्राप्त या फैक्स/ईमेल/डाक के माध्यम से

NB.APRO.VIJ/69026/ DPSP/Housekeeping
Tender/2025-26

05 August 2025

All Bidders

Madam/Dear Sir,

Housekeeping Services at NABARD Andhra Pradesh Regional Office and Caretaking Services Contract at NABARD Visiting Officers' Flats (VoF) for the period of two years from 01/09/2025 to 31/08/2027

1. NABARD intends to enter into contract with a reputed agency for Housekeeping, Services at NABARD Andhra Pradesh Regional Office and Caretaking Services at Visiting Officers' Flat (VOF) for the period of two years from 01/09/2025 to 31/08/2027 at an estimated cost of Rs. 70,21,464/-.

2. 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. The tender document will be available for download at <https://www.nabard.org> and in GeM Portal.

3. The Pre-Bid meeting will be held at 11.00 Hrs. on 08/08/2025 at NABARD Regional Office, 5th floor, STALIN CENTRAL, 27-37-158, M.G. Road, Governor Pet, Vijayawada – 520002, Andhra Pradesh. To be eligible to participate in the pre-bid meeting, the bidder should have conducted the site surveys and should have satisfied himself about the overall feasibility of the work/service. Any clarifications being sought in the pre-bid meeting should be submitted in writing at least 02 working day prior to the date of pre-bid meeting

प्राप्त निविदाएँ स्वीकार नहीं की जाएँगी और उन्हें अस्वीकार कर दिया जाएगा। जिन बोलीदाताओं की निविदाएँ निर्धारित तरीके के अनुसार नहीं होंगी, उनकी निविदाएँ अस्वीकार कर दी जाएँगी।

5. निविदा की तकनीकी बोली (भाग-I) नाबार्ड, आंध्र प्रदेश
कर्तेरितीय कार्यालय में दिनांक 19.08.2025 को 11.30 बजे या बाद में नाबार्ड की सुविधानुसार और GeM के नियमों के अनुसार खोली जाएगी।

6. तकनीकी मूलटयांकन में अर्हता परताप्त करने वाले बोलीदाताओं की मूलटय बोली (भाग-II) GeM पोर्टल के माध्यम से सूचित एक अलग तिथि पर खोली जाएगी। यदि इस निविदा दसटतावेज़ के नियमों और GeM के नियमों में कोई विरोधाभास है, तो इस दसटतावेज़ को परताथमिकता दी जाएगी।

7. तकनीकी बोली, मूलटय बोली, कार्य का दायरा और आवश्यक सेवाएँ, सफल बोलीदाता का चयन आदि से संबंधित निर्देश निविदा की शर्तों और निविदा दसटतावेज़ के अनटय भागों में विसटतार से दिए गए हैं।

8. नीचे दिए गए खाते में ₹1,40,430 (एक लाख चालीस हजार चार सौ तीस रुपये मात्र) की बयाना राशि NEFT दत्त आदाता का नाम: नाबार्ड जमा की जानी चाहिए। बिना EMD वाली निविदा असट कार कर दी जाएगी।
चालू खाता संख्या: NABADMN13

बैंक का नाम: नाबार्ड मुख्यालय, मुंबई

IFSC कोड: NBRD00000002

ईएमडी राशि जमा करने के बाद, निविदाकर्ताओं को सलाह दी जाती है कि वे लेनदेन का विवरण dpsp.apro@nabard.org पर ईमेल करें। बिना ईएमडी वाली निविदा अस्वीकार कर दी जाएगी। हालाँकि, भारत सरकार द्वारा जारी एमएसई खरीद नीति में परिभाषित एमएसई या केंद्रीय खरीद संगठनों में पंजीकृत बोलीदाताओं को ईएमडी जमा करने से छूट दी गई है। पंजीकरण प्रमाणपत्र की एक प्रति तकनीकी बोली में अपलोड करनी होगी।

by email to dpsp.apro@nabard.org.

4. Tenders submitted through GeM portal 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 manner, will be rejected.

5. Technical Bid (Part- I) of Tender will be opened at NABARD Andhra Pradesh Regional Office, on (11.30 Hrs on 19.08.2025) or later as per convenience of NABARD and as per the rules of GeM.

6. 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.

7. Instructions regarding Technical Bid, Price Bid, scope of works and the services required, selection of successful bidder etc. have been elaborated in the Terms and Conditions of the tender and other parts of the tender document.

8. An Earnest Money Deposit of **₹1,40,430 (Rupees One Lakh Forty Thousand Four Hundred Thirty Only)** should be remitted by NEFT into the account mentioned below. Tender without EMD shall be rejected.

Payee Name: NABARD

Current Account No : NABADMN13

Name of the Bank: NABARD
Head Office, Mumbai

IFSC Code: NBRD00000002

After depositing the EMD amount, the tenderers are advised to send an email to dpsp.apro@nabard.org with the details of the transaction. Tender without EMD shall be rejected. However, MSEs as defined in MSE Procurement Policy

9. बोली खुलने की तिथि से 03 महीने तक और GeM के मानदंडों के अनुसार, वैध रहेगी और स्वीकृति के लिए खुली रहेगी।

10. प्रस्ताव और निविदा के सभी पृष्ठों वाले सभी दस्तावेजों पर बोलीदाता द्वारा हस्ताक्षर और मुहर लगाई जानी चाहिए, जो नियमों और शर्तों की स्वीकृति के प्रतीक के रूप में हो।

11. बोलीदाताओं को निविदा में निर्धारित प्रारूप के अनुसार, 100/- रुपये मूल्य के गैर-न्यायिक स्टाम्प पेपर पर पूर्व-अनुबंध सत्यनिष्ठा समझौता निष्पादित करना होगा और निविदा जमा करने की नियत तिथि अर्थात् 19/08/2025 11.00 बजे से पहले मूल दस्तावेज बैंक में जमा करना होगा, अथनटया GeM

में परटसटतुत उनकी बोली को सरसरी तौर पर अस् कार कर दिया जाएगा।

12. नाबार्ड किसी भी बोलीदाता/बोलीदाताओं की किसी/सभी निविदाओं को बिना कोई कारण बताए आंशिक या पूर्ण रूप से स् कार या अस् कार करने का अधिकार सुरकिटति रखता है।

13. आं र परटदेश के लिए नियुक्त स् तंतरट बाहरी मॉनिटर (आईईएम) शरटी जगदीप कुमार घई, पीटीए और एफई (सेवानिवृत्त), लैट नंबर 1032 ए विंग, वनशरटी सोसाइटी, सेक्टर 58 ए और बी, पाम बीच रोड, नेरुल, नवी मुंबई, 400706, ईमेल jkghai@gmail.com, मोबाइल: 9869422244 होंगे।

14. बोलीदाताओं से अनुरोध है कि वे बोली लगाने से पहले नाबार्ड कर्तितरटीय कार्यालय, 5वीं मंजिल, स्टालिन सेंटर, 27-37-158, एमजी रोड, गवर्नर पेट, विजयवाड़ा - 520002, आं र परटदेश, और नाबार्ड विजिटिंग ऑफिसर्स लैट्स (वीओएफ), लैट नंबर ए 111 और ए 112, बटलॉक ए, केवीआर कैलाश हाइट्स, विजयवाड़ा, 520004 पर पटसटथत दो साइटों का दौरा करें।

15. सफल बोलीदाता को परटसटताव स् कार होने की तिथि से 7 दिनों के भीतर संलग्न मानक परटारूप के अनुसार नाबार्ड के साथ एक समझौता करना होगा। ऐसा न करने पर बोलीदाता की अगिरटम राशि जबट की जा सकती है।

issued by GoI or bidders who are registered with Central Procurement Organisations are exempt from submitting the EMD, a copy of the registration certificate needs to be uploaded in the Technical Bid.

9. 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.

10. 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.

11. The bidders should execute Pre-Contract Integrity Pact, as per format prescribed in the tender, on non-judicial stamp paper of value Rs 100/- and submit the original document to the Bank before the due date for submission of tender i.e. 19/08/2025 10.00 Hrs, failing which their bid submitted in GeM shall be summarily rejected.

12. NABARD reserves the right to accept or reject any/all tender(s) in part or whole of any bidder/bidders without assigning any reasons for doing so.

13. The Independent External Monitor (IEM) assigned for Andhra Pradesh would be Shri Jagdeep Kumar Ghai, PTA & FE (Retd), Flat No 1032 A Wing, Vanashree Society, Sector 58 A & B, Palm Beach Road, Nerul, Navi Mumbai, 400706, email jkghai@gmail.com, Mob: 9869422244.

14. The bidders are requested to visit the two sites at NABARD Regional Office located at 5th floor, STALIN CENTRAL, 27-37-158, M.G. Road, Governor Pet, Vijayawada – 520002, Andhra Pradesh, and NABARD Visiting Officers' Flats (VoF) located at flats no A 111 and A 112,

16. नाबार्ड किसी भी ऐसे ठेकेदार को वरीयता देने का अधिकार सुरकिटति रखता है जो हाउसकीपिंग में योग्य

<p>और/या अनुभवी हो।</p> <p>भवदीय</p> <p>हस्ताक्षरकर्ता/-</p> <p>(एमएसआरसी मूर्ति)</p> <p>उप महाप्रबंधक</p>	<p>Block A, KVR Kailash Heights, Vijayawada, 520004 before bidding.</p> <p>15. The successful bidder shall execute an agreement with NABARD in accordance with the standard format enclosed within 7 days from the date of acceptance of the offer failing which the bidder's EMD may stand forfeited.</p> <p>16. NABARD reserves the right to give preference to any contractor who is qualified and/or having experience in Housekeeping.</p> <p>Yours faithfully</p> <p>Sd/-</p> <p>(MSRC Murthy)</p> <p>Deputy General Manager</p>
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Disclaimer:

- The tender is neither an agreement nor an offer and is only an invitation by the Bank to the interested parties for submission of their bids/ offers.
- The information contained in this document or information provided subsequently to the bidders whether verbally or in documentary form by or on behalf of NABARD is provided to the bidders on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.
- The purpose of this tender is to provide the bidders with information to assist the formulation of their bids/ proposals. This tender does not claim to contain all the information each bidder may require. Each bidder should conduct his own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender and, wherever necessary, may obtain independent advice.
- Bank makes no assertion or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this tender. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender.

Part I
निविदा प्रारूप
FORM OF TENDER
(To be submitted in the Company's Letter Head)

To

The Chief General Manager
National Bank for Agriculture and Rural Development
Andhra Pradesh Regional Office
5th floor, STALIN CENTRAL,
27-37-158, M.G. Road, Governor Pet,
Vijayawada,
Andhra Pradesh – 520002

Dear Sir,

Tender for Housekeeping services at NABARD Andhra Pradesh Regional Office and Caretaking Services Contract at NABARD Visiting Officers' Flats (VoF) for the period of two years from 01/09/2025 to 31/08/2027

Having examined the tender document for “Housekeeping services at NABARD Andhra Pradesh Regional Office and Caretaking Services Contract at NABARD Visiting Officers' Flats (VoF) for the period of two years from 01/09/2025 to 31/08/2027” and having understood the provisions of the tender documents and having thoroughly understood the requirements for Housekeeping Maintenance Contract at NABARD Andhra Pradesh Regional Office and Caretaking Service Contract at NABARD Visiting Officers' Flats (VoF), I/We submit herewith the tender offer to you for the same in accordance with the terms and conditions and within the time mentioned in the tender document at the price quoted by me/us in the “Price Bid”.

I / We have examined the Scope of Work and Terms and Conditions relating to the tender for the said service after having obtained the Tender document invited by you and are submitting our offer for the captioned services. I/We understand that the Scope of Work may increase or decrease during the period of contract.

I / We have visited the sites, examined the sites of works specified in the Tender Document and acquired the requisite information relating thereto as affecting the Tender.

I / We agree to deposit interest-free EMD through NEFT and enclose the transaction report in the technical bid.

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 all respects as per the specifications and Scope of Works described in the Tender Document, Terms and Conditions and Annexures.

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.

I/We have already submitted the original Pre Contract Integrity Pact with NABARD as

per the prescribed format.

The rates quoted by me/us, excepting for the wages 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 wages for skilled / semi-skilled/ unskilled labour will be revised as per the revision of minimum wages published by State / Central Govt, as applicable, from time to time.

I / We agree to pay wages to the personnel deployed as per minimum wages promulgated by the State / Central Govt, as applicable, along with all statutory contributions as required by the relevant act / laws in vogue.

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, contributions such as Bonus, EPF & ESI (wherever applicable) etc. and other taxes prevailing from time to time.

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.

We hereby certify that all the statements made and information supplied in the tender Document and accompanying statements are true and correct and that in the event of any such statement or information being found to be incorrect, the same may be construed to be a misrepresentation entitling NABARD to avoid any resultant contract, to terminate the contract and will compensate NABARD for any loss/damage caused due to such misrepresentation and NABARD may also, at its discretion apply the blacklisting clause.

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

(Signature with date of Authorized Signatories)

Name:

Designation:

Seal of firm:

संविदा-पूर्व सत्यनिष्ठा करार
PRE CONTRACT INTEGRITY PACT
(On non-judicial Stamp Paper of Value Rs 100/-)

General

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on _____ day of the month of _____ between, on one hand, National Bank for Agriculture and Rural Development (NABARD), represented by Shri _____ (hereinafter called the “BANK”, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s _____ represented by Shri _____, Chief Executive Officer (hereinafter called the “BIDDER/Seller” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BANK proposes to outsource manpower services for Housekeeping services at NABARD Andhra Pradesh Regional Office and Caretaking Services Contract at NABARD Visiting Officers’ Flats (VoF) for the period of two years from 01/09/2025 to 31/08/2027 and the BIDDER/Seller is willing to offer the services and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BANK is a body corporate established under NABARD Act, 1981 having its Head Office at Plot No.C-24, Block ‘G’, Bandra-Kurla Complex, Bandra (East), Mumbai.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

Enabling the BANK to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BANK will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows :

1. **Commitments of the BANK**

- a. The BANK undertakes that no official of the BANK, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit of any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- b. The BANK will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- c. All the officials of the BANK will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BANK with full and verifiable facts and the same is prima facie found to be correct by the BANK, necessary disciplinary proceedings, or any other action as deemed fit including criminal proceedings may be initiated by the BANK and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BANK the proceedings under the contract would not be stalled.

3. **Commitments of BIDDERS:** The BIDDER commits itself to take all measures to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during an pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following :-

- a. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BANK, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- b. The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BANK or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Bank for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Bank.
- c. BIDDERS shall disclose the name and address of agents and representatives and

Indian BIDDERS shall disclose their foreign principles or associates.

- d. BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- e. The BIDDER further confirms and declares to the BANK that the BIDDER is the original manufacturer/integrator/authorized government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BANK or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- f. The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BANK or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- g. The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- h. The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- i. The BIDDER shall not use improperly for purposes of competition or personal gain or pass on to others, any information provided by the BANK as part of the business relationship regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- j. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts. 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- k. If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER either directly or indirectly is a relative of any of the officers of the BANK, or alternatively if any relative of an officer of the BANK has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1986.
- l. The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BANK.

4. **Previous Transgression**

- a. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprises in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.
- b. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. **Earnest Money (Security Deposit)**

- a. While submitting commercial bid, the BIDDER shall deposit an amount **₹1,40,430 (Rupees One Lakh Forty Thousand Four Hundred Thirty Only)** as Earnest Money/Security Deposit, with the BANK through electronic transfer in favour of NABARD.
- b. The Earnest Money/Security Deposit shall be valid upto a period of two years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BANK, including warranty period, whichever is later.
- c. In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BANK to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- d. No interest shall be payable by the BANK to the BIDDER on Earnest Money/Security Deposit for the period of its currency.
- e. Amount of the Earnest Money/Security Deposit will be refunded to the unsuccessful bidders within 03 months from the date of conclusion of bidding process.

6. **Sanctions for Violations**

- a. Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BANK to take all or any one of the following actions, wherever required :-
 - i. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
 - ii. The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially as decided by the BANK and the BANK shall not be required to assign any reason therefore.
 - iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

- iv. To recover all sums already paid by the BANK, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2%, higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BANK in connection with another contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
 - v. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BANK, along with interest.
 - vi. To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BANK resulting from such cancellation/rescission and the BANK shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
 - vii. To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BANK.
 - viii. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
 - ix. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BANK with the BIDDER, the same shall not be opened.
 - x. Forfeiture of Performance Bond in case of a decision by the BANK to forfeit the same without assigning any reason for imposing sanction for violation of this Pact
- b. The BANK will be entitled to take all or any of the actions mentioned at para 6a(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
 - c. The decision of the BANK to the effect that a breach of the provisions of the Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

7. **Fall Clause**

- a. The BIDDER undertakes that it has not supplied/s not supplying similar product/systems or sub systems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due

allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BANK, if the contract has already been concluded.

8. **Independent Monitors**

- a. The BANK has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission Name and Address of Independent Monitor

Shri Jagdeep Kumar Ghai, PTA & FE (Retd), Flat No 1032 A Wing, Vanashree Society, Sector 58 A & B, Palm Beach Road, Nerul, Navi Mumbai, 400706, email jkghai@gmail.com, Mob: 9869422244

- b. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- c. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- d. Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- e. As soon as the Monitor notices or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BANK.
- f. The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BANK including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- g. The BANK 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 parties. The parties will offer to the Monitor the option to participate in such meetings.
- h. The Monitor will submit a written report to the designated Authority of BANK within 8 to 10 weeks from the date of reference or intimation to him by the BANK / BIDDER and should the occasion arise submit proposals for correcting problematic situations.

9. **Facilitation of Investigation**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BANK or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

10. **Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BANK.

11. **Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

12. **Validity**

a. The validity of this Integrity Pact shall be from date of its signing and extend up to 5 years or the complete execution of the contract to the satisfaction of both the BANK and the BIDDER/Seller, including warranty period, whichever is later in case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

b. Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this Integrity Pact at _____ on _____

BANK

BIDDER

Name of the Officer

Chief Executive Officer

Designation

NABARD

Witness

Witness

1. _____

1. _____

2. _____

2. _____

*Provisions of these clauses would need to be amended /deleted in line with the policy of the BANK in regard to involvement of Indian agents of foreign suppliers.

Format for complaint to Independent External Monitor (IEM)

1. Name of RO :
2. Name of complainant / vendor :
3. Address and Contact No :
4. Tender Details :
 - a. Particulars :
 - b. Date of tender called for :
 - c. Last date of submission :
 - d. Date of opening of tender :
5. Nature of complaint in brief :
6. Supporting documents enclosed/
Evidence :
7. Relief sought :
8. Signature and Date

कंपनी द्वारा वचन पत्र
Undertaking by the Company
(To be submitted on Company's Letter Head)

To

The Chief General Manager
National Bank for Agriculture and Rural Development
Andhra Pradesh Regional Office
5th floor, STALIN CENTRAL, 27-37-158, M.G. Road,
Governor Pet, Vijayawada
Andhra Pradesh-520002

Dear Sir,

Undertaking & Declaration by the Bidder

Having examined the tender documents for “Housekeeping services at NABARD Andhra Pradesh Regional Office and Caretaking Services Contract at NABARD Visiting Officers' Flats (VoF) for the period of two years from 01/09/2025 to 31/08/2027”, and having understood the provisions of the tender documents, having thoroughly studied the requirements for Housekeeping and Maintenance Contract at NABARD Andhra Pradesh RO and VOF, Vijayawada, I/we undertake/declare as under.

I/We undertake that

- a. I/We have not been blacklisted by any Central/State Government Organization or PSU, for whatsoever reason.
- b. I/We declare that I/we will follow Contract Labour (Regulation and Abolition) and Minimum Wages Act and other labour laws as applicable from time to time & indemnify NABARD for any liability arising out of operation of C.L. (R & A) Act and Minimum Wages/Labour Act.

Yours faithfully,

(Signature with date of Authorized Signatories)

Name:

Designation:

Seal of firm:

अर्हता -पूर्व मानदंड
Prequalification Criteria

Offers are invited from Contractors/Bidders who fulfill the following Pre-Qualification Criteria.

- a. The Bidder should have a minimum experience of three (03) years of successfully completing or currently providing services of Housekeeping and caretaking at high rise government buildings, Banks/FIs premises, reputed private organizations, residential colonies etc. (MANDATORY)
- b. The bidder should have already submitted the original Pre-Contract Integrity Pact, as per format prescribed in the tender, on non-judicial stamp paper of value Rs 100/- signed by authorized signatory, to the Bank before the due date for submission of tender i.e. (11.00 Hrs on 19/08/2025). The pre-contract Integrity Pact should be submitted in GeM portal to along with the technical bid. (MANDATORY)
- c. The bidder shall hold valid license for undertaking the work 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. (AS APPLICABLE).
- d. The bidder must be registered under Andhra Pradesh Shops and Establishments Act, 1988 and submit a copy of the certificate. (MANDATORY)
- e. 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. (MANDATORY)
- f. The bidder shall be registered with Income Tax and Goods & Services Tax (GST) authorities. (MANDATORY)
- g. An affidavit to the effect that bidder has not defaulted in payment of statutory dues like EPF/ESI/Service Tax and Income Tax is to be submitted. (MANDATORY)
- h. The tenderer should compulsorily have their office within the city / suburban areas of Vijayawada and should also provide proof for registered office in Vijayawada.
- i. The bidder must have GST registration of Andhra Pradesh State and must also provide proof of GST Registration.
- j. Experience of having successfully completed similar work during last 3 years (ending 31/03/2025) should be either of following:
 - i. Three similar completed/ ongoing works whose individual annual work value is costing not less than Rupees 28.08 lakh for each work or
 - ii. Two similar completed/ ongoing works whose individual annual work value is costing not less than Rupees 35.10 lakh for each work or

- iii. One similar completed/ ongoing work whose individual annual work value is costing not less than Rupees 56.17 lakh for each work.
- k. Annual Turn Over during each of last three years ending 31/03/2025 should be at least Rupees 21.06 lakh (30 % of Contract Value). (MANDATORY)
- l. The bidder should have a registered office at Vijayawada and should submit the valid document proof for the office address. (MANDATORY)
- m. The PART-I (Pre-qualification Bid) of the tender shall contain Pre-Qualification bid, along with proof of having submitted EMD; and terms & conditions in prescribed tender document. The PART– II of the tender shall contain only the financial bid in the prescribed format. No other terms & conditions should be there in the financial bid. If any terms & Conditions are stipulated in the tender document, the tender shall summarily be rejected.
- n. MSEs as defined in MSE Procurement Policy issued by GoI or bidders who are registered with Central Procurement Organisations or empanelled with NABARD itself and having Udyam Registration are exempted from submitting the EMD. Further, they will be given relaxation in prior turnover and prior experience criteria, subject to meeting of quality and technical specifications. Copies of the registration certificates need to be enclosed with the Technical Bid.
- o. Non-compliance of any of the conditions mentioned above by the bidder will amount to non-eligibility for the service for which tender has been invited and such bids shall be summarily rejected.
- p. Experience will be an added advantage for the bidder(s) in selection procedure.
- q. If there are multiple L1 bidders after opening of price bids, then L1 will be selected by GeM through “Select Random L1” option. No bidder will have any objection to the selection process under such case.
- r. Kindly note that the technical bids of only those bidders who are present during the Pre-Bid meeting will be considered. Bids of the bidders not attending the pre-bid meeting will be disqualified.
- s. Tenders containing tenderer’s own conditions are liable to be rejected.
- t. Bids, if not submitted in Bank’s approved bid format shall be treated as invalid and are liable for rejection.
- u. Bidder has to qualify in Technical Bid. Price bid of bidder will be opened only if found eligible in Technical Bid.
- v. The decision of NABARD will be final in selection of bidder.

संविदा की सामान्य शर्तें और निबंधन

General Terms & Conditions of the Contract

1. The Tender is for Housekeeping services at NABARD Andhra Pradesh Regional Office and Caretaking Services Contract at NABARD Visiting Officers' Flats (VoF) for the period of two years from 01/09/2025 to 31/08/2027.
2. Tenderers are advised to visit the two sites and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting. The Contractor or his authorized representative should visit the sites as per requirement and meet NABARD's Officials with prior appointment for any clarifications and to receive instructions etc. at the site.
3. Validity of Tender - Tender shall remain open for acceptance by the Bank for a period of three months from the date of opening the tender which may be extended by mutual agreement and the tenderers shall not cancel or withdraw the tender during this period/extended period.
4. Contract Period: This contract shall be for a period of two years starting from 01/09/2025 to 31/08/2027 with a provision for annual review of contractor's performance by the Bank. The contract may further be extended for a maximum period of two years, one year at a time, subject to satisfactory performance. The rates, other than minimum wages, shall remain firm during the contract period. Revision to rates, other than minimum wages and statutory wage components, shall only be allowed on mutually agreement basis. Minimum wages shall be revised as per revision promulgated by State / Central Govt, as applicable, from time to time.
5. Earnest Money Deposit (EMD) - Intending tenderers shall pay an Earnest Money Deposit (EMD) of **₹1,40,430 (Rupees One Lakh Forty Thousand Four Hundred Thirty Only)** by remitting through NEFT into the account number below.

Payee Name : NABARD

Current Account No : NABADMN13

Name of the Bank : NABARD Head Office, Mumbai

IFSC Code : NBRD0000002

The EMD of bidders who do not qualify the technical evaluation shall be returned (without any interest) after the tender process is completed. The EMD of the successful bidder shall be returned without any interest on receipt of Performance Security Deposit and signed agreement copy for the contract.

6. **Information about Tender** - The tenderer must obtain for himself, on his own responsibility and at his own expenses all the information, which may be necessary for the purpose of making the tender, on entering into a contract and must inspect the site of the work and acquaint himself with all local conditions, means of access to work, nature of work and all matters pertaining thereto.
7. **Filling up of Tender Forms:**
 - a. The tender forms should be filled in English.
 - b. Rate should be quoted both in figures and words in the columns specified. All

erasures and alterations made while filling the tender must be attested by initials of the tenderers. Overwriting of figures is not permitted, failure to comply with either of these conditions will render the tender void at the Bank's discretion. No advice of any change in rate or conditions after opening of the tender will be entertained.

- c. The tenders submitted on behalf of Partnership Firms shall be signed by all the partners of the Firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract. Otherwise, the tender is liable to be rejected by the Bank.

8. **Two Bid System** – The Tender shall be submitted through Government - e - Marketplace (GeM) as per Two Bid System in two parts viz. Technical Bid and Price Bid.

- a. **Technical Bid:** The Technical Bid containing the following documents shall be submitted through GeM. The Technical Bid should not have any price details mentioned.

- i. Scanned copy of Pre Contract Integrity Pact on non-judicial stamp paper of value Rs 100/- signed by authorized signatory
- ii. Proof of remittance of prescribed EMD through NEFT
- iii. Form of Tender duly signed by authorized signatory
- iv. Undertaking duly signed by authorized signatory
- v. Information of the tenderer as per format at Annexure I along with supporting documents

- b. **Price Bid:** The Price Bid should be submitted through GeM, which shall contain the rate for skilled, semi-skilled and unskilled manpower as per the format prescribed in the tender / GeM. The 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. The rates, other than minimum wages, shall remain firm during the contract period. Revision to rates, other than minimum wages and statutory wage components, shall only be allowed on mutually agreement basis. Minimum wages shall be revised as per revision promulgated by State / Central Govt, as applicable, from time to time.

- c. The offer shall be valid for 90 days from the date of opening the Price Bids.

9. **Submission of Offers** – The Offer should be submitted through Government - e - Marketplace (GeM) as per Two Bid System in two parts viz. Technical Bid and Price Bid. Tenders submitted through GeM portal only will be accepted. Tender received late or received through fax/email/post will not be accepted and will be rejected. No request for extension of date shall be permitted for whatsoever reason. The tenders of the bidders whose tender is not in accordance with the prescribed manner, will be rejected.

10. **Opening of Technical Bids** – Technical Bids will be opened at (12.00 Hrs on

19.08.2025) at NABARD Regional Office, Vijayawada in the presence of a Committee of Officers and the tenderers or their representatives, should they choose to be present. The bids will be opened even if no representatives of the vendors turn up for the meeting. Price Bids will be opened on a separate date, as decided by the Bank, which will be intimated to the qualified bidders only through GeM. The bidders who do not qualify the technical evaluation shall be intimated by the Bank as per GeM procedure.

11. **Evaluation of Technical Bids:** The Technical Bids will be evaluated by a Committee of Officers from NABARD based on documents submitted by the bidders along with their offers in GeM Portal. No documents shall be accepted separately or through any other medium. However, Bank has the discretion to ask for additional documents, if deemed necessary, as per provisions of GeM.
12. **Opening of Price Bids:** Price Bids of bidders who qualify the Technical Evaluation will be opened on a separate date, which will be intimated to the qualified bidders only through GeM. The Price Bids will be opened on the date intimated in the presence of a Committee of Officers and the tenderers or their representatives, should they choose to be present. The bids will be opened even if no representatives of the vendors turn up for the meeting.
13. **Award of Contract to Successful Bidder:** The Bidder quoting the Least Monthly Service Charge shall be awarded the contract after ascertaining whether all other criteria are met. Bids quoted with service charges less than 3.85 % or more than 7 % would be treated as unresponsive and invalid, which are liable for rejection. In case multiple L1 arises, the L1 shall be finalized as per GeM procedure through System Logic.
14. **Signing of Agreement:** On receipt of intimation from NABARD regarding the acceptance of his/their tender, the successful bidder shall execute an agreement at its own cost on non-judicial stamp paper of value Rs 100/- with NABARD in accordance with the standard format at Annexure II within 07 days from date of issue of work order, failing which bidder's EMD may be forfeited. The original agreement shall be submitted to the Bank. A copy shall be handed over to the contractor.
15. **Performance Security Deposit:** Successful bidder shall pay a Performance Security Deposit of ₹ **1,40,430 (Rupees One Lakh Forty Thousand Four Hundred Thirty Only)** by remitting through NEFT into the account number below.

Payee Name : NABARD

Current Account No : NABADMN13

Name of the Bank : NABARD Head Office, Mumbai

IFSC Code : NBRD0000002

16. The Performance Security Deposit will be held with the Bank for a period upto 60 days after the end of contract period or completion of all contractual obligations / settlement of liabilities, if any, towards NABARD at the time of completion/termination of this agreement. The same shall be released as per GeM guidelines. No interest will accrue on the said deposit. The Performance Security

Deposit is liable to be forfeited by NABARD if the vendor commits breach of any or all of the terms and conditions contained herein. The amount of liability to be recovered for breakages, of articles referred above shall be arrived at on the basis of the prevailing market prices of such articles/items or the prices paid by NABARD at the time of purchasing them, whichever is higher.

17. **Assigning Contract** - The party shall not assign or sublet the contract to any others vendor or individual. In case of breach of these conditions, the Bank may serve a notice in writing to the party, rescinding the contract, whereupon the Performance Security Deposit shall stand forfeited to the Bank, without prejudice to contractor's other remedies against the Bank.

18. **Compliance of Legal and Statutory Provisions: -**

- a. 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 deposited with NABARD. The contractor shall indemnify NABARD of any responsibility on this account and or any penalties imposed on the Contractor's part.
- b. The Contractor should have valid license for carrying out the work relating to this Contract as per the existing laws, should be efficient and have highly technically skilled manpower. The workmen employed by the Contractor should also have the experience in their trade.
- c. 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.
- d. The contractor shall, for all intents and purposes, be the "Employer" within the meaning of different Labour Legislations in respect of 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.

- e. The contractor should ensure timely payment to its personnel deployed in the premises and compliance of all statutory provisions relating to Minimum Wages Act 1948, Provident Fund and Employees State Insurance, etc. (Amended time to time) in respect of the persons deployed by them in NABARD. The payment of wages shall not be linked to the payment of bills from NABARD.
 - f. The Contractor should arrange to obtain necessary insurance cover for his employees at his cost and should be responsible for the safety of persons employed by him. The original Insurance Policy should be submitted to NABARD immediately after award of work. The CAR policies are required to be at least 1.25 times of the contract value.
 - g. The Contractor shall be responsible to fulfil all the obligations in connection with other labour laws, leave, salary, uniform, identity cards, ex-gratia etc. (as applicable). The contractor shall liaise with Labour Deptt. of State Govt. / Central Govt. and comply with all necessary regulations/instructions in this regard.
 - h. The Contractor should arrange to obtain necessary insurance cover i.e. (i) Workmen Compensation policy and (ii) Contractors All Risk Policy (CAR policy) for his employees at his cost and should be responsible for the safety of persons employed by him. The original Insurance Policy should be submitted to NABARD immediately after award of work. The CAR policies are required to be at least 1.25 times of the contract value.
 - i. The Contractor shall maintain all statutory registers under the applicable law. The Agency/Service Provider shall produce the same, on demand, to NABARD or any other authority under law.
 - j. The Contractor shall be fully responsible and shall indemnify the Bank 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 the Bank in this regard shall be final and binding
- 19. Payment Terms by the Bank:** The bank shall pay to the Contractor, on monthly basis, the charges as indicated in Price Bid of the successful tenderer against the satisfactory service and bills raised by the contractor.
- a. No overtime allowance or any compensation of any other kind shall be payable by the Bank to any person including supervisor employed by the Contractor for duties at NABARD Regional Office.
 - b. The vendor will have to submit separate bills for office maintenance and VoF maintenance services.
 - c. The Bank shall deduct IT TDS and / or GST TDS and any other taxes which it may be required to, under any law for the time being in force, from the payment to be made to the Contractor for the services rendered to the Bank. A certificate of tax so deducted at source in the prescribed format will be issued to the Contractor.

- d. The agency has to maintain records of attendance of staff / supervisor, any other staff and the work done as specified in the scope of work in the tender document.
- e. While submitting the monthly bill, the contractor shall submit all the required documents/statements / work completion reports countersigned by the Caretaker of the Bank for respective premises as desired and/or demanded. Further, the proof (bank statement) 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.

20. Penalty: NABARD reserves the rights to levy penalty for unsatisfactory performance as mentioned under.

- a. In case of unsatisfactory performance or when unsatisfactory housekeeping is brought to the notice of Bank by any staff, Rs 500/- per incident will be deducted from the monthly bill.
- b. In case of inappropriate behavior by deployed personnel, Rs 500/- per incident will be deducted from the monthly bill when such incident is brought to the notice of Bank by any staff.
- c. In case of non-adherence to the schedule of works, penalty for outstanding works shall be levied at the Bank's discretion.
- d. The amount of penalty to be recovered for misuse / damage / breakages of equipment / articles provided by the bank, except due to fair wear and tear, shall be finalised by NABARD at its own discretion.
- e. Such penalty shall be recovered from monthly bills / performance security deposit / any other payment due to the contractor.

21. Termination of Contract: The contract shall normally expire after two years i.e. on 31/08/2027, if no further extension is given.

The contract shall be terminated by the bank immediately without any notice in case of the following cases and the security deposit with the bank shall be forfeited.

- a. Breach of Agreement or Repeated unsatisfactory performance. The Contractor shall not be entitled to any compensation for such termination.
- b. Non-compliance of labour laws, minimum wages and other statutory acts / laws in vogue as required by the contract.
- 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.

In case the Contractor desires to terminate the Contract, he may do so by giving the

Bank a written notice of minimum three months. The Bank reserves the right to terminate the contract by giving a written notice of One Month, without assigning any reasons thereof.

22. **Vacation of Premises** - On expiry of or on early termination of the contract, the Contractor and his staff shall vacate NABARD's premises, without in any way causing any damage to the said premises and/or the property therein.
23. **Settlement of Disputes:** 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 be solely responsible for the redressal of grievances/resolution of disputes relating to person(s) deployed in NABARD. NABARD shall, in no way be responsible for settlement of such issues whatsoever.
24. The Contractor shall keep NABARD indemnified against all claims whatsoever in respect of their staff deployed by it in NABARD. In case any employee of the Agency/Service Provider so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the Agency/Service Provider 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 Agency/Service Provider to NABARD or any person authorized by NABARD, on demand. Further, the Agency/Service Provider 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.
25. Work under the Agreement shall be continued by contractor during the arbitration proceedings unless otherwise directed in writing by NABARD. Same as those which are otherwise explicitly provided in the Agreement, No payment due, or payable by NABARD, to Vendor/Service Provider 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.
26. The reference to the Chief General Manager in this agreement and the schedules hereto annexed shall mean the Chief General Manager, Andhra Pradesh Regional Office, Vijayawada and shall include, in respect of any power exercisable by him or NABARD under this agreement and any other officers of NABARD designated by him in that behalf from time to time.
27. 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 Vijayawada.

कार्यक्षेत्र

Scope of Work

1. NABARD Andhra Pradesh Regional Office

The details of PLACE OF WORK are as under:

Sl. No.	Premises and Address	Area of the Premises (Approx.)
1	NABARD Andhra Pradesh Regional Office, 5th floor, STALIN CENTRAL, 27-37-158, M.G. Road, Governor Pet, Vijayawada – 520002, Andhra Pradesh	Office Premises (5 th floor): 18,000 sq. Ft
2.	NABARD Visiting Officers' Flats (VoF)- A 111 and A112, Block A, KVR Kailash Heights, Vijayawada, 520004	Two 3 BHK flats with attached bathrooms/ toilets,

SCOPE OF WORK FOR:

1. Housekeeping at NABARD Andhra Pradesh Regional Office:

The Contractor shall provide housekeeping manpower as per the following requirements:

Location	No. of unskilled Housekeeping Staff required per day	Duty Hours
NABARD Andhra Pradesh Regional Office, Vijayawada	04	0730 hrs to 1530 hrs
	04	0930 hrs to 1730 hrs

The Regional Office comprises of 1 Floor (5th floor), which includes cabins, workstations, 5 toilets (common and in cabins), and common areas. Housekeeping work shall be done normally for 6 days in a week (subject to attendance). The scope may increase or decrease during the contract period.

General Behavior of Personnel: The personnel deployed by the contractor must have experience in housekeeping at offices, residential colonies and should be polite, cordial, positive and efficient, while handling the assigned work. Necessary grooming should be done by the contractor before deploying them at site.

- The workers / personnel deployed should be physically fit and should not be more than 50 years of age.
- The workers / personnel deployed 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.
- The contractor is also required to submit the list of workers with photo ID,

address proof, etc. before deputing the workers. An attendance register shall be maintained at sites indicating number of persons deployed for the inspection by NABARD officials/ representative.

- d. The contractor shall take all precautions to avoid accidents and causes of accidents. He must be careful regarding safety during the period his staff works in NABARD premises.
- e. The Contractor should arrange to obtain necessary insurance cover for his employees at his cost and should be responsible for the safety of persons employed by him. The original Insurance Policy should be submitted to NABARD immediately after award of work. The CAR policies are required to be at least 1.25 times of the contract value.
- f. The contractor shall ensure that the persons deployed for the work are well conversant with the operation of fire extinguishers.
- g. The Contractor shall ensure that the deployed personnel SHOULD NOT:-
 - i. Be under the influence of drugs, alcohol, tobacco, pan, gutkha etc. when inside the Bank's premises.
 - ii. Undertake any private work inside or outside the Bank's premises during the working hours.
 - iii. Involve in any altercations with staff or in any act of indiscipline / misconduct / theft / pilferage, which results in any loss to NABARD in kind / cash / reputation.
 - iv. Suffer from any communicable diseases.
- h. The contractor shall submit Police Verification Certificate and Health Certificate from a registered medical practitioner not less than MBBS for all the personnel deployed at Bank's premises.
- i. Any indecent behavior / suspicious activities of the personnel deployed shall be viewed seriously and a suitable penalty shall be imposed on contractor or the personnel shall be removed.

General Works: The contractor shall ensure that housekeeping work at NABARD Regional Office is carried out as per schedule to the satisfaction of the Bank.

- a) The cleaning materials and consumables etc. shall be provided by NABARD as per actual requirement. The Bank may direct the vendor to supply the same to the Bank on MRP basis, at Bank's discretion. The contractor has to give indent for such items to the Assistant Care Taker (ACT)/Care Taker (CT)/ Authorized official well in advance. Proper record of the material received and consumed shall be maintained by the contractor and submitted to NABARD for inspection/verifications as and when required.
- b) The contractor will maintain records of day-to-day remedial work and materials required/used for the same.
- c) The contractor shall maintain and update any or all registers/documents

relating to housekeeping work, as asked to do from time to time by the Bank, for attending complaints and up-keeping the premises etc.

- d) The contractor shall keep, at conspicuous and specified places complaint book/books in which complaints and suggestions, if any, may be recorded and the complaint book/books shall be open to inspection by the officers of the Bank.
- e) The contractor shall put up complaint book/books/registers on every 15th day of the month and if the same were public holiday the same may be submitted on the next working day immediately following that day to care taker.
- f) Contractor will also inform to the Bank about compliance of the complaints.

Works:

- a. Cleaning of toilets and passage outside the toilets including sweeping/mopping/wet cleaning of Floor, clearing and cleaning of litter bins, cleaning of mirrors etc. minimum twice daily or more. Cleaning of washbasin and W/C from inside and out with specified chemicals and soap twice during their shift and whenever else need arises.
- b. Cleaning of all cabins, conference halls, tables, passages, workstations, computers, keyboards, mouse, telephones, printers, scanners and other related items at Office premises including sweeping/mopping/wet cleaning and cleaning dustbins, etc. once in the morning and as and when required, or as directed by NABARD.
- c. Sweeping and mopping of lounge area, cleaning of tables, chairs in lounge.
- d. Cleaning of crockery items in the lounge/ office as and when required.
- e. Sweeping and mopping would include cleaning cobwebs, tiles flooring, wall tiles and skirting in the said areas.
- f. Clearing and cleaning of litter bins and segregating dry and wet waste of Office—daily basis, in the morning.
- g. The cleaning materials/ consumables required for the above purposes will be provided by the Bank.
- h. The staff shall be responsible for the proper care and maintenance of the plants located within the premises.
- i. Replacement of tissues in each toilet, cleaning and changing of towels (if provided) every day in toilets and keeping hand wash liquid soap in each toilet.
- j. Filing of the papers as requested in the designated files and keeping the files in the designated areas in respective cupboards.
- k. Scanning and photocopying of documents may be carried out as and when required.
- l. Serving water, tea and refreshments etc. to all staff and visitors in the office as and when required.
- m. Documents Courier and post Office related works, sending and receiving. No extra payment will be made for the same.
- n. Any additional cleaning as per need on the premises. No extra payment will be made for the same.
- o. If the works are not attended on the same day/ next day a pro-rata recovery will be affected as per Special conditions of this tender.

- p. Daily cleaning within the office must be completed before 9:15 am to ensure seamless operations.
- q. Floor areas require prompt spot cleaning to remove stains, spills, and marks, maintaining a safe and hygienic workspace.
- r. Waste from dustbins must be efficiently collected and disposed of in designated garbage bins, preventing accumulation and ensuring compliance with environmental regulations.
- s. Doormats should be cleaned and maintained daily to remain dust-free and presentable.
- t. Glass surfaces, including partitions, doors, and external walls, must be kept spotless, free from smudges and streaks, using high-quality cleaning materials.
- u. Decorative items such as paintings and showpieces should be regularly dusted to maintain their appearance and enhance office aesthetics.
- v. The area around water dispensers must always be dry and clean to prevent spills and slipping hazards.
- w. Furniture, files, equipment, and other items should be shifted as and when required.
- x. Record room files to be dusted as and when instructed.

WORKS TO BE CARRIED OUT AT NABARD Regional Office

Sr No	Work	Frequency
1.	Dusting, Cleaning, Scrubbing, Mopping of all Floor and cabins including store room in each floor	Daily
2.	Provision of towels, napkins and paper tissues in Senior Officer's Cabins	Daily
3.	Dusting and Cleaning of Workstations, Chairs, Cup Boards, Fire Extinguishers at the Floor	Daily
4.	Cleaning of Conference Hall, Mini Conference Halls	Daily
5.	Cleaning of tables, chairs in lounge.	Daily
6.	Washing of crockery dishes, serving water, tea/ coffee, refreshments etc. to staff as and when required.	As and when required/ used
7.	Cleaning of Internal Glass and Window Panels at the floor	Daily
8.	Sweeping, mopping and sanitisation of Toilets and Wash Basins, mirrors etc.	Daily Thrice
9.	Sweeping, mopping & cleaning of passage outside the Toilets	Daily Thrice
10	Collection of garbage	Daily/ as and when required
11.	Removal of cobwebs	Weekly
12	Cleaning/Sweeping of any other area when required by the Bank.	On Need Basis
13	Shifting of almirahs / furniture/ items	On Need Basis
14	Shifting of Records from / to record room	On Need Basis

15	Deep cleaning of the office, cabins, desks, record rooms etc.	Weekly (Saturday)
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In addition, other works related to housekeeping as assigned by the Bank shall also be carried out.

2. Scope of work for NABARD Visiting Officers' Flat (VoF)

The NABARD Visiting Officers' Flats (VoF) consists of two 3 BHK flats i.e. A 111 and A112, Block A, KVR Kailash Heights, Vijayawada, 520004 with attached bathrooms/ toilets. The scope may increase or decrease during the contract period.

Caretaking services of VOF at KVR Kailash Heights, Vijayawada.

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

Sl. No.	Nature of Work	Requirement of No. of Persons			
		Skilled	Semi-skilled	Unskilled	No. of days in a month
1	Cook (Skilled)	01	--	--	30/31
2	Attendant/ Helper (semi-skilled)	--	01	--	30/31
3	Housekeeping (un-skilled)	--	--	01	30/31

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

Duties and responsibilities of caretaking staff at VoF:

- Handing/taking over of keys from/to visitors of the Bank for staying at Visiting Officers/Employees/Medical Flat.
- 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 every two days.
- Proper care of each and every item in the VoF is responsibility of the contractor without deploying additional manpower.
- Maintenance of Drawing Room/TVs, Reception with holding of charge, issue of toiletries to guests and other officials.

- e) 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.
- f) Calling AMC service provider and up to date maintenance of air conditioners, Aquaguard/Water Purifier/Fridge/TVs/ Tata Sky etc.
- g) Switching on / off the lights, air conditioners and other electrical appliances in the building as per requirement.
- h) The contractor shall pay the replacement cost of the item if reported lost/broken/damaged etc.
- i) The contractor should collect the allotment advices of VoF from the bank every day.
- j) 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.
- k) 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. Drinking water will be supplied to the guests in rooms.
- l) The duty roster should be arranged in such a way that at least one staff is available round the clock at VoF.

2. 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 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.

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

- a) 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.
- b) Should have adequate experience in handling kitchens.
- c) Should be well versed in cooking north and south Indian dishes as well as continental cuisines for dinner/lunch/breakfast items.
- d) Should maintain hygienic condition in the kitchen and washing areas.
- e) Should assign works to utility helpers and waiters in kitchen.
- f) Should ensure that timely good quality food is served to guests either in rooms or in the dining area.
- g) Should ensure that all the utensils, crockery, kitchen equipment are properly cleaned and in working order.
- h) Should wear fire safety apron during cooking and bouffant caps (head cover) during cooking as well as serving the food.
- i) The Contractor should arrange to obtain necessary insurance cover for his employees at his cost and should be responsible for the safety of persons employed by him. The original Insurance Policy should be submitted to NABARD immediately after award of work. The CAR policies are required to be at least 1.25 times of the contract value.

4. 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 provide other cleaning material for cleaning of rooms, halls and washrooms which will be reimbursed by NABARD at a cost not exceeding the MRP.
- d) 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 be reimbursed by NABARD on actual basis.

- e) 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.

5. 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 Kits will be provided by RO at the VoF. Contractor should inform DPSP RO well in advance for replacement of VoF kits and also keep the records of issue of kits.

6. 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.

**EQUIPMENT TO BE PURCHASED AND MAINTAINED BY THE
CONTRATOR SEPARATELY AT BOTH THE PREMISES**

The following equipment / protective gear should be provided by the contractor separately for the housekeeping staff deployed at both NABARD Regional Office and NABARD VoF.

- | | |
|------------------|---------------|
| 1. First Aid Box | : 01 Nos |
| 2. Masks | : As required |
| 3. Aprons | : As required |
| 4. Gloves | : As required |

Note: The list above is indicative and actual quantity may vary depending on quantum of work

Inspection: The Officer(s) / Caretaker of NABARD may at any time inspect the housekeeping works as well as inspect the stock of items/articles held in NABARD or deemed to be in possession of the contractor and the contractor shall give all assistance in this behalf.

विशेष शर्तें और निबंधन

Special Terms and Conditions

1. NABARD does not bind itself to accept the lowest or any tender at all. NABARD also reserves the right to negotiate or partly accept any tender or all tenders received without assigning any reasons thereof.
2. 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 the bid is found to be abnormally low to deliver/perform the contract.
3. NABARD reserves to change scope of work or to change the number of personnel required during the contract period/extended period in such cases pro rata payment will be made to contractor at the agreed cost.
4. NABARD reserves the right to demand change of employees, if required qualities are found lacking.
5. The contractor will not change the employees without prior approval of NABARD.
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.

Definitions used in the Tender/Contract Agreement

"The Bank"/ "National	Shall mean National Bank for Agriculture and Rural Development and shall include its assigns and successors.
"The party"	Shall mean M/s (The contractor)
"This Contract"	Shall mean the Articles of Agreement, the Special Conditions, the conditions, the Appendix and the specifications attached hereto which are duly signed.
"Notice in Writing"	written notice shall mean a notice in writing, typed or printed charter sent (unless delivered personally or otherwise proved to have been received) by registered post/Speed Post to the last known residential or business address and shall be deemed to have been received when in the ordinary course of post it would have been delivered.
"Act of Insolvency"	Shall mean any act of insolvency as defined by the Presidency Towns Insolvency Act or the Provincial Insolvency Act or any amendments /modifications thereto.

"The Works"	Shall mean work of “Housekeeping Services for NABARD Andhra Pradesh Regional Office and Caretaking Services NABARD Visiting Officers’ Flats (VoF) <u>for the period of two years from 01/09/2025 to 31/08/2027</u> ”.
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Clarifications

Clarifications, if any, regarding the tender shall be address my mail to following email id – dpsp.apro@nabard.org.

Declaration by the Tenderer

We/I have read and understood fully 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 with date of Authorized Signatories with seal of the firm)

Name & Designation :

निविदा जारी करने वाले की जानकारी
Information about the Tenderer

1. Name of the Tenderer	
a. Head Office	
b. Registered Office at Vijayawada with details of Contact Person and Telephone Number (Provide details along with copy of valid Address Proof)	
c. E-Mail Address	
d. Name and Contact Details of the Nodal Officer for tender	
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) (d)
4. Details of Registration (Whether Partnership firm, Company, etc.) - Registering Authority, Date, Registration No., etc. mentioning the business/ activity of the firm	Provide details along with copy of relevant certificate
5. Date of commencement of Business in the field of Housekeeping of high rise office buildings, residential colonies or similar facilities.	
6. Have you in the past carried out any works for NABARD? If yes, give details	

7. Number of sweepers / cleaners available in the organization	(Details to be furnished in separate sheet)
8. Annual turnover of the company during last 3 years duly certified by a CA.	Attach CA Certificate and balance sheet/ P&L a/c statement and IT returns of the firm of last 3 years.
9. Whether any Civil Suit/Litigation arisen in the contracts executed during the last 3 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	Provide declaration of company letter head
10. Whether registered with EPFO	Provide details along with copy of relevant certificate
11. Whether registered with ESIC	Provide details along with copy of relevant certificate
12. Whether registered for GST	Provide details along with copy of relevant certificate
13. Registration details under MSE and Udyam portal	Provide details along with copy of relevant certificate
14. PAN details	Provide details along with copy of relevant certificate
15. Address of Office in Vijayawada (along with supporting documents) through which the proposed work will be handled. The name, designation and contact details of the officer in charge.	

16. Details of places where Housekeeping services has been provided in Offices of Govt./PSUs/Public Limited Company / reputed private organizations and residential colonies in the past 3 Years.

Sl	Organization	Work Description	Contract		Contract Value (Rs.)	Manpower Deployed	Name, Designation, Contact and email of authorized official at the organization responsible for the contract
			From	To			
1							
2							
3							
4							
5							
.							
.							

** Copy of relevant work orders, work completion certificates, experience certificates should be enclosed.*

17. I/We have submitted an amount of ₹ **1,40,430 (Rupees One Lakh Forty Thousand Four Hundred Thirty Only)** towards Earnest Money Deposit (EMD) by remitting the amount through NEFT into the account below and UTR No is _____.

Payee Name : NABARD

Current Account No : NABADMN13

Name of the Bank : NABARD Head Office, Mumbai

IFSC Code : NBRD0000002

Details of the Bank's Account

a.	Name of the Vendor / Firm / Contractor	
b.	Name of the Account Holder	
c.	Registered Address of the Vendor / Firm	
d.	Name of the Bank's branch and Address	
e.	IFSC Code of the Bank's Branch	
f.	Type of Account (Current/Saving/Cash credit)	
g.	Account Number	
h.	PAN Number	
i.	Other details, if any	

Note: A copy of cancelled cheque in respect of the above account which is operated by the vendor must be enclosed

Place:

Date:

(Signature and Full Name of the authorized person with seal on behalf of Firm/Agency/Contractor with date & Seal of the firm)

करार का मसौदा

DRAFT AGREEMENT

(On non-judicial stamp paper of value Rs 100/-)

THIS AGREEMENT is made at Vijayawada on this ____ / ____ / 20____

BETWEEN

National Bank for Agriculture and Rural Development (NABARD), a body corporate incorporated under 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, having one of its Regional Office at NABARD Andhra Pradesh Regional Office, 5th floor, STALIN CENTRAL, 27-37-158, M.G. Road, Governor Pet, Vijayawada – 520002, Andhra Pradesh herein after referred to as “NABARD” (which expression shall unless repugnant to the context or meaning thereof be deemed to include its successor and assigns) of the ONE PART.

AND

M/s _____ (Proprietorship/partnership/firm/ Company) incorporated/registered under _____ Act, _____, and having its place of business at _____ hereinafter referred to as 'Agency/Service Provider' (which expression shall unless repugnant to the context meaning be deemed to include the legal heirs, legal representatives, administrators and executors) of the OTHER PART.

WHEREAS

2. NABARD is desirous of awarding of outsourcing Annual Maintenance Contract for Housekeeping Services at NABARD Andhra Pradesh Regional Office, 5th floor, STALIN CENTRAL, 27-37-158, M.G. Road, Governor Pet, Vijayawada – 520002, Andhra Pradesh and caretaking service at NABARD Visiting Officers' Flat (VoF), located at Flats no A111 and A112, Block A, KVR Kailash Heights, Vijayawada-520004 (Hereinafter referred to as NABARD Regional Office and NABARD VoF) for the works specified in the scope of work and whereas the Agency/Service provider has offered to undertake the housekeeping work at NABARD Regional Office and NABARD VoF as per the scope of work and details indicated in the instructions.
3. NABARD in consideration of the conditions and covenants to be observed by the Agency/Service provider has agreed to permit the Agency/Service provider to carry out Housekeeping Service at NABARD Regional Office and caretaking service at NABARD VoF and allied works as hereinafter set out.

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

1. The contract shall commence from 01/09/2025 and shall continue till 31/08/2027 unless it is curtailed or terminated by NABARD owing to deficiency of services, sub-standard quality of service, breach of contract, reduction or cessation of the requirements etc.
2. The contract may be extended after the expiry of the initial contract period, for a maximum period of two years, one year at a time, subject to satisfactory performance. Revision to rates of any component, other than minimum wages and statutory wage components, shall only be allowed after initial contract period on mutually agreement basis. The Agency/Service Provider shall, in that event, make a request in writing in this behalf to NABARD one month prior to the expiry of the current contract/extended contract period.
3. The Agency/Service provider shall provide to NABARD an interest free Performance Security Deposit of ₹ **1,40,430 (Rupees One Lakh Forty Thousand Four Hundred Thirty Only)** (Interest Free).
4. The Agency/Service provider shall provide manpower as tabulated below for carrying out Housekeeping Services at NABARD Regional Office and NABARD VoF.

NABARD Regional Office:

Housekeeping and Maintenance staff

Location	No. of unskilled Housekeeping Staff required per day	Duty Hours
NABARD Andhra Pradesh Regional Office, Vijayawada	04	0730 hrs to 1530 hrs
	04	0930 hrs to 1730 hrs

NABARD VoF:

Caretaking staff

Sl. No.	Nature of Work	Requirement of No. of Persons			
		Skilled	Semi-skilled	Un-skilled	No. of days in a month
1	Cook (Skilled)	01	--	--	30/31
2	Attendant/ Helper (semi-skilled)	--	01	--	30/31
3	Housekeeping (un-skilled)	--	--	01	30/31

5. As compensation for provision of Services at NABARD Regional Office and NABARD VoF as per the details given in Scope of Work in the tender document and allied works, NABARD shall pay the contractor as per rates specified in Schedule I of the agreement.
6. The Scope of Work as enumerated in Schedule II of the agreement and other terms and conditions / statutory compliances as mentioned in the tender document is part and parcel of this contract and binding on the parties. The Agency/Service provider shall ensure that all items of works specified in the scope of work are carried out, to the satisfaction of the Bank.
7. 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 deposited with NABARD. The contractor shall indemnify NABARD of any responsibility on this account and or any penalties imposed on the Contractor's part.
8. The Contractor should have valid license for carrying out the work relating to this 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.
9. 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.

10. The contractor shall, for all intents and purposes, be the “Employer” within the meaning of different Labour Legislations in respect of 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.
11. The contractor should ensure timely payment to its personnel deployed in the premises and compliance of all statutory provisions relating to Minimum Wages Act 1948, Provident Fund and Employees State Insurance, etc. (Amended time to time) in respect of the persons deployed by them in NABARD. The payment of wages shall not be linked to the payment of bills from NABARD.
12. The Contractor shall be responsible to fulfil all the obligations in connection with other labour laws, leave, salary, uniform, identity cards, ex-gratia etc. (as applicable). The contractor shall liaise with Labour Deptt. of State Govt. / Central Govt. and comply with all necessary regulations/instructions in this regard.
13. The Contractor should arrange to obtain necessary insurance cover for his employees at his cost and should be responsible for the safety of persons employed by him. The original Insurance Policy should be submitted to NABARD immediately after award of work. The CAR policies are required to be at least 1.25 times of the contract value.
14. The contractor shall maintain all statutory registers under the applicable law. The Agency/Service Provider shall produce the same, on demand, to NABARD or any other authority under law.
15. The Contractor shall be fully responsible and shall indemnify the Bank 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 the Bank in this regard shall be final and binding.
16. The bank shall pay to the Contractor, on monthly basis, charges as indicated in schedule I of agreement against the satisfactory service and bills raised by the contractor. No overtime allowance or any compensation of any other kind shall be

payable by the Bank to any person employed by the Contractor for duties at the said premises.

17. The Bank shall deduct IT TDS and / or GST TDS and any other taxes which it may be required to, under any law for the time being in force, from the payment to be made to the Contractor for the services rendered to the Bank. A certificate of tax so deducted at source in the prescribed format will be issued to the Contractor.
18. While submitting the monthly bill, the contractor shall submit all the required documents/statements/ work completion reports countersigned by the authorized personnel of the Bank as desired and/or demanded. 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.
19. The compensation shall normally be payable to the party by NABARD within 02 weeks from the date of receipt of the bill (complete in all respect as specified by NABARD from time to time) for the month for which services have been rendered to the satisfaction of the Bank. The payment of wages shall not be linked to the payment of bills from NABARD.
20. NABARD reserves the rights to levy penalty for unsatisfactory performance as mentioned under.
 - a. In case of unsatisfactory performance or when unsatisfactory maintenance / housekeeping is brought to the notice of Bank by any staff, Rs 500/- per incident will be deducted from the monthly bill.
 - b. In case of inappropriate behavior by deployed personnel, Rs 500/- per incident will be deducted from the monthly bill when such incident is brought to the notice of Bank by any staff.
 - c. The amount of penalty to be recovered for misuse / damage / breakages of equipment / articles provided by the bank, except due to fair wear and tear, shall be finalised by NABARD at its own discretion.
 - d. Such penalty shall be recovered from monthly bills / performance security deposit / any other payment due to the contractor.
21. The Vendor/Service Provider shall keep and maintain, at a conspicuous place in the said premises a complaint/suggestion register in which complaints/suggestions, if any, could be recorded by the concerned and the complaint/suggestion register shall be open to inspection by the Chief General Manager or officer(s) of the Bank so deputed by him. The Vendor/Service Provider shall put up the complaint register

once in a week on Monday mornings and if Monday were to be a public holiday or by any other reasons the Bank remains closed on any Monday, the same shall be submitted on the next working day immediately following that Monday. The Chief General Manager will take such action in respect of each complaint or suggestion as the case may be and the Vendor/Service Provider shall be obliged to take remedial/rectification measures as instructed by the Chief General Manager.

22. The Agency/Service Provider should carry out the rotation of its deployed staff within its client organization during the contract period.

23. The contract shall normally expire after two years i.e. on 31/08/2027, if no further extension is given. The contract shall be terminated by the bank immediately without any notice in case of the following cases and the security deposit with the bank shall be forfeited.

- a. Breach of Agreement or Repeated unsatisfactory performance. The Contractor shall not be entitled to any compensation for such termination.
- b. Non-compliance of labour laws, minimum wages and other statutory acts / laws in vogue as required by the contract.
- 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.

24. The Contractor shall be solely responsible for the redressal of grievances/ resolution of disputes relating to person(s) deployed in NABARD. NABARD shall, in no way be responsible for settlement of such issues whatsoever.

- a. All disputes and differences of any kind whatsoever, arising out of or in connection with this Agreement or in the discharge of any obligation arising under this Agreement shall be resolved amicably
- b. In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, such unsettled dispute or difference shall be referred for arbitration by sole arbitrator, mutually agreed upon by the parties, in accordance with the Arbitration and Conciliation Act, 1996.
- c. If no agreement is arrived at within 60 days from the date of receipt of notice by the other party, as to who shall be the sole arbitrator, NABARD shall send to the Vendor/Service Provider, a list of names of three persons who shall be

presently unconnected with NABARD. Vendor/Service Provider shall on receipt of the names as aforesaid, select any one of the persons so named to be appointed as the sole arbitrator and communicate his name to NABARD within 30 days of receipt of the names. NABARD shall thereupon without any delay appoint the said person as the sole arbitrator.

- d. If Agency/Service Provider fails to select the person as sole arbitrator within 30 days of receipt of the panel and inform NABARD accordingly, NABARD shall be entitled to appoint one of the persons from the panel as sole arbitrator and communicate his name to Vendor/Service Provider/Service Provider.
- e. If the person so appointed is unable or unwilling to act or refuses his/her appointment or vacates his/her office due to any reason whatsoever, another person shall be appointed by NABARD from the above list of persons. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration.
- f. The venue of the arbitration shall be Vijayawada under the exclusive jurisdiction of the courts at Vijayawada only.
- g. The award shall be final and binding on both the parties.

25. The Contractor shall keep NABARD indemnified against all claims whatsoever in respect of their staff deployed by it in NABARD. In case any employee of the Agency/Service Provider so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the Agency/Service Provider 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 Agency/Service Provider to NABARD or any person authorized by NABARD, on demand. Further, the Agency/Service Provider 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.

26. Work under the Agreement shall be continued by contractor during the arbitration proceedings unless otherwise directed in writing by NABARD. Save as those which are otherwise explicitly provided in the Agreement, no payment due, or payable by NABARD, to Vendor/Service Provider 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.

27. The reference to the Chief General Manager in this agreement and the schedules hereto annexed shall mean the Chief General Manager, Andhra Pradesh Regional Office, Vijayawada and shall include, in respect of any power exercisable by him or NABARD under this agreement and any other officers of NABARD designated by him in that behalf from time to time.

28. If the Chief General Manager so considers that the situation so warrants then he shall be entitled to terminate this agreement without giving any prior notice and also

without assigning any reason in writing and the Agency/Service provider shall not be entitled to any compensation in the event of such termination. However, in normal course the agreement can be terminated by the Vendor/Service Provider by giving three months' notice and by the Bank by giving one month's notice.

29. Any notice, for the purpose of this contract, has to be sent in writing to the other party by registered post with 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.
30. On expiry of or on early termination of the contract, the Contractor and his staff shall vacate the said premises, without in any way causing any damage to the said premises and/or the property therein.
31. The terms and conditions as enumerated in tender is part and parcel of this contract and binding on the parties. The Vendor/Service Provider shall ensure that all items of work specified in the scope of work is attended to.
32. This agreement is being executed in duplicate. NABARD shall keep the original and the Agency/Service Provider shall keep the duplicate.
33. The Agency/Service Provider shall bear the expenses for stamp duty on this Agreement for both the original and the duplicate copy.

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

Signed, sealed and delivered
By Shri
CGM/GM/DGM
for and on behalf of NABARD

Signed, sealed and delivered
By Shri
the duly authorized signatory
for and on behalf of the Agency/
Service Provider

In the presence of

- 1.
- 2.

In the presence of

- 1.
- 2.

INDEMNITY BOND

(On ₹.100/- Stamp Paper)

KNOW all men by these presents that I,
Shri.....of

M/sdo hereby
execute Indemnity Bond in favor of National Bank for Agriculture and Rural
Development (NABARD), having their Andhra Pradesh Regional Office at
Regional Office at 5th Floor, Stalin Central, M G Road, Governor Pet,
Vijayawada - 520002 and M/s..... having
their office at on this day
of.....2025.

*WHEREAS NABARD have appointed M/s as the
Contractor for their proposed work relating to “Annual Maintenance Contract
for Housekeeping Services at NABARD Regional Office located at NABARD
Andhra Pradesh Regional Office, 5th floor, STALIN CENTRAL, 27-37-158,
M.G. Road, Governor Pet, Vijayawada – 520002, Andhra Pradesh and
Caretaking Services at Visiting Officers (VOF’s), at KVR Kailash Heights,
Ramavarappadu Ring, Vijayawada - 520004.”*

SCHEDULE - I OF AGREEMENT

Charges For Housekeeping at NABARD Regional Office and Maintenance of VoF

Housekeeping at NABARD Andhra Pradesh Regional Office

Sl	Particulars	Remarks	House keeping (unskilled)	
			Rates / Percentage	Amount per month (Rs.)
	Basic Wages plus VDA	For 26 days (as per latest Central govt. minimum wages)	674	17,524
	EPF @ 13% of Basic wages plus VDA	The contributions are payable on maximum wage ceiling of Rs.15,000/-per month or revised from time to time.	13%	1,950
	ESI @ 3.25% of Basic wages plus VDA	The contributions are payable where the monthly wages are below Rs.21,000/- or revised from time to time.	3.25%	570
	Total Wage per month for 01 Housekeeping staff (Time 08 Hours) in office			20,044
	Total Wage per month for 08 Housekeeping staff (Time 08 Hours) in office			1,60,352
	Description for caretaking staff at VoF			
			Cook (skilled)	
	Particulars	Remarks	Rates / Percentage	Amount per month (Rs.)
	Basic Wages plus VDA	For 26 days (as per latest Central govt. minimum wages)	893	23,218
	EPF @ 13% of Basic wages plus VDA	The contributions are payable on maximum wage ceiling of Rs.15,000/-per month or revised from time to time.	13%	1,950

	ESI @ 3.25% of Basic wages plus VDA	The contributions are payable where the monthly wages are below Rs.21,000/- or revised from time to time.	3.25%	NA
	Subtotal			25,168
	Reliever charges for 4 days			
			Cook (skilled)	
	Particulars	Remarks	Rates / Percentage	Amount per month (Rs.)
	Basic Wages plus VDA	For 4 days (as per latest Central govt. minimum wages)	893	3,572
	EPF on Basic Wages plus VDA	The contributions are payable on maximum wage ceiling of Rs.15,000/-per month or revised from time to time.	13%	465
	ESI @ 3.25% of Basic wages plus VDA	The contributions are payable where the monthly wages are below Rs.21,000/- or revised from time to time.	3.25%	117
	Subtotal			4,154
	Total Wage per month for 01 cook (skilled) including reliever charges			29,322
	Attendant/ Helper (semiskilled) at VoF			
	Particulars	Remarks	Rates / Percentage	Amount per month (Rs.)
	Basic Wages plus VDA	For 26 days (as per latest Central govt. minimum wages)	760	19,760
	EPF @ 13% of Basic wages plus VDA	The contributions are payable on maximum wage ceiling of Rs.15,000/-per month or revised from time to time.	13%	1,950

	ESI @ 3.25% of Basic wages plus VDA	The contributions are payable where the monthly wages are below Rs.21,000/- or revised from time to time.	3.25%	643
	Subtotal			22,353
	Reliever charges for 4 days			
	Basic Wages plus VDA	For 4 days (as per latest Central govt. minimum wages)	760	3,040
	EPF on Basic Wages plus VDA	The contributions are payable on maximum wage ceiling of Rs.15,000/-per month or revised from time to time.	13%	396
	ESI @ 3.25% of Basic wages plus VDA	The contributions are payable where the monthly wages are below Rs.21,000/- or revised from time to time.	3.25%	99
	Subtotal			3,535
	Total Wage per month for 01 Housekeeping staff (semi-skilled) including reliever charges			25,888

Housekeeping staff (unskilled) at VoF

	Particulars	Remarks	Rates / Percentage	Amount per month (Rs.)
	Basic Wages plus VDA	For 26 days (as per latest Central govt. minimum wages)	674	17,524
	EPF @ 13% of Basic wages plus VDA	The contributions are payable on maximum wage ceiling of Rs.15,000/-per month or revised from time to time.	13%	1,950
	ESI @ 3.25% of Basic wages plus VDA	The contributions are payable where the monthly wages are below Rs.21,000/- or revised from time to time.	3.25%	570
	Subtotal			20,044

Reliever charges for 4 days				
	Basic Wages plus VDA	For 4 days (as per latest Central govt. minimum wages)	674	2,696
	EPF on Basic Wages plus VDA	The contributions are payable on maximum wage ceiling of Rs.15,000/-per month or revised from time to time.	13%	351
	ESI @ 3.25% of Basic wages plus VDA	The contributions are payable where the monthly wages are below Rs.21,000/- or revised from time to time.	3.25%	88
	Subtotal			3,135
	Total Wage per month for 01 Housekeeping staff (unskilled) including reliever charges			23,179
	Subtotal for VoF (cook and housekeeping staff- semi-skilled and unskilled) per month			78,389
	Monthly wages for office and VoF			2,38,741
	Service charge (minimum 3.85%)			9,192
	Total (wages+service charge)			2,47,933
	GST @18% of total charge		18%	44,628
	Grand total for 1 month (wages+service charge) incl GST @18%			2,92,561
	Grand total for 24 months incl. GST			70,21,464
	*As per MoL&E Order Dated 28-03-2025			

*IT TDS and / or GST TDS as applicable shall be deducted by the Bank as per extant guidelines

1. Rates are firm for the given Contract period. Revision to rates of any component, other than minimum wages and statutory wage components, shall only be allowed on mutually agreement basis at the time of renewal of contract period.
2. The charges indicated above are as per Minimum Wages payable to employees in Building Operations deployed in Area 'A' for 8 Hours Shift per Day, with effect from 28-03-2025. The same will be revised as and when the rates are revised by the Chief Labour Commissioner (Central).
3. 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.

4. Service Charges claimed by contractor includes management and supervisory charges including Contractor's Profit, materials required on monthly basis wherever the tender requires the contractor to bear the cost of materials, tools and equipment as per requirement, uniform for labourers, other overheads, etc.

SCHEDULE - II OF AGREEMENT

Scope of Work

The contractor will be responsible for Housekeeping at Andhra Pradesh Regional Office, 5th floor, STALIN CENTRAL, 27-37-158, M.G. Road, Governor Pet, Vijayawada – 520002, Andhra Pradesh and Caretaking and Maintenance Service at NABARD Visiting Officers' Flats (VoF)- A 111 and A112, Block A, KVR Kailash Heights, Vijayawada, 520004.

General Behavior of Personnel: The personnel deployed by the contractor must have experience in housekeeping at offices, residential colonies and should be polite, cordial, positive and efficient, while handling the assigned work. Necessary grooming should be done by the contractor before deploying them at site.

- a. The workers / personnel deployed should be physically fit and should not be more than 50 years of age.
- b. The workers / personnel deployed 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.
- c. The contractor is also required to submit the list of workers with photo ID, address proof, etc. before deputing the workers. An attendance register shall be maintained at sites indicating number of persons deployed for the inspection by NABARD officials/ representative.
- d. The contractor shall take all precautions to avoid accidents and causes of accidents. He must be careful regarding safety during the period his staff works in NABARD premises.
- e. The contractor shall ensure that the persons deployed for the work are well conversant with the operation of fire extinguishers.
- f. The Contractor shall ensure that the deployed personnel **SHOULD NOT:-**
 - i. Be under the influence of drugs, alcohol, tobacco, pan, gutkha etc. when inside the Bank's premises.
 - ii. Undertake any private work inside or outside the Bank's premises during the working hours.
 - iii. Involve in any altercations with staff or in any act of indiscipline / misconduct / theft / pilferage, which results in any loss to NABARD in kind / cash / reputation.
 - iv. Suffer from any communicable diseases.
- g. The contractor shall submit Police Verification Certificate and Health Certificate from a registered medical practitioner not less than MBBS for all the personnel deployed at Bank's premises.
- h. Any indecent behavior / suspicious activities of the personnel deployed shall be viewed seriously and a suitable penalty shall be imposed on contractor or the

personnel shall be removed.

1. Scope of work at NABARD Andhra Pradesh Regional Office, Vijayawada

The Regional Office comprises of 1 Floor (5th floor), which includes cabins, workstations, 5 toilets (common and in cabins), and common areas. Housekeeping work shall be done normally for 6 days in a week, subject to attendance. The scope may increase or decrease during the contract period.

The minimum manpower required is as tabulated below.

Location	No. of unskilled Housekeeping Staff required per day	Duty Hours
NABARD Andhra Pradesh Regional Office, Vijayawada	04	0730 hrs to 1530 hrs
	04	0930 hrs to 1730 hrs

General Works: The contractor shall ensure that housekeeping work at NABARD Regional Office is carried out as per schedule to the satisfaction of the Bank.

- The cleaning materials and consumables etc. shall be provided by NABARD as per actual requirement. The Bank may direct the vendor to supply the same to the Bank on MRP basis, at Bank's discretion. The contractor has to give indent for such items to the Assistant Care Taker (ACT)/Care Taker (CT)/ Authorized official well in advance. Proper record of the material received and consumed shall be maintained by the contractor and submitted to NABARD for inspection/verifications as and when required.
- The contractor will maintain records of day-to-day remedial work and materials required/used for the same.
- The contractor shall maintain and update any or all registers/documents relating to housekeeping work, as asked to do from time to time by the Bank, for attending complaints and up-keeping the premises etc.
- The contractor shall keep, at conspicuous and specified places complaint book/books in which complaints and suggestions, if any, may be recorded and the complaint book/books shall be open to inspection by the officers of the Bank.
- The contractor shall put up complaint book/books/registers on every 15th day of the month and if the same were public holiday the same may be submitted on the next working day immediately following that day to care taker.
- Contractor will also inform to the Bank about compliance of the complaints.

Works:

- a. Cleaning of toilets and passage outside the toilets including sweeping/mopping/wet cleaning of Floor, clearing and cleaning of litter bins, cleaning of mirrors etc. minimum twice daily or more. Cleaning of washbasin and W/C from inside and out with specified chemicals and soap twice during their shift and whenever else need arises.
- b. Cleaning of all cabins, conference halls, tables, passages, workstations, computers, keyboards, mouse, telephones, printers, scanners and other related items at Office premises including sweeping/mopping/wet cleaning and cleaning dustbins, etc. once in the morning and as and when required, or as directed by NABARD.
- c. Sweeping and mopping of lounge area, cleaning of tables, chairs in lounge.
- d. Cleaning of crockery items in the lounge/ office as and when required.
- e. Sweeping and mopping would include cleaning cobwebs, tiles flooring, wall tiles and skirting in the said areas.
- f. Clearing and cleaning of litter bins and segregating dry and wet waste of Office– daily basis, in the morning.
- g. The cleaning materials/ consumables required for the above purposes will be provided by **the Bank**.
- h. The staff shall be responsible for the proper care and maintenance of the plants located within the premises.
- i. Replacement of tissues in each toilet, cleaning and changing of towels (if provided) every day in toilets and keeping hand wash liquid soap in each toilet.
- j. Filing of the papers as requested in the designated files and keeping the files in the designated areas in respective cupboards.
- k. Scanning and photocopying of documents may be carried out as and when required.
- l. Serving water, tea and refreshments etc. to all staff and visitors in the office as and when required.
- m. Documents Courier and post Office related works, sending and receiving. No extra payment will be made for the same.
- n. Any additional cleaning as per need on the premises. No extra payment will be made for the same.
- o. If the works are not attended on the same day/ next day a pro-rata recovery will be affected as per Special conditions of this tender.
- p. Daily cleaning within the office must be completed before 9:15 am to ensure seamless operations.
- q. Floor areas require prompt spot cleaning to remove stains, spills, and marks, maintaining a safe and hygienic workspace.
- r. Waste from dustbins must be efficiently collected and disposed of in designated garbage bins, preventing accumulation and ensuring compliance with environmental regulations.
- s. Doormats should be cleaned and maintained daily to remain dust-free and presentable.
- t. Glass surfaces, including partitions, doors, and external walls, must be kept spotless, free from smudges and streaks, using high-quality cleaning materials.
- u. Decorative items such as paintings and showpieces should be regularly dusted to maintain their appearance and enhance office aesthetics.

- v. The area around water dispensers must always be dry and clean to prevent spills and slipping hazards.
- w. Furniture, files, equipment, and other items should be shifted as and when required.
- x. Record room files to be dusted as and when instructed.

WORKS TO BE CARRIED OUT AT NABARD Regional Office

Sr No	Work	Frequency
1.	Dusting, Cleaning, Scrubbing, Mopping of all Floor and cabins including store room in each floor	Daily
2.	Provision of towels, napkins and paper tissues in Senior Officer's Cabins	Daily
3.	Dusting and Cleaning of Workstations, Chairs, Cup Boards, Fire Extinguishers at the Floor	Daily
4.	Cleaning of Conference Hall, Mini Conference Halls	Daily
5.	Cleaning of tables, chairs in lounge.	Daily
6.	Washing of crockery dishes, serving water, tea/ coffee, refreshments etc. to staff as and when required.	As and when required/ used
7.	Cleaning of Internal Glass and Window Panels at the floor	Daily
8.	Sweeping, mopping and sanitisation of Toilets and Wash Basins, mirrors etc.	Daily Thrice
9.	Sweeping, mopping & cleaning of passage outside the Toilets	Daily Thrice
10	Collection of garbage	Daily/ as and when required
11.	Removal of cobwebs	Weekly
12	Cleaning/Sweeping of any other area when required by the Bank.	On Need Basis
13	Shifting of almirahs / furniture/ items	On Need Basis
14	Shifting of Records from / to record room	On Need Basis
15	Deep cleaning of the office, cabins, desks, Record rooms etc.	Weekly (Saturday)

In addition, other works related to housekeeping as assigned by the Bank shall also be carried out.

2. Scope of work for NABARD Visiting Officers' Flat (VoF)

The NABARD Visiting Officers' Flats (VoF) consists of two 3 BHK flats i.e. A 111 and A112, Block A, KVR Kailash Heights, Vijayawada with attached bathrooms/ toilets. The scope may increase or decrease during the contract period.

The contractor shall provide caretaking services, which include the following works:

Sl. No.	Nature of Work	Requirement of No. of Persons			
		Skilled	Semi-skilled	Unskilled	No. of days in a month
1	Cook (Skilled)	01	--	--	30/31
2	Attendant/ Helper (semi-skilled)	--	01	--	30/31
3	Housekeeping (un-skilled)	--	--	01	30/31

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

Scope of work:

- Handing/taking over of keys from/to visitors of the Bank for staying at Visiting Officers/Employees/Medical Flat.
- 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 every two days.
- Proper care of each and every item in the VoF is responsibility of the contractor without deploying additional manpower.
- Maintenance of Drawing Room/TVs, Reception with holding of charge, issue of toiletries to guests and other officials.
- 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.
- Calling AMC service provider and up to date maintenance of air conditioners, Aquaguard/Water Purifier/Fridge/TVs/ Tata Sky etc.
- Switching on / off the lights, air conditioners and other electrical appliances in the building as per requirement.
- The contractor shall pay the replacement cost of the item if reported lost/broken/damaged etc.
- The contractor should collect the allotment advices of VoF from the bank every day.
- 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.

- k. 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. Drinking water will be supplied to the guests in rooms.
- l. The duty roster should be arranged in such a way that at least one staff is available round the clock at VoF.

2. 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 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.

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

- a. 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.
- b. Should have adequate experience in handling kitchens.
- c. Should be well versed in cooking north and south Indian dishes as well as continental cuisines for dinner/lunch/breakfast items.

- d. Should maintain hygienic condition in the kitchen and washing areas.
- e. Should assign works to utility helpers and waiters in kitchen.
- f. Should ensure that timely good quality food is served to guests either in rooms or in the dining area.
- g. Should ensure that all the utensils, crockery, kitchen equipment are properly cleaned and in working order.
- h. Should wear fire safety apron during cooking and bouffant caps (head cover) during cooking as well as serving the food.

4. 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 provide other cleaning material for cleaning of rooms, halls and washrooms which will be reimbursed by NABARD at a cost not exceeding the MRP.
- d. 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 be reimbursed by NABARD on actual basis.
- e. 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.

5. 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 Kits will be provided by RO at the VoF. Contractor should inform DPSP RO well in advance for replacement of VoF kits and also keep the records of issue of kits.

6. 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.

Part II-
मूल्य बोली
PRICE BID

Charges For Housekeeping at NABARD Regional Office and Maintenance of VoF

Housekeeping at NABARD Andhra Pradesh Regional Office

Sl	House keeping (unskilled)		Minimum as per MoL&E Order Dated 28-03-2025		As quoted by the bidder	
	Particulars	Remarks	Rates / Percentage	Amount per month (Rs.)	Rates / Percentage	Amount per month (Rs.)
	Basic Wages plus VDA	For 26 days (as per latest Central govt. minimum wages)	674	17,524		
	EPF @ 13% of Basic wages plus VDA	The contributions are payable on maximum wage ceiling of Rs.15,000/-per month or revised from time to time.	13%	1,950		
	ESI @ 3.25% of Basic wages plus VDA	The contributions are payable where the monthly wages are below Rs.21,000/- or revised from time to time.	3.25%	570		
	Total Wage per month for 01 Housekeeping staff (Time 08 Hours) in office			20,044		
	Total Wage per month for 08 Housekeeping staff (Time 08 Hours) in office			1,60,352		
	Description for caretaking staff at VoF					
			Cook (skilled)			
	Particulars	Remarks	Rates / Percentage	Amount per month (Rs.)		
	Basic Wages plus VDA	For 26 days (as per latest Central govt. minimum wages)	893	23,218		

	EPF @ 13% of Basic wages plus VDA	The contributions are payable on maximum wage ceiling of Rs.15,000/-per month or revised from time to time.	13%	1,950		
	ESI @ 3.25% of Basic wages plus VDA	The contributions are payable where the monthly wages are below Rs.21,000/- or revised from time to time.	3.25%	NA		
	Subtotal			25,168		
	Reliever charges for 4 days					
	Cook (skilled)					
	Particulars	Remarks	Rates / Percentage	Amount per month (Rs.)		
	Basic Wages plus VDA	For 4 days (as per latest Central govt. minimum wages)	893	3,572		
	EPF on Basic Wages plus VDA	The contributions are payable on maximum wage ceiling of Rs.15,000/-per month or revised from time to time.	13%	465		
	ESI @ 3.25% of Basic wages plus VDA	The contributions are payable where the monthly wages are below Rs.21,000/- or revised from time to time.	3.25%	117		
	Subtotal			4,154		
	Total Wage per month for 01 cook (skilled) including reliever charges			29,322		
	Attendant/ Helper (semiskilled) at VoF					
	Particulars	Remarks	Rates / Percentage	Amount per month (Rs.)		

	Basic Wages plus VDA	For 26 days (as per latest Central govt. minimum wages)	760	19,760		
	EPF @ 13% of Basic wages plus VDA	The contributions are payable on maximum wage ceiling of Rs.15,000/-per month or revised from time to time.	13%	1,950		
	ESI @ 3.25% of Basic wages plus VDA	The contributions are payable where the monthly wages are below Rs.21,000/- or revised from time to time.	3.25%	643		
	Subtotal			22,353		
	Reliever charges for 4 days					
	Basic Wages plus VDA	For 4 days (as per latest Central govt. minimum wages)	760	3,040		
	EPF on Basic Wages plus VDA	The contributions are payable on maximum wage ceiling of Rs.15,000/-per month or revised from time to time.	13%	396		
	ESI @ 3.25% of Basic wages plus VDA	The contributions are payable where the monthly wages are below Rs.21,000/- or revised from time to time.	3.25%	99		
	Subtotal			3,535		
	Total Wage per month for 01 Housekeeping staff (semi-skilled) including reliever charges			25,888		
	Housekeeping staff (unskilled) at VoF					
	Particulars	Remarks	Rates / Percentage	Amount per month (Rs.)		

	Basic Wages plus VDA	For 26 days (as per latest Central govt. minimum wages)	674	17,524		
	EPF @ 13% of Basic wages plus VDA	The contributions are payable on maximum wage ceiling of Rs.15,000/-per month or revised from time to time.	13%	1,950		
	ESI @ 3.25% of Basic wages plus VDA	The contributions are payable where the monthly wages are below Rs.21,000/- or revised from time to time.	3.25%	570		
	Subtotal			20,044		
	Reliever charges for 4 days					
	Basic Wages plus VDA	For 4 days (as per latest Central govt. minimum wages)	674	2,696		
	EPF on Basic Wages plus VDA	The contributions are payable on maximum wage ceiling of Rs.15,000/-per month or revised from time to time.	13%	351		
	ESI @ 3.25% of Basic wages plus VDA	The contributions are payable where the monthly wages are below Rs.21,000/- or revised from time to time.	3.25%	88		
	Subtotal			3,135		
	Total Wage per month for 01 Housekeeping staff (unskilled) including reliever charges			23,179		
	Subtotal for VoF (cook and housekeeping staff- semi-skilled and unskilled) per month			78,389		
	Monthly wages for office and VoF			2,38,741		

	Service charge (minimum 3.85%)		9,192		
	Total (wages+service charge)		2,47,933		
	GST @18% of total charge	18%	44,628		
	Grand total for 1 month (wages+service charge) incl GST @18%		2,92,561		
	Grand total for 24 months incl. GST		70,21,464		
	*As per MoL&E Order Dated 28-03-2025				

Signature of Authorized Signatories

NOTE:

1. Rates should be firm for the Contract period. Revision to rates of any component, other than minimum wages and statutory wage components, shall only be allowed on mutually agreement basis at the time of renewal of contract period.
2. The charges indicated above are as per Minimum Wages payable to employees in Building Operations deployed in Area 'A' for 8 Hours Shift per Day, with effect from 28-03-2025. The same will be revised as and when the rates are revised by the Chief Labour Commissioner (Central).
3. 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.
4. Service Charges claimed by contractor should include management and supervisory charges including Contractor's Profit, materials required on monthly basis wherever the tender requires the contractor to bear the cost of materials, tools and equipment as per requirement, uniform for labourers, other overheads, etc. Contractors are advised to quote service charges after due diligence which should be reasonable and workable.
5. Bids quoted with service charges less than 3.85 % or more than 7 % would be treated as unresponsive and invalid, which are liable for rejection.
6. IT TDS and / or GST TDS as applicable shall be deducted by the Bank as per extant guidelines

(Signature with date of Authorized Signatories)

Name:

Designation:

Seal of firm