

**TENDER - ANNUAL MAINTENANCE CONTRACT FOR PROVIDING
MANPOWER AND CLEANING MATERIAL FOR HOUSEKEEPING SERVICES AT
NABARD RESIDENTIAL QUARTERS LOCATED AT NABARD NAGAR-
KANDIVALI, NABARD PARK-SANTACRUZ, KVS-DADAR, NESTLE-II-LOWER
PAREL AND DAMODAR PARK- GHATKOPAR, MUMBAI**

Schedule	
ISSUE OF NOTICE INVITING TENDER (NIT)	8 August 2025
DATE OF PRE-BID MEETING	18 August 2025 (12:00 PM)
LAST DATE FOR SUBMISSION OF TENDERS	29 August 2025 (03:00 PM)
DATE OF OPENING OF TECHNICAL BIDS	1 September 2025 (03:30 PM)
DATE OF OPENING OF PRICE BIDS	Will be advised after opening of Technical Bids.



**DEPARTMENT OF PREMISES, SECURITY AND PROCUREMENT,
NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT HEAD
OFFICE, BANDRA KURLA COMPLEX, BANDRA (E),
MUMBAI- 400051**

REF. NO. NB. DPSP /70649 /AMC-Housekeeping Services/2025-26

8th August 2025

M/s _____

Dear Sir,

NOTICE INVITING TENDER

Tender - Annual Maintenance Contract for Providing Manpower and Cleaning Material for Housekeeping Services at NABARD Residential Quarters located at NABARD Nagar-Kandivali, NABARD Park-Santacruz, KVS-Dadar, NESTLE-II-Lower Parel and Damodar Park- Ghatkopar, Mumbai

1. National Bank for Agriculture and Rural Development (NABARD) is India's apex development bank, established in 1982 under an Act of Parliament to promote sustainable and equitable agriculture and rural development. NABARD intends to invite e-tenders in two parts for Annual Maintenance Contract for providing Housekeeping at NABARD Residential Quarters located at **NABARD Nagar-Kandivali, NABARD Park-Santacruz, KVS-Dadar, NESTLE-II-Lower Parel and Damodar Park- Ghatkopar, Mumbai.**
2. The tender document is available on NABARD's website www.nabard.org OR Central Public Procurement Portal (CPPP) i.e. <https://eprocure.gov.in> for download. No physical copy shall be provided by NABARD and submitted to NABARD.
3. The intending bidders shall upload their bids in two parts viz. Technical Bid and Financial Bid along with duly signed scanned copies of all relevant documents etc., in support of their technical & financial bids on the website of CPPP only within the prescribed time limit. The evaluation of tenders will be based on online bids submitted by the bidders.
4. Please note that, to submit e-tender through electronic mode, interested bidders should have Digital Signature Certificates (DSC) to login to CPPP. In case of any further guidance, help and support while submission of e-bids, bidders are advised to contact support center of CPPP.
5. Instructions regarding Technical Bid, Financial Bid, submission process and description & scope of works and the services required have been elaborated in the Terms and Conditions and other parts of the tender document.

6. Earnest Money Deposit (EMD) of **₹6,57,000/- (Rupees six lakh fifty-Seven thousand only)** is to be paid to designated account as mentioned below. Counterfoil/ receipt/transaction details for the same has to be enclosed with the tender. No interest shall be paid on the EMD thus collected. EMD of the successful bidder will be converted to Retention Money Deposit (RMD), whereas EMD of the unsuccessful bidders will be refunded upon the issuance of work order to and acceptance of the same by the successful bidder.

Name of Account	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
BANK NAME	NABARD
BRANCH NAME	HEAD OFFICE, MUMBAI
IFSC code	NBRD0000002
Account Number	NABADMNo7

7. The bids without EMD shall be rejected. If the bidder wants to claim EMD exemption, the bidder has to submit documentary proof of registration as MSE as defined in MSE Procurement Policy of Govt. of India or registration with Central Procurement Organizations or empaneled with NABARD itself.
8. A Pre-Bid meeting is scheduled to be held in the Conference Hall at Ground Floor, A-Wing, NABARD Head Office, Plot C-24, G Block, Bandra Kurla complex, BKC Road, Bandra East, Mumbai, Maharashtra 400051 on 18 August 2025 11:00 AM, in the presence of Bank's officials. The clarifications being sought in the pre-bid meeting may be submitted in writing at our Office or to dpsp@nabard.org at least two working days prior to the date of pre bid meeting. The clarifications given in pre bid meeting will also form part of tender document and will be uploaded on the website. NABARD reserves the right to revise the bid after pre-bid meeting, if required, and same will be uploaded on website.
9. Date of pre-bid meeting, last date for submission of bids and date of opening of technical and financial bids are indicated in the Schedule of the Tender. Tenders received after stipulated date and time shall not be entertained. Bidders are requested to make note of dynamic time being displayed on e-Procurement portal of NABARD to ensure that the bids are submitted on time.
10. The tender will be rejected, if any bidder proposes any deviation from the prescribed technical criteria requirement.
11. It may be noted that it will be a 02-bid system tendering wherein the 1st bid will be 'Technical Bid' and 2nd bid will be the 'Price Bid'. Tenderers are advised to submit e-tender (e-bids) through CPPP portal (<https://eprocure.gov.in>) only, after carefully following the instructions related to systems and procedures as indicated in CPPP.

12. **Technical Bid (Part-I) i.e.** shall contain;
 - a) EMD counter-foil OR required MSE certificate
 - b) Notice Inviting Tender
 - c) Covering letter for submission of Tender
 - d) Form of Tender
 - e) Pre-qualification criteria of the contractors
 - f) Special Instructions to Bidders
 - g) General terms and conditions
 - h) Technical Specifications
 - i) List of approved makes of materials/trade
 - j) Information to be furnished by Contractor (Statement I & II) in support of fulfilling eligibility criteria.
 - k) Safety Code
 - l) The following forms should be submitted:
 - i. Articles of Agreement.
 - ii. Indemnity Bond
 - iii. Format of Virtual Completion Certificate
 - iv. Pre-contract Integrity Pact – Each page to be signed and uploaded
 - v. An Undertaking by the Authorized Signatory of the Vendor/Bidder, on the letter head of the Vendor/Bidder stating that the Vendor/Bidder has not been blacklisted by any Central/State Government Organization or PSU for any corrupt and fraudulent practice
 - vi. Vendor/Bidder's letter giving technical clarifications (if any).
 - vii. CA certificate
 - viii. Format of commitment from the bidder
 - m) It should be specifically noted that the **contents of Technical Bid must not reveal commercials/ Price Bid.** In the event of the same, bid shall be rejected. Bank has appointed Independent Monitor Dr. Jagdeep Kumar Ghai, P&TA, FS(Retd.) (hereinafter referred to as Monitor) for this consultation with the Central Vigilance Commission.
13. **Price Bid (Part-II) shall contain:** Duly Priced Schedule of Quantities.
14. **Technical bid** will be opened as per schedule given in the GeM or on any other date as intimated to the bidders through online portal.
15. **Price bid -**

- a) It should not contain any conditions whatsoever and any conditional bids shall be rejected.
 - b) Incomplete price bids in this respect would be summarily rejected.
 - c) The Price Bid should not contradict the Technical Bid in any manner.
 - d) It will be opened on a suitable date, after opening of technical bid and its scrutiny, it will be communicated later.
 - e) **Bidders are requested to quote the price in CPPP portal itself. The bid price shall include all the costs for the entire scope of work as per the Bidding Documents. Bids based on a system of pricing other than that specified shall be rejected.**
 - f) The Bid Prices quoted by the bidders covers all the Contractor's obligations mentioned in or to be reasonably inferred from the Bidding Documents to successfully execute the intended services, on a "Single Responsibility" basis. Bidders are required to quote the price for the commercial, contractual and technical obligations outlined in the Bidding Documents.
 - g) **Bidders shall upload price breakup as per format attached with the price bid as a part of their price bid on CPPP portal as per provisions available on CPPP Portal.**
 - h) **Bidders shall not upload the price details in technical part otherwise, technical bid will not be considered.**
16. The Financial Bid should not contain any conditions whatsoever and any such conditional bids received shall be rejected.
 17. NABARD does not bind itself to accept the lowest bid (L1). NABARD reserves the right to accept or reject any /all tender/s in part or whole of any firm / firms without assigning any reasons whatsoever.
 18. The decision of the bank shall be final and binding with regard to Technical and Financial Bids and the e-tendering process.
 19. Bidders must ensure attachment of relevant documents, supporting the Pre- Qualification Criteria and Technical Document Sheets.
 20. All documents that comprise the offer should be signed and sealed by the firm, as a token of acceptance to the terms and conditions specified in the tender.
 21. The bids shall remain valid and open for acceptance for 90 days from the date of opening of Financial Bid.

22. NABARD reserves right to change/modify/amend any or all provisions of the tender document. Such revision/amendment or corrigendum/addendum, if any, will be made available on CPP portal and NABARD's website only.
23. Bidders may inspect the existing site and other conditions up to their satisfaction before e-bidding.
24. Bids containing false and/or incomplete information are liable for rejection.
25. The successful bidder shall execute an 'Articles of Agreement' of work contract with NABARD in accordance with the standard / prescribed format within 15 days from the date of acceptance of the offer failing which the bidder's EMD may stand forfeited.
26. Integrity pact – The tenderer has to submit the Integrity pact at his own cost on Rs. 200/- non judicial stamp paper as per the format given elsewhere in the tender document to become eligible to participate in the tender. It would be a preliminary qualification and bid documents will not be considered in the absence of the Integrity Pact. Bank has appointed Independent External Monitor Shri Jagdeep Kumar Ghai, P&TA, FS (Retd) (Hereinafter referred to as Monitor) for this in consultation with the Central Vigilance Commission. It must be noted that the Bidders who are willing to enter into Integrity Pact (IP) with the Bank on every stage of bidding, will be eligible to participate in the bidding process. Tenderer must implement Integrity Pact (IP) in the prescribed format in all phases of the contract.

Yours faithfully,

(R K Agrawal)
Deputy General Manager

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I. FORM OF TENDER

Date:

To
The Chief General Manager,
Department of Premises, Security and Procurement
National Bank for Agriculture and Rural Development
Head Office, Mumbai – 400051

Dear Sir,

Annual Maintenance Contract for Providing Manpower and Cleaning Material for Housekeeping Services at NABARD Residential Quarters located at NABARD Nagar-Kandivali, NABARD Park-Santacruz, KVS-Dadar, NESTLE-II-Lower Parel and Damodar Park- Ghatkopar, Mumbai

1. Having examined the tender document relating to the works specified in the Memorandum hereinafter set out, having visited and examined the site of the works specified in the said Memorandum and having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to execute the works specified in the said Memorandum within the time specified, at the rates mentioned in the Financial Bid in all respects of the tender and with such materials as are provided for, in accordance with such conditions in so far as they may be applicable.

2. MEMORANDUM

Subject	Specification
Description of work	Annual Maintenance Contract for Providing Manpower and Cleaning Material for Housekeeping Services at NABARD Residential Quarters located at NABARD Nagar-Kandivali, NABARD Park-Santacruz, KVS-Dadar, NESTLE-II-Lower Parel and Damodar Park-Ghatkopar, Mumbai
Location	NABARD Nagar-Kandivali, Mumbai NABARD Park-Santacruz, Mumbai KVS-Dadar, Mumbai NESTLE-II-Lower Parel, Mumbai Damodar Park- Ghatkopar, Mumbai
Earnest Money	2% of Estimated Value of work - ₹6,57,000/- (Rupees six lakh fifty Four thousand only)
Percentage, if any, to be deducted from bills towards IT, GST, etc.	As per Government Notifications

1. Should this tender be accepted, I/We hereby agree to abide by and fulfil the terms and provisions or the said Conditions of the tender annexed hereto in so far as they may be applicable or in default thereof to forfeit the EMD and pay to the National Bank for Agriculture and Rural Development, the amount mentioned in the said tender conditions. The EMD will not bear any interest.

i. Name of our firm / Company / Individual:

ii. Address of our firm / Company/ Individual:

iii. Telephone No.: _____ Mobile No.: _____

iv. E-mail address:

v. Our Bankers are:

1. Bank, Branch,, Mumbai

2. Bank, Branch,, Mumbai

vi. Type of account: Savings / Current account

Bank Account No. :

IFS code of Bank and branch :

vii. The names of partners of our firm are:

a.

b.

c.

viii. Name of the partner of the firm Authorized to sign:

OR

Name or person having Power of Attorney to sign the contract (certified copy of the Power of Attorney should be attached):

Yours faithfully,

Signature of Tenderer with stamp

II. SCHEDULE OF TENDER

1. Information Sheet on salient features of the Tender:

Sr.No.	Particulars	Remarks
1	Name of the Work	Annual Maintenance Contract for Providing Housekeeping Services at NABARD Residential Quarters located at NABARD Nagar, Kandivali; Damodar Park-Ghatkopar; NESTLE-II-Lower Parel; NABARD Park-Santacruz and KVS-Dadar
	Period of Contract	18 Months (from 01 October 2025 to 31 March 2027)
2	Estimated Cost	₹3,28,06,000/-
3	Earnest Money Deposit (EMD)	₹6,57,000/-
4	Particulars for depositing EMD	e-Payment
5	Date of issuing Notice Inviting Tender (NIT)	07-08-2025
6	Pre-Qualification Criteria	As per Terms and Conditions of tender
7	Due date for submission of Bids	28-08-2025 15.00 Hrs
8	Date of Pre-Bid meeting	18-08-2025 14.30 Hrs
9	Date of opening the Technical Bid	29-08-2025 15.30 Hrs
10	Date of opening the Financial Bid	To be intimated later
11	Basis for selection of Bid	As per the terms and condition of the Tender

III. PRE-QUALIFICATION CRITERIA

The bidder shall fulfil the following eligibility criteria for participating in the tender. Non-production of the documents will make the bid liable for rejection.

S.No.	Description
1.	The bidder should have experience of executing similar works of providing housekeeping services during the last 7 years as on 31.05.2025. Following documents should be submitted : 1. Copy of work order (s) /Contract document (s). and 2. Completion Certificate (s)/ Copy of duly certified bill (s)/Invoice from client.
2.	Experience of having successfully completed similar works of providing housekeeping services in Govt./PSU/PSBs/Autonomous Sector during last 7 years (ending 31.05.2025) should be either of following: a. three similar completed works whose individual work value is costing not less than ₹132.00 lakhs . b. two similar completed works whose individual work value is costing not less than ₹165.00 Lakhs . c. one similar completed works whose individual work value is costing not less than ₹263.00 Lakhs . Following documents should be submitted: 1. Copy of work order (s) /Contract document (s). and 2. Completion Certificate (s)/ Copy of duly certified bill(s)/Invoice from client.
3.	The bidder should have a minimum of one AMC of more than ₹132.00 Lakhs for providing housekeeping services ongoing for one year in Mumbai/Thane/Navi Mumbai as on 31.05.2025. A copy of the detailed work order to be attached.
4.	The contractor/firm must have their office in Mumbai/Thane/Navi Mumbai. Proof of registration of office and address of office shall be submitted/uploaded with the bid. (Registration certificate in case of Company/Partnership firm/ Proprietorship Concern or any other document showing proof of office in Mumbai/Thane/Navi Mumbai).
5.	Minimum Average Annual Turnover of the bidder (For 3 years ending 31.03.2024) - ₹99.00 lakhs (Documentary evidence in the form of certified Audited Balance Sheets and Profit and Loss Statement of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be submitted/uploaded with the bid)
6.	The contractor shall submit copies of Balance Sheet and Profit & Loss a/c of the firm for the last three years (ending 31.03.2024) duly certified by a Chartered Accountant should be enclosed as proof of their credit worthiness and turnover for the last three years.
7.	Valid MSE/Udyam Aadhar Certificate against the Works if seeking exemption from EMD (Registration should be submitted/uploaded)
8.	EMD amount of ₹6.57 lakh in case not seeking exemption. (Payment Details should be submitted/uploaded)

9.	<p>Integrity pact – Bidder may ensure to execute a pre-contract integrity pact (duly stamped) (as per attached format) of BID and submit along with the bid which is required as per directions of the Central Vigilance commission.</p> <p>Important Note - Prospective bidders are requested to submit a duly signed and stamped 'Integrity Pact' on a ₹200.00 Stamp Paper. Compliance to 'Integrity Pact' is mandatory and shall be the pre-qualification criteria. Non-submission of 'Integrity Pact' or submission in different format (other than the prescribed one) and not duly authenticated by authorized signatory shall make the prospective bidder liable for disqualification from the bidding process. It would be a preliminary qualification and bid documents will not be considered in the absence of the Integrity Pact.</p>
10.	Registration Certificate as per existing norms (indicating the legal status – Company / Partnership firm/ Proprietorship Concern, etc.)
11.	Copy of GST Registration Certificates and PAN Card
12.	Copies of Income Tax Return filed for last three financial years ending 31.03.2024.
13.	The contractor should submit undertaking stating that his / their/her firm is not blacklisted in NABARD/ Govt. / Semi Govt. institutions on their letterhead. The undertaking/affidavit should be of latest date and in original.

[Please ensure that contractors provide details of works fulfilling the eligibility criteria in statements I, II & III]

IV. CHECKLIST

1. Bid will consist of two parts i.e. Technical Bid and Financial Bid. Bidders are advised to submit the bid along with following checklist –

S.No.	Description	Submitted (Yes/No)
1.	Signed and stamped tender documents	
2.	Work Experience Details during the last 7 years ending 31.05.2025, as per S.No. 1 of the pre-qualification criteria.	
3.	Details of experience of having successfully completed similar works in Govt/PSU/PSBs/Autonomous Sector during last 7 years ending 31.05.2025, as per S.No. 2 of the pre-qualification criteria.	
4.	Details of minimum one AMC of more than ₹132.00 Lakhs for providing housekeeping services ongoing for one year in Mumbai/Thane/Navi Mumbai as on March 31, 2024.	
5.	Whether the following Statements have been submitted: <ul style="list-style-type: none"> i. Statements-1: List of important contracts executed by the contractor ii. Statements-2: List of important contracts ON HAND being executed by the contractor 	
6.	Proof for the presence of Office set-up in Mumbai/Thane/Navi Mumbai. (Registration certificate in case of Company/Partnership firm/ Proprietorship Concern or any other document showing proof of head office in Mumbai/Thane/Navi Mumbai).	
7.	Copies of Annual Turnover details in Rupees at for last three Financial Years ending 31.03.2024 including audited balance sheet and Profit & Loss Account (Certified by CA)	
8.	EMD amount of ₹6,57,000/- in case not seeking exemption	
9.	Valid MSE/Udyam certificate against the Housekeeping Services, in case of claiming exemption from EMD	
10.	Signed and stamped Integrity Pact on ₹200 non-judicial stamp paper	
11.	Registration Certificate as per existing norms (indicating the legal status – Company / Partnership firm/ Proprietorship Concern, etc.)	
12.	Copy of GST Registration Certificate and PAN Card	
13.	ESIC Registration Certificate indicating Number	

	EPF Registration Certificate indicating Number	
14.	Copies of Income Tax Return filed for last three financial years ending 31.03.2024	
15.	Copies of Balance Sheet and Profit & Loss a/c of the firm for the last three years (ending 31.03.2024) duly certified by a Chartered Accountant.	
16.	Valid Registration Certificate issued by Competent Authority of Labour Department	
17.	The contractor should submit undertaking stating that his / their/her firm is not blacklisted in NABARD/ Govt. / Semi Govt. institutions on their letterhead. The undertaking/affidavit should be of latest date and in original.	

Place:**Date:****(Signature of the bidders)****Name and Seal:**

V. SCOPE OF WORKS

Annual Maintenance Contract for Providing Manpower and Cleaning Material for Housekeeping Services at NABARD Residential Quarters located at NABARD Nagar-Kandivali, NABARD Park-Santacruz, KVS-Dadar, NESTLE-II-Lower Parel and Damodar Park- Ghatkopar, Mumbai

Scope of Housekeeping Works in Residential Colony

Part I: Cleaning of Open Spaces/Common Areas:

The work should be carried out in such a way as to maintain high standard of aesthetic and hygienic conditions in the colonies.

- a) **Daily** sweeping of the common areas within the buildings, open spaces (including lawns & gardens), pathways, passages, stilts, parking areas, pump rooms, head rooms without any dirt or dust including unwanted material thrown by the residents. Any portion of the colony falling under common area shall be considered for sweeping / cleaning as per the requirement.
- b) **Daily** collection of garbage (wet & dry separate) from all the flats at regular time schedule for each building (Time schedule to be fixed in consultation with CT/ ACT of the colony). Contractor should keep the residents of the respective building/s informed about the collection timings and timings should not be changed at any point unless advised to all residents. Any change in this regard should be authorized by the ACT/CT in the colony) and disposing the garbage at a location as designated/approved by BMC or the same in BMC Dustbin. The items which are not taken away by BMC may be kept at a designated place as per the instructions.
- c) The garbage may be segregated (wet and dry) / or the segregated garbage may be kept separately as per BMC norms, if required, so that the same can be lifted by BMC.
- d) **Daily** Cleaning and mopping of Dispensary, ACT's room, Association rooms, Sports Club room, Security Guard rooms and Gymnasium including cleaning of geysers, furniture, toilets, bathrooms, doors and windows etc.
- e) **Daily** Cleaning of terrace of each building including removing the deposits near rainwater pipe entry.
- f) **Daily** cleaning and mopping of the entrance passage (including letter boxes and name boards) at ground floor, staircases and passages at all floors in all buildings (including granite/Tile cladding on the walls).
- g) **Daily** cleaning of Lift cars with wet cloth and removal of dust etc. from the floor, walls and bottom channel of Lift gates at each floor with brush, etc. Care should be taken that lift gates do not malfunction on account of presence of dust or similar material.
- h) **Daily** sweeping of premises parks daily, cleaning the benches in the garden, removal of stones, etc.
- i) **Weekly** cleaning, washing and sweeping of stilts, head rooms with required detergent and doors & windows of Dispensary Community Hall, ACT Room, Sports Club and Gymnasium etc.

- j) **Monthly** cleaning of the terraces, common area doors, Lift rooms & top of parapets by removing algae deposits, silt/dust, weeds, shrubs, etc. Special care should be taken during the rainy-season to avoid water logging on account of non-cleaning. The periodicity will not be considered as a constraint in these type of works.
- k) **Monthly** sweeping, mopping and cleaning of all vacant flats including toilet, bath, kitchen etc. The same should be got certified by the ACT.
- l) **Monthly** – Removal of cobwebs from the staircases, passages, cleaning of pipes/conduits, windows in the staircases, etc.
- m) **Quarterly** - cleaning & washing of the paver blocks in common area so that the area is free from dust, algae deposits to avoid slippery surfaces, especially during rainy season using bleaching powder. Special attention should be given to the entrance areas all the time. High pressure spray jet should be used for cleaning the dirt etc.
- n) **Quarterly** - Removal of plants/shrubs as and when required from the outer walls/parapet/ducts/chhajjas, etc. of the buildings and preventive measures for stopping the growth of such plants.
- o) **Monthly** - Keep all the Open/ Storm water drain/pipe clean, such that water flow is free without any blockage or stagnation.
- p) Any other works relating to the maintenance including sweeping, washing and cleaning, etc. as NABARD may specify from time to time.

Part II: Cleaning in occupied flats:

- a) **Weekly** - Cleaning of Toilets and Bathrooms in occupied flats (Cleaning material to be supplied by the Bank). This work will be carried out by the regular sweepers.
- b) **Quarterly** - Cleaning of all other rooms, doors, windows, grills, inaccessible spots and Netlon mesh of occupied flats.

Sr.No.	Staff Quarters	Block	Type of flats	No of flats	No. of Housekeeping Staff
1	NABARD Nagar, Kandivali (East), Mumbai (The A & C Block has one campus and B-Block has other campus across the road)	A	3 BHK	196 flats in 07 buildings	1 Skilled supervisor shared between NNK and DPG 21 unskilled Sweepers
		B	2 BHK	112 flats in 04 buildings	
		C	1 BHK	224 flats in 8 buildings	
2	NABARD Quarters, Damodar Park Ghatkopar (West), Mumbai	5D & 5E	2 BHK	96 Flats in 02 Blocks	1 Skilled supervisor shared between NNK and DPG 10 unskilled Sweepers
		5A, 5B & 5C	1 BHK	144 Flats in 03 Blocks	
		Building No.1 is in vicinity			

3	KVS Dadar	Two Blocks	2BHK	11 Flats	1 Skilled supervisor shared between KVS, Nestle-II and NP 6 unskilled Sweepers
			4BHK	6 Flats	
		Common Areas			
4	NESTLE II – Lower Parel	3 Blocks	2 BHK	78 Flats	1 Skilled supervisor shared between KVS, Nestle-II and NP 7 unskilled Sweepers
		Common Areas			
5	NABARD Park Santacruz	9 Blocks	2 BHK	90 Flats	1 Skilled supervisor shared between KVS, Nestle-II and NP 9 unskilled Sweepers
			3 BHK	10 Flats	
		Common Area			

Special Instructions for all housekeeping works:

- The Vendor/Contractor will provide sweepers, both male and female workers, whose identity is duly verified by the Police, to ensure that the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank.
- The manpower provided by you shall be available from 07.00 Hrs. to 15.00 Hrs. and /or from 12.00 Hrs to 20.00 HRS as required. The deployment of manpower may be flexible and could be changed depending upon the work.
- You will provide substitutes in case of absentees. **Penalty will be imposed in case of absences as given in the special terms and conditions of the contract.** Contractor may take all necessary measures so that the work do not suffer on account of the absence of its staff and to avoid penalty.
- All housekeeping staff must be suitably trained with experience in a similar building to perform duties entrusted to them and must be in proper uniform at all times. The staff must be polite and may be trained for the behaviour in the office uniform to be provided by bidder.
- Bank will supply the wheel burrow and hand cart for carrying the collected waste/garbage etc.
- NABARD shall not be responsible to your workers in any manner whatsoever. The behaviour of the workers will be polite and no complaint in this regard shall be entertained. Contractor shall be responsible for any complaints in this regard.
- NABARD will reserve its right to recover the loss of damage from you, if any, caused by your works during the period of performance of the work from any

amount payable to you or otherwise NABARD's decision in this regard shall be final.

- h) The vendor / contractor has to ensure that all necessary safety precaution has to be followed by the worker during cleaning of window, façade, etc.

Details of Manpower:

Details of Manpower			
S.No.	Name of Profile	Quantity	Skill Category
1	Supervisor	2	Skilled
2	Sweeper	53	Un-Skilled

(B) Cleaning material to be supplied at site by the contractor

- i. The bidder shall provide all cleaning materials to be used in the housekeeping work as per the instructions of Protocol & Security Officials to maintain high quality hygiene and cleanliness and providing display boards like wet floor, cleaning in progress, etc. All complete and as directed by Protocol and Security Officials.
- ii. The indicative list of cleaning material and quantities required for 12 months is given in the Annexure-G. The list is not exhaustive, and any other items required shall be provided by the contractor at mutually agreed rates after considering certain discount on MRP, in consultation with Protocol & Security Officials.
- iii. The bidder has to quote amount in Financial Bid for supply of cleaning material for 12 months.
- iv. The contractor must supply actual requirement of the material at the designated premises on monthly/bi-monthly/quarterly basis as per the instructions of Protocol & Security Establishment all complete and as directed by Protocol and Security Establishment.
- v. Housekeeping chemicals shall be eco-friendly, having low VOC or other Indian equivalent standards, for all building applications. All the materials used in the work shall be of approved make organic cleaning materials and certified green building products, materials and equipment. The samples of the same shall be got approved from the Bank's officials.
- vi. Contractor shall submit invoice on a monthly/bi-monthly/quarterly basis as per the quantity supplied and quoted rates as per financial bid for mentioned items and for items not mentioned in financial bid, at mutually agreed rates after considering certain discount on MRP, in consultation with Protocol & Security Officials.
- vii. The Contractor has to utilize materials/brands which has been approved by the Bank. The procurement of required housekeeping material shall be done with prior approval of the Bank. The Bank will issue an indent of the material in writing. The Contractor has to supply the material within 14 days of receipt of the indent. The Contractor is also required to maintain the proper record (challans, receipts and invoices) of the material used for producing them to Bank, if Bank calls for the same.
- viii. The Bank reserves the right to conduct quality audit checks of the materials used by the Contractor on a periodical basis. The Protocol & Security Establishment of the Bank may conduct surprise check to verify the quality/standard of material/service provided by the Contractor.

(B) Machinery and tools (Rental Basis) necessarily to be deployed at site by the contractor

The bidder shall provide the below indicated tools & machinery for cleaning of the areas as per the requirement or as per the directions of the Bank's Officer/ACT/CT. The bidder must quote the amount for rental charges in Financial Bid for deployment of the following items.

S.No.	Equipment	Required number	Remarks
1	Hose Water Pipe (30 Meter each)	15	
2	Vacuum Cleaner	5	
3	Jet Spray Machine	5	

VI. GENERAL TERMS AND CONDITIONS

1. Only those bidders, who satisfy the eligibility criteria as mentioned in pre-qualification criteria shall be eligible to participate in the e-tender.
2. E-tenders comprising duly filled in Part I (Technical Bid) and Part II (Financial Bid) of the tender should be uploaded in CPP portal by due date mentioned in the schedule of the tender.
3. **Renewal of the Contract:** The period of contract for is from 01 October 2025 to 31 March 2027 or as specified by the Bank in the final work order. The said contract will be renewed for further period of one year, subject to the satisfactory performance of the contractor during the existing contract period and other terms and conditions detailed in the tender document. The escalation in the contract amount during renewal shall be considered as follows:

(i) For “Labour Component” mentioned under item Sl. No. 1 & 2 of unpriced bid, the Bank shall give the Contractor extant Minimum wages (prevalent at the time of renewal) as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment and the associated liabilities like EPF, ESI and Bonus components (revised from time to time) and contractor’s profit etc.

(ii) The revision of rates for “Non-Labour Component” mentioned under item Sl. No. 3, 4, 5 & 6 of unpriced bid may be done based on cost escalation. The percentage increase in cost including GST may be calculated by using the below formula:-

$$V_c = V_p \times [0.80 \times (W_c - W_p) / W_p] + [0.20 \times (C_c - C_p) / C_p]$$

V_c = Variation in total amount component for the current year including GST (Item nos.3,4,5 & 6)

V_p = Total amount component for the previous year including GST (Item nos. 3,4,5 & 6)

W_c = Average of Wholesale Price Index for all commodities for Mumbai Region 6 months prior to the commencement date of contract for the current year

W_p = Average of Wholesale Price Index for all commodities for Mumbai Region 6 months prior to the commencement date of contract for the previous year

C_c = Consumer Price Index for industrial workers for Mumbai Region 6 months prior to the commencement date of contract for the current year

C_p = Consumer Price Index for industrial workers for Mumbai Region 6 months prior to the commencement date of contract for the current year

However, the amount payable for each item of cleaning materials should not be more than MRP.

4. Quoted rates should be workable, reasonable and should include incidental and all overheads and profits.
5. The Bidder will furnish Rate Analysis of the rates quoted, if required by NABARD.

6. Amount quoted should include all Taxes, GST, etc., in accordance with various statutory enactments and should be firm for the entire Contract Period. No increase in rates will be allowed during the entire Contract Period on this account. The rates will be considered for revision only in case of (i) revision of statutory taxes, (ii) Changes in Minimum Wages (as notified by the competent authority), as applicable.
7. Materials used should conform to relevant BIS Codes. However, in the absence of the same, the decision of NABARD will be final.
8. Cleaning shall be done using standard quality, organic and eco-friendly cleaning materials.
9. Monthly/ Periodical payments will be made in the case of works mentioned in the tender based on the bills submitted by the Contractor and certified by the concerned Site Supervisor and ACT/ CT of NABARD to the effect that the works / complaints recorded in the registers/software are attended and rectified as per the scope of the work. The Contractor has to get the Signature of the ACT/CT (Assistant Caretaker/ Caretaker) after completion of the respective works on the specified formats given for respective work and should submit all these documents with the bill.
10. Any discrepancy in settlement of bills may be brought to the notice of NABARD within a period of one month after the settlement of the Bills. NABARD will not entertain any claim regarding any dispute in settlement of the bills after stipulated time.
11. IT-TDS and GST- TDS and other taxes, as applicable, will be deducted from total payment due to the Contractors.
12. All works and complaints as registered under the Annual Maintenance Contract are to be attended on the same day. In case of delay in attending the work in time, NABARD will be at liberty to get the work done through any other agency and the cost therefore shall be recovered from the Contractor at the discretion of NABARD.
13. NABARD will not be under any liability to pay any compensation to the persons deployed by the contractor if they sustain any injury etc., while discharging the duties in the said premises. The contractor shall get them insured against any liability under the Employee Compensation Act or any accident at its own cost. The Contractor should take necessary Insurance cover at his cost for his persons employed at site. The contractor should arrange to obtain necessary insurance cover (Workmen compensation policy and Contractors All Risk Policy) for the work at his cost and should be responsible for the safety of persons, employed by him. The Contractor shall be fully responsible and shall compensate NABARD with suitable Insurance cover in the event of any damage to men or material, injury/damage or death as the case may be, caused directly or indirectly due to the negligence of the Contractor or his agents and/or his employees or workmen. The insurance policy may be obtained in the joint name of NABARD (to be appeared first) and the contractors respectively for the insured amount to the amount of at least 1.25 times of the tender amount and the original Insurance policy may be deposited in NABARD. In case, no insurance policy furnished before commencement of the work, NABARD will take the policy on behalf of the contractor and recover the amount of premium, interest on premium etc. from them. The insurance policies should be obtained by the contractor within 14 days of issue of work order. The decision of NABARD in this regard shall be final and binding. The insurance policy shall be work and site specific.
14. NABARD will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the contractor. No compensation shall be admissible for any loss suffered by the Contractor during the execution of the work. It shall be the Contractor's sole responsibility to protect NABARD's staff and his employees against accidents from any cause and he shall indemnify NABARD against any claims for damage on account of injury/death or damage to property, resulting from any such

accidents with necessary Insurance cover. Any damages caused to the building / premises during the execution of the work shall be made good by the Contractor and if necessary, through suitable Insurance cover at his cost. The decision of NABARD in this regard shall be final and binding.

15. The Contractor shall use necessary safety equipment and maintain all safety measures during the execution of works and ensure compliance of Safety Code as per Rules and Regulations in force. The contractor undertakes from the date of allotment of tender, at all times and from time to time to remain solely responsible to defend NABARD and to hold and keep NABARD and its officers harmless and indemnified against all actions, costs, expenses, damages, claims, suits or demands, or any loss or liabilities of whatsoever nature arising directly or indirectly and also for and against all or any action whether by way of labour or legal proceedings or otherwise which may be brought against the NABARD by any of the person employed by contractor or any other authority, arising out of execution of the contract including claims for all damages, costs, charges, expenses which NABARD may incur in respect thereof.
16. The contractor shall pay the personnel deployed in NABARD premises, their wages in accordance with the Minimum Wages Act, 1948 on monthly basis. The contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the personnel deployed by him in NABARD.
17. The Contractor shall be responsible to fulfill all the obligations in connection with the workers employed by him for the purpose of the Contract and all the Statutory and other liabilities if any including minimum wages of Central/ State Govt. (whichever is higher shall be applicable) , leave, salary, uniform, identity cards, ex-gratia, ESI, Provident Fund, Workman Compensation, if any, etc. (as applicable) in connection therewith shall be on the Contractor account and payable by the Contractor. The contractor shall liaise with Labour Deptt. of State Govt. / Central Govt. and comply with all necessary regulations/instructions in this regard.
18. All the Standard Conditions of the Contract shall be binding on the parties as per Indian Contract Act and prevailing Rules. The Contractor shall comply with all the applicable Acts, Rules, Regulations and Law (s) for entering into Maintenance Contract and the Bank will not in any way be liable or responsible for any default / irregularities / penalties on the Contractor's part.
19. The following requisites are to be fulfilled by the contractor:
 - Time schedule of works
 - Presence of required number of the persons at the site as per contract
 - Maintain desired quality of the work as per specification

The penalties for not complying with the above are indicated in Special Conditions of contract.

20. The contractor shall always ensure experienced staff at site to the approved strength as given in the tender.
21. The contractor shall, for all intents and purposes, be the “Employer” within the meaning of different Labour Legislations in respect of skilled and unskilled personnel so employed and deployed in NABARD and the manpower so employed and deployed in NABARD shall remain under the overall control and supervision of the contractor. The persons deployed by the contractor in NABARD shall not have claims of Master and Servant relationship (implicitly or explicitly) between him/her/them and NABARD nor have any principal and agent relationship with or against the NABARD. The contractor's personnel shall not claim any benefit/ compensation /absorption /regularization of services under the provision of

the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 from NABARD.

22. 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 record of his staff employed at various sites and wage register for payment 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 as per the contract with NABARD.
23. The contractor shall ensure that the payment is regularly credited to the bank account of the individual workers employed at Bank's premises and pay slips for respective payments are duly issued to the employees regularly. NABARD will ask for submission of present/past pay slips and payment records related to ESI/PF along with the monthly bill or as and when required. The contractor is bound to submit the documents to NABARD without fail.
24. The proof of remittance of statutory contribution of PF (Employer and Employee) and ESI to the appropriate agency for those workers deployed by the Selected Bidder to execute the contract work in NABARD must be provided by the selected bidder to NABARD every month along with the claim bill, failing which the claim bill shall not be settled. The selected bidder shall also submit the proof of remittance of Bonus for those workers deployed by the selected bidder to execute the contract work in NABARD, failing which the claim will not be considered.
25. The manpower deployed by the contractor should be polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of NABARD. Necessary grooming should be done by the contractor before posting the staff at site. He shall also comply with the provisions of all labour legislations. Receipt of any complaint in this regard shall be viewed seriously.
26. No additional payment shall be made if contractor keeps more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactorily as per the contract provision.
27. The Contractor or his authorized representative should visit the site as per requirement and meet concerned NABARD Official(s) with prior appointment for any clarifications and to receive instructions, etc. at the site.
28. The Contractor's workmen should report to ACT/ Site supervisor as per timings mentioned in the tender. A register will be kept at sites of all the locations showing attendance on day to day basis and which will be countersigned by the security guard on duty for the time when contractor's worker arrives & signs at site. The same shall also be signed by ACT & the same or copy shall be presented along with the Contractor's monthly bill. Contractor will also install a biometric machine for the attendance of worker deployed in Head Office. The Biometric attendance data shall serve as a reference record for monitoring purposes and shall not be considered the sole basis for verification or payment.
29. The workers / staff employed should wear colour code uniforms provided by the contractor at their own cost, displaying contractor firm's name. The Contractor should not employ any person who is prohibited by Law from being employed for fulfilling obligations under this Contract. Any indecent behavior / suspicious activities of the staff employed shall be viewed seriously and a suitable penalty shall be imposed on contractor. The contractor is

also required to submit the list of workers with photo ID, educational qualification, address proof, etc. before deputing the workers. An attendance register shall be maintained at site indicating number of persons deployed for the inspection by NABARD officials/representative.

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

31. Dispute Resolution:

- (a) "Any dispute or difference whatsoever arising on any matter concerning this contract between the parties out of or relating to the services, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration in accordance with Arbitration and Conciliation Act, 1996 or any modification thereof. The arbitration shall be conducted by sole arbitrator appointed by NABARD and the award made in pursuance thereof shall be binding on the parties."
 - (b) The venue of the arbitration shall be at Mumbai.
 - (c) The language of arbitration shall be English.
 - (d) Work under the contract shall be continued by the contractor during the arbitration proceedings unless otherwise directed in writing by NABARD, unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.
32. The Contractor should not at any time do, cause or permit any nuisance on the site / do anything which shall cause unnecessary disturbances or inconvenience to the occupants / visitors at site or near the site of work.
33. The personnel deployed by the Contractor can use the common facilities such as drinking water, toilet, etc. if any, provided at the premises. However, it should be ensured that the same should be kept in hygienic condition by the contractor.
34. The work should be carried out with minimum inconvenience to the occupants. The workmen employed by the Contractor should abide by the Rules and Regulations maintained by NABARD in the premises, especially in respect of working hours, entry of the workers to the premises, interpersonal relation with the occupants, etc.
35. The contractor shall promptly and timely obtain all such consents, permissions, approvals, licenses etc., as may be necessary or required, in accordance with this Tender. The Contractor should obtain approvals, if any, necessary for the work from the Statutory Bodies on behalf of the NABARD. The Contractor shall assist the NABARD fully in respect of any liaison with the Municipal or any other Authority for necessary approval / permission with regard to the maintenance works. The fees and other statutory charges, if any, will be reimbursed to the Contractor based on the original receipts produced to the NABARD.
36. The Contractor shall ensure that the employed staff shall not undertake any private work inside or outside NABARD's residential/ Office premises.
37. The engaged staff shall also undertake other specific work related with/without the works mentioned as per tender and other works during working hours as per instruction of ACT/ CT/ concerned official(s) of NABARD, if required.
38. Termination of Contract: "If the services of the contractor are not found to be satisfactory, the contractor will be given a notice, with a notice period of 30 days, to improve his services. If the contractor fails to improve his services within the Notice period, NABARD

shall have the discretion to terminate the contract either in part or in whole, on any day after the expiry of the said notice period if

- (a) in the opinion of the Bank (which shall not be called in question by the contractor and shall be binding on the contractor) the contractor fails or refuses to implement this Contract work to the Bank's satisfaction and/or
 - (b) the contractor commits a breach of any terms and conditions of this agreement and/or
 - (c) the contractor is adjudged an insolvent or a compromise is entered by him with his creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of contractor and/or
 - (d) for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this Contract 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.
39. In the event of termination of this Contract for any reason whatsoever, the contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.
40. In case the Contractor desires to terminate the Contract, he may do so by giving the Bank a notice period of three months.
41. On site storage space will be provided to the Contractor subject to availability. However, the Contractor may erect temporary sheds for storage purposes at his cost with the permission of the NABARD. NABARD will not be responsible for Contractor's materials. The Contractor may be required to vacate the storage space and remove sheds as per exigency without any extra cost to NABARD. If any statutory charges are required to be paid for erection of sheds, the same should be borne by the Contractor.
42. The Contractor shall provide necessary Tools or any other equipment, materials, workers, etc. and no payment in this regard will be made by NABARD. The Contractor shall supply, fix and maintain all the jhulas, T&P, etc., at his cost during the execution of any work and remove them as soon as the work is completed, without causing any damage to NABARD's property.
43. The bidder shall not directly or indirectly transfer, assign or sublet the Contract or any part of it, without written permission of NABARD. But he can engage various licensed agencies/agencies for carrying out different works.
44. While submitting the monthly bills for AMC, the contractors must submit all the required documents / statements as desired by NABARD. Contractor will not link payments to his workers with the settlement of his bill by NABARD.
45. The successful bidder shall execute an agreement with NABARD at his cost on non-judicial stamp paper as per the prevailing rates in accordance with the standard format enclosed (articles of agreement) within 14 days from the date of issue of work order failing which bidders EMD will be forfeited.
46. In case two or more bidders emerged as L1, the lowest bidder will be selected as per GeM procedure.

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

Signature of the Bidder:

Name and Seal:



Place:
Date:

VII. SPECIAL CONDITIONS OF THE CONTRACT

1. If the workers engaged by the contractor in the premises for performing the job under the contract is not found to be satisfactory, the contractor is bound to replace the labourers/workers as directed by NABARD.
2. Bidder should provide his own biometric attendance system for monitoring attendance (in/out) of their staff at each premises under the contract at his cost. Monthly attendance report of the workers as per the contract generated from the biometric system shall be submitted to Bank along with the monthly bill. The supervisor engaged by the contractor at the premises is bound to produce the attendance data for a particular day/period to NABARD as and when required by NABARD. The Biometric attendance data shall serve as a reference record for monitoring purposes and shall not be considered the sole basis for verification or payment.
3. NABARD does not bind itself to accept abnormally low bids. The rates quoted by the bidder/bidder should be able to demonstrate the capability of the bidder/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 bidder/bidder shall have to furnish Rate Analysis for the scrutiny of rates by NABARD within stipulated time. NABARD reserves the right to reject the bid if bid is found to be abnormally low to deliver/perform the contract.
4. Bidder shall follow the prescribed formats/procedures for receiving complaints, receiving the work slips duly sanctioned and preparation of bills etc. as stipulated by NABARD from time to time.
5. The responsibility of engaging sufficient skilled/semiskilled/unskilled workers like Supervisors, Sweepers etc. lies with the Contractor for maintenance works, subject to minimum of workers mentioned in the Price Bid/ BOQ and tender in view of timely attention and completion of the routine works within the given time frame.
6. Penalty clause: In case of absence of workers (minimum specified in the BOQ), the amount will be deducted as below:
 - a. If the contractor fails to deploy the number of manpower as required under the contract and such absence of manpower in each category of workmen exceeds 15% or more of total man days in a month, then a penalty of ₹650.00 per day shall be imposed on the contractor for all absent days including 15% of the absences during the month. The amount of penalty shall be adjusted from the amount payable to the contractor and the amount shall not be deducted by the contractor from the wages payable to the workmen.
 - b. Additional Penalty: If the contractor continues to fail to engage sufficient workers and does not show sufficient progress in attending to the works, NABARD may, after issuing written notices, levy additional penalty at its discretion, which will be recovered from the Contractor's bill.
7. Contractor shall maintain a proper Record/ Register indicating reasons for not attending to any particular complaint within time schedule, failing which penalty as per Bank's decision shall be levied. The expected period of completion of the various items and the amount of deduction beyond that period for pending complaints will be as under :

Nature of work	Time of completion	Penalty for delay (per complaints per day)
Outside work where scaffolding is required	5 days	₹100
Outside work where no scaffolding is required	3 days	₹100
Internal work	2 days	₹50
Other work	2 days	₹50

8. In case of emergency work, no extra payment for working in odd hour will be made.
9. The property will be handed over to the contractor for housekeeping works on 'as is where is' basis and the contractor shall be required to carry out pending works at his cost and continue to ensure proper service to a reasonably satisfactory level.
10. In case the contractor is asked to remove the garbage that has been collected on account of other activities not belonging to contractor, the removal charges shall be paid separately.
11. NABARD reserves to change scope of work or the number of workers during the contract period.
12. Even though manpower have been fixed premises wise, the manpower will be transferred from one premises to other premises as and when required, at the discretion of NABARD.

Declaration by the Contractor

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

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

Place :

Date :

Address:

(Signature of the Bidder)

Name and Seal:

VIII. SAFETY CODE

1. The Contractor shall maintain in a readily accessible place first aid appliances including adequate supply of sterilized dressings and cotton wool.
2. An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalization.
3. No portable single ladder shall be over 8 meters in length. The width between the side rails shall not be less than 30 cm. Clear and the distance between two adjacent rungs shall not be more than 30 cm.
4. When a ladder is used, an extra mazdoor shall be engaged for holding the ladder. It is entirely the responsibility of the contractor to follow the safety procedures such as using safety belts, lifelines, helmets; rubber gloves etc. depending upon the nature of works Contractor is free to approach NABARD for any suggestion in this regard. However, any lapse in this regard will be viewed seriously.
5. A penalty of ₹1,000.00 shall be levied for violation of safety norms including non-use of personal protective equipment. A penalty of ₹2,000.00 shall be levied if violation is repeated.
6. Penal action will also be taken if the contractor's supervisors and workers do not wear the uniforms and photo identity cards issued by the contractor and thus pose a security risk to the safety of the Bank's establishments, its officers and the families of its officers residing in flats. The decision of the Bank in all such cases attracting penalties shall be final and binding on the contractor.
7. An adequate insurance coverage shall be arranged by the contractor for all employees/workmen against accident & the Bank shall not be responsible for any liability arising out of any accident / injury caused to the employees/workmen while executing the work.

Declaration by the Contractor

We / I have read and understood the Safety code for the Housekeeping AMC works in the entire premises of NABARD (as indicated in the tender/bid) at Mumbai (both inside and outside) and we / I have taken into account the above while quoting the rates. We / I accept all the above points without any reservation from our / my side, in all respects.

Place :

Date :

Address :

(Signature of the Bidder)

Name and Seal:

IX. ANNEXURES**ANNEXURE-A****STATEMENT – I****List of important contracts executed by the contractor ***

Sr. No.	Name of the Work including name of the building and location.	Nature of work involved in the contract.	Name of the owner and indicate whether it is a State Govt./Govt. of India undertaking or Pvt. body with full address and telephone numbers. ***	Completion Period		Value of the work ** (₹in lakh)
				Stipulated	Actual	
1	2	3	4	5	6	7

* Use separate /additional sheets as per the requirement

** Mention the assignments where value of works costing ₹132.00 lakhs and above only.

*** Attach client's certificates, Copy of work order, Scope of work etc.

STATEMENT - II**List of important contracts ON HAND being executed by the contractor***

Sr. No.	Name of the Work including name of the building and location	Nature of work involved in the Contract.	Name of owner and indicate whether it is a State Govt./ Semi- Govt./ Govt. of India Undertaking or Pvt. Body with full address and telephone numbers.***	Stipulated date of completion	Expected date of completion	Present stage of work with reasons if the work is getting delayed	Value of the work ** (₹ in lakh)
1	2	3	4	5	6	7	8

* Use separate /additional sheets as per the requirement

** Mention the assignments where value of works costing ₹132.00 lakhs and above only.

*** Attach client's certificates

INTEGRITY PACT

Between

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

And

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

Preamble

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

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

Section 1 – Commitments of the Principal

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

- a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will, in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c. The Principal will exclude from the process all known prejudiced persons.

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

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

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

- a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - b. The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.
 - c. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s) / Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.
 - e. The Bidder(s) /Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
 - f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
- (2) The Bidder(s) /Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from tender process and exclusion from future contracts

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

Section 4 – Compensation for Damages

- (1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
- (2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

- (1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process.

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

- (1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors
- (3) The Principal will disqualify from the tender process all bidders who do not sign the Pact or violate its provisions.

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

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

Section 8 – Independent External Monitor

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

The Independent External Monitors appointed for NABARD are

1. Dr. Sanjay Kumar Panda, IAS (Retd), Sidheswar Sahi, Cuttack City, Cuttack District, Odisha – 753008, Email : sanjaypandaias@gmail.com

2. Shri Jagdeep Kumar Ghai, P&TA, FS (Retd), Falt 1032, A Wing, Vanashree Society, Sector 58 A&B, Palm Beach Road, Nerul, Navi Mumbai – 400706. Email : jkghai@gmail.com

(Name & Address of the Monitor)

- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders /Contractors as confidential. He / she reports to the Chairman, NABARD.
- (3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
- (4) The monitor is under contractual obligation to treat the information and documents of the Bidder(s) /Contractor(s) / Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-disclosure of Confidential Information and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, NABARD and recuse himself/herself from that case.
- (5) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project, provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- (7) The monitor will submit a written report the Chairman, NABARD within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposal for correcting problematic situations.

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

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

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharge/determined by the Chairman of NABARD.

Section 10 – Other provisions

- (1) This agreement is subject of Indian Law, Place of performance and jurisdiction is the Head Office of the Principal, i.e. Mumbai.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.
- (6) In the event of any contradiction between the Integrity Pact and its Annexure, if any, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)
(Office Seal)

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

Place _____

Date _____

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)

ANNEXURE-C

DRAFT ARTICLES OF AGREEMENT
On Non-judicial stamp paper of ₹.200/-

AGREEMENT FOR ANNUAL MAINTENANCE CONTRACT

THIS AGREEMENT is made at Mumbai on this day of _____ 2024

BETWEEN

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

AND

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

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

WHEREAS

(1) NABARD, being desirous of outsourcing the works relating to Annual Maintenance contract for Housekeeping, open space cleaning, garbage collection, flat Services etc.(hereinafter referred to "**the said works**") of its premises at _____ (hereinafter collectively referred to as "the said Premises") for the period from _____ to _____, inviting bids for providing the said works at the said Premises. A copy of the GeM bid is annexed herewith and to be read as part and parcel of this Agreement.

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

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

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

NOW THIS INDENTURE WITNESSES AS FOLLOWS:

1. The contract shall commence from _____ and shall continue till _____ unless it is curtailed or terminated by NABARD owing to deficiency of services, sub-standard quality of manpower deployed, breach of contract, reduction or cessation of the requirements etc. NABARD shall pay a sum of **₹.....for the said period** to the Contractor for carrying out the said works in the said Premises as per the details given in **Scope of Works**. The rate will remain fixed(except Minimum wages and other statutory provision revised by GOI from time to time)

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

The contractor will implement and operationalise web based / app-based complaint registration system if supplied by NABARD. No payment will be made by NABARD to the contractor in this regard.

2. The contract may be extended for further period/s after the expiry of the initial period i.e. 31.03.2025 as indicated in the tender document. NABARD shall, in that event, make a request in writing in this behalf to the Contractor one month prior to the expiry of the current contract/extended contract and upon such request, the Contractor shall provide the said works at the said Premises, on the same terms and conditions or with some addition /deletion/modification, for a further specific period, mutually agreed upon by the parties.

3. The Contractor should carry out the rotation of its deployed personnel within its client organizations during the contract period.

4. The Contractor should make discreet inquiries about the character and antecedents of the persons whom they are deploying in NABARD. The Contractor shall ensure that the individuals deployed in NABARD satisfy the minimum technical and educational qualifications as mentioned in the tender document.

5. The Contractor shall furnish the following documents in respect of the individuals who will be deployed by it in NABARD by:-

- i) List of individuals deployed
- ii) Bio-Data containing educational qualifications and previous experience/s, date of birth, etc.
- iii) Certification of verification of antecedents of persons by local Police authority.
- iv) Identity Cards bearing photograph.

6. The number of manpower required will be purely based on the requirement at site. The minimum requirement of manpower is indicated in the tender document. No additional payment shall be made if the contractor keeps more staff for completing the pending work or if minimum staff strength is not able to perform satisfactorily as per the contract provision. All deployed manpower shall wear Identity card/s every day during working hours.

NABARD shall have discretion to change the scope of work and deployment of number of manpower whenever required.

7. The said works at the said Premises, which will be entrusted to the Contractor from time to time by NABARD, are to be rendered without causing any hindrance or disturbance to any staff member of the NABARD working during the normal working hours. The work shall be carried out efficiently, in consonance and in conformity with the standards of a neatly and hygienically maintained premises.

8. The Contractor shall, for all intents and purposes, be the “Employer” within the meaning of different labour legislation in respect of manpower so employed by him and deployed in NABARD and the manpower so employed by him and deployed in NABARD shall remain

under the overall control and supervision of the Contractor. The persons deployed by the Contractor in NABARD shall not have claims of Master and Servant relationship (implicitly or explicitly) between him/her/them and NABARD nor have any principal and agent relationship with or against the NABARD. The Contractor's personnel shall not claim any benefit/compensation /absorption /regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.

9. The Contractor shall promptly and timely obtain all such consents, permissions, approvals, licenses etc., as may be necessary or required for carrying out the said works in the said Premises in accordance with this Agreement. The Contractor shall also inform and assist NABARD in procuring any registration, permissions or approvals, which may be at any time during the currency of this Agreement, or the extended period be statutorily required to be obtained by NABARD for availing the services under this Agreement. The Contractor shall obtain appropriate license under the Contract Labour (Regulation and Abolition) Act 1970 and the Rules and shall comply with all terms and conditions thereof strictly and shall keep such license duly validated and / or renewed from time to time throughout the currency of this Agreement.

10. All persons deployed by the Contractor in NABARD will be subjected to security check by the NABARD while entering and leaving the premises. The Contractor shall be required to provide supervisory staff for ensuring efficient and smooth operations.

11. The Contractor shall attend to complaints relating to the said work received from the employees of the NABARD and shall devise a system whereby such complaints when brought to the notice of the Contractor will be attended promptly by him or his employees concerned.

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

13. NABARD shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by the Contractor in the course of their performing the functions/duties, or for payment towards any compensation.

14. The Contractor shall keep NABARD indemnified against all claims whatsoever in respect of the manpower deployed by it in NABARD. In case any employee of the Contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the Contractor to contest the same. In case NABARD or its employee is made party and is supposed to contest the case, NABARD will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses which shall be paid in advance by the Contractor to NABARD or any person authorized by NABARD, on demand. Further, the Contractor will ensure that no financial or any other liability comes to NABARD or its employee in this respect of any nature whatsoever and shall keep NABARD or any employee of NABARD indemnified in this respect.

15. It will be the responsibility of the Contractor to meet transportation, food, medical and any other requirements in respect of the persons deployed by him in NABARD. It will be the responsibility of the contractor for disposal of debris to the approved dumping ground and NABARD will have no liability in this regard.

16. The Contractor shall provide suitable uniforms consisting of Shoes, Dress, and Sweater to the persons employed by it and necessary tools, equipment and machinery for carrying out the

said works at the said Premises. Such persons without complete uniform will be treated as absent. The Contractor shall also provide all safety items such as safety shoes, masks, etc.

17. The Contractor, wherever and whatever material is provided by NABARD, shall use it properly. Any improper use leading to wastage / pilferage shall be made good by the Contractor to NABARD.

18. NABARD will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, tools, equipment, machinery, Contractor's vehicles or vehicles of the personnel of the Contractor. NABARD will not be under any liability to pay any compensation to the persons deployed by the Contractor if they sustain any injury etc., while discharging the duties in the said premises. The Contractor shall get them insured against any liability under the Employee Compensation Act or any accident at its own cost. The Contractor should arrange to obtain necessary insurance cover (Workmen Compensation policy and Contractors All Risk Policy) for his employees at his cost and should be responsible for the safety of persons employed by him. The original Insurance Policy should be submitted to NABARD. **The CAR policies are required to be at least for 1.25 times of the contract value.**

19. The Contractor's personnel shall not divulge or disclose to any person, any details of office, operational processes, technical know-how, security arrangements, and administrative / organizational matters as all are of confidential/secret nature.

20. The manpower deployed by the Contractor should be polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of NABARD.

21. The Contractor shall ensure proper conduct of its personnel in the said premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work, etc.

22. The Contractor shall depute a coordinator who would be responsible for immediate interaction with the Officer-in-charge of Department of Premises, Security and Procurement, Head Office NABARD so that optimal services of the persons deployed by the Contractor could be availed without any disruption.

23. The Contractor shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons. In case of delay in attending the work or providing the substitute in time shall attract a pre-estimated fine and NABARD will be at liberty to get the work done through any other agency and the cost therefor shall be recovered from the Contractor at the discretion of NABARD. Contractor shall maintain a proper Record/Register indicating reasons for not attending to any particular complaint within time schedule, failing which penalty as per Bank's decision shall be levied. The expected period of completion of the various items and the amount of deduction beyond that period for pending complaints as per tender conditions shall be applicable.

24. The Contractor, upon receiving a notice from NABARD, shall replace immediately any of its personnel who is found unacceptable to NABARD because of security risks, incompetence/conflict of interest/misconduct.

25. In case, the manpower deployed by the Contractor commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the Contractor will be liable to take appropriate disciplinary action against such persons, and if so required by NABARD, remove him/them from the said Premises.

26. The Contractor shall pay the manpower deployed in NABARD their wages in accordance with the Minimum Wages Act, 1948 as applicable in the State of Maharashtra/GoI, whichever is higher on a monthly basis. The Contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the manpower deployed in NABARD. The Contractor shall also pay statutory tax, wherever applicable.
27. The Contractor, as a taxable service provider, must be registered with Central Excise Department and obtained Registration and should attach a copy of Certificate along with the Agreement. The Invoices / Bills / Challans should be serially numbered, and it should contain the Name and address of Service Provider & Service Receiver, Description of service, etc.
28. The Contractor shall raise the bill along with attendance sheet in the first week of the succeeding month. As far as possible, the payment will be released by the second week of the succeeding month. However, the Contractor must ensure that the salaries of their deployed staffs are released before the 7th day of the following month *in the presence of NABARD's representative*, irrespective of receipt of payment from NABARD.
29. The Tax Deduction at Source (TDS) shall be effected as per the provisions of the Income Tax Act, as amended from time to time and a certificate to this effect shall be provided to the Contractor by NABARD.
30. The Contractor shall also liable for depositing all taxes, levies, Cess etc. on account of carrying out the said work to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
31. The Contractor shall maintain all statutory registers under the applicable law. The Contractor shall produce the same, on demand, to NABARD or any other authority under law.
32. The Contractor on its part and through its own resources shall ensure that the goods, materials and equipment, etc. of NABARD are not damaged in the process of carrying out the said work and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If NABARD suffer any loss or damage on account of negligence, default or theft on the part of the employees /agents of the Contractor, then the Contractor shall be liable to compensate for the same. The Contractor shall fully indemnify NABARD against any such loss or damage. NABARD shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the Contractor under this contract.
33. The Contractor will have to deposit a security amount of **₹.....(Rupees.....)** for Providing Housekeeping Services at _____ to NABARD in the form of DD from a commercial bank covering the period of this Agreement. In case, the Agreement is further extended beyond the initial period, the security deposit would be retained.
34. In case of breach of any terms and conditions of this Agreement, the Performance Security Deposit of the Contractor will be liable to be forfeited by NABARD besides annulment of the Agreement.
35. In case, the Contractor fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof, NABARD is put to any loss/obligation, NABARD will be entitled to get itself adjusted out of the outstanding bills or the Security Deposit of the Contractor, to the extent of the loss or obligation in monetary terms. If the adjustment is not possible, then the same may be recoverable from the contractor.

36. In case any of documents furnished by the Contractor is found to be false at any stage, it would be deemed to be a breach of the terms of this Agreement making it liable for legal action besides termination of contract.

37. If the Contractor becomes insolvent or fails to observe or perform any condition of this Agreement then notwithstanding any previous waiver of such default or action being taken under any other clause hereof NABARD may terminate the contract and forfeit the said performance security deposit and recover from the contractor any loss suffered by NABARD on account of the Agreement being terminated.

38. The Contractor shall not transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of NABARD.

39. If the services of the contractor are not found satisfactory, the contractor will be given one month notice to improve his services. If the contractor fails to improve his services within the Notice Period, NABARD shall have the discretion to terminate the contract either in part or in whole, any day after the expiry of the said notice period. However, the contractor firm can terminate the agreement by giving three months' notice in advance. If the Contractor fails to give such three months' notice in writing for termination of the agreement, then the Security Deposit will be forfeited. Notwithstanding anything contained in this Agreement, the Contractor shall continue to provide services of the persons deployed in NABARD on the terms and conditions of this Agreement till the date of termination this agreement.

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

41. Renewal of the Contract:

41.1 The period of contract for is from _____ to _____ or as specified by the Bank in the final work order. The said contract will be renewed for further period subject to the satisfactory performance of the contractor during the existing contract period and other terms and conditions detailed in the tender document. The escalation in the contract amount during renewal shall be considered as follows:

(i) For "Labour Component" mentioned under item Sl. No. 1 & 2 of financial bid, the Bank shall give the Contractor extant Minimum wages (prevalent at the time of renewal) as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment and the associated liabilities like EPF, ESI and Bonus components and contractor's profit etc.

(ii) The revision of rates for "Non-Labour Component" mentioned under item Sl. No. 2 and 3 of financial bid may be done based on cost escalation. The percentage increase in cost including GST may be calculated by using the below formula:-

$$Vc = Vp \times [0.80 \times (Wc - Wp) / Wp] + [0.20 \times (Cc - Cp) / Cp]$$

Vc = Variation in total amount component for the current year including GST (Item nos.3,4,5 & 6)

Vp = Total amount component for the previous year including GST (Item nos. 3,4,5 & 6)

Wc = Average of Wholesale Price Index for all commodities for Mumbai Region 6 months prior to the commencement date of contract for the current year

Wp = Average of Wholesale Price Index for all commodities for Mumbai Region 6 months prior to the commencement date of contract for the previous year

Cc = Consumer Price Index for industrial workers for Mumbai Region 6 months prior to the commencement date of contract for the current year

Cp = Consumer Price Index for industrial workers for Mumbai Region 6 months prior to the commencement date of contract for the current year

42. Resolution of disputes

42.1 This Agreement shall be governed by and construed in accordance with the laws of India.

42.2 Disputes or differences whatsoever, arising between NABARD and the Contractor shall be resolved amicably between NABARD's representative and the Contractor's representative.

42.3 In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then the same shall be resolved as follows:

"Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this Agreement or the validity or the breach thereof shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties."

42.4 All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Mumbai and shall have the jurisdiction in Mumbai.

42.5 The language of arbitration shall be English.

42.6 Work under the Agreement shall be continued by the Contractor during the arbitration proceedings unless otherwise directed in writing by NABARD, unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Save as those which are otherwise explicitly provided in the Agreement, no payment due or payable by NABARD to the Contractor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.

43. Any notice, for the purpose of this Agreement, has to be sent in writing to either of the parties by facsimile transmission, by registered post with acknowledgement due or by a reputed courier service. All notices shall be deemed to have been validly given on (i) the business day immediately following the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or (ii) the expiry of 5 days after posting, if sent by post, or (iii) the business date of receipt, if sent by courier.

44. This Agreement, its Annexures and the NIT constitute the entire Agreement between the Contractor and NABARD, and supersede any prior or contemporaneous communications, representations or agreements between the parties, whether oral or written, regarding the subject matter of this Agreement. In the event of conflict between the provisions of this

Agreement and any attached Annexure or the NIT, the provisions of this Agreement will prevail to the extent of such conflict take precedence. In the event of conflict between the provisions of any attached Annexures and the NIT, the provisions of any attached Annexures will to the extent of such conflict take precedence. The terms and conditions of this Agreement may not be changed except by an amendment signed by an authorized representative of each party. NIT shall be the reference document to the extent the terms and conditions are either not reiterated or not given a contrary meaning under this Agreement.

45. This agreement is being executed in duplicate, NABARD should keep the original and the Contractor shall keep the duplicate.

46. The Contractor shall bear the stamp duty on this agreement for both the original and the duplicate copies.

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

Signed, sealed and delivered
By Shri _____
DGM/ GM

For & on behalf of NABARD

In the presence of
1.....
2.....

Signed, sealed and delivered
By Shri _____

the duly authorized signatory for & on behalf of the Contractor

In the presence of
1.....
2.....

ANNEXURE-D

**Pro-forma for Indemnifying the Employer against Contract
Labour Rules/regulations
(On ₹200 Non-Judicial Stamp Paper)**

To,

Chief General Manager,
DPSP, National bank for Agriculture and Rural Development
Bandra (East)
Mumbai- 400051

Dear Sir/Madam

**Annual Maintenance Contract for Providing Manpower and
Cleaning Material for Housekeeping Services at NABARD
Residential Quarters located at NABARD Nagar-Kandivali,
NABARD Park-Santacruz, KVS-Dadar, NESTLE-II-Lower Parel
and Damodar Park- Ghatkopar, Mumbai for the period 1st
October 2025 to 31st March 2027.**

We, M/s..... (Name of contractor), hereby undertake that we shall
comply with all the statutory rules/ regulations with regard to the employment of contract
labour and their payment.

We also hereby fully indemnify and keep indemnified the Employer, i.e. NABARD, against any
payments to be made to the contract labour and for the observance of the laws in this regard
without prejudice to our right to claim indemnity from our sub-contractors.

Yours faithfully,

For Authorised signatory

ANNEXURE-E

PROFORMA OF EMD CREDIT DETAILS**(EMD details to be filled by bidders)**

Annual Maintenance Contract for Providing Manpower and Cleaning Material for Housekeeping Services at NABARD Residential Quarters located at NABARD Nagar-Kandivali, NABARD Park-Santacruz, KVS-Dadar, NESTLE-II-Lower Parel and Damodar Park- Ghatkopar, Mumbai

लेखा का नाम NAME OF THE ACCOUNT	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
बैंक का नाम BANK NAME	NABARD
शाखा का नाम BRANCH NAME	HEAD OFFICE, MUMBAI
आईएफएस कोड IFS CODE	NBRD0000002
खाता संख्या ACCOUNT NUMBER (वैन VAN)	NABADMN07

Name of depositor	
Mode of transfer – Online (NEFT / RTGS)	
UTR No.	
Transaction date	
Amount deposited	
** Attach Bank Statement showing amount debited from account, on or before last date of submission of tender.	

Date:

Place:

Signature with seal:

NON BLOCKLISTING DECLARATION

(To be given on company letterhead)

Date:

To,

The Chief General Manager
National Bank for Agriculture and Rural Development
NABARD Head Office, BKC, Mumbai.

Sub: Declaration for Non-Blacklisting - Tender - Annual Maintenance Contract for Providing Manpower and Cleaning Material for Housekeeping Services at NABARD Residential Quarters located at NABARD Nagar-Kandivali, NABARD Park-Santacruz, KVS-Dadar, NESTLE-II-Lower Parel and Damodar Park- Ghatkopar, Mumbai.

Dear Sir,

We hereby declare that we are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

Yours Faithfully,

Signature of the Bidder and Seal

ANNEXURE-G**List of Cleaning Material**

Annual Maintenance Contract for Providing Manpower and Cleaning Material for Housekeeping Services at NABARD Residential Quarters located at NABARD Nagar-Kandivali, NABARD Park-Santacruz, KVS-Dadar, NESTLE-II-Lower Parel and Damodar Park- Ghatkopar, Mumbai

S No	Cleaning material item	Approved brands	Quantity Required for 12 months (No.s)
1	Soft Broom	Gala	400
2	Hard Broom	standard	1200
3	SASA Liquid soap	SASA liquid soap (5 Liter Can)	150
4	Phynol (White)	Klinol (01 Liter Bottle)	550
5	Liquid Soap Hand Wash (1can 5 lt.)	Lifebuoy (5 Liter Can)	50
6	Glass Duster white	Standard	520
7	Yellow Duster	Standard	200
8	Lifebuoy Soap Cake 75 gm	Lifebuoy	50
9	Garbage Bag (Small) (19x21) 1 Roll	green India (1 Roll = 30 Pieces)	230
10	Garbage Bag (Big) 29×39 1 Roll	green India (1 Roll = 10 Pieces)	5800
11	Ball Pen	Lexi	420
12	Wet Mop with Rod (Round in shape)	GMD Easy	550
13	Room Freshener 220 ml	Godrej	160
14	Harpic 500ml	Harpic	500
15	Hand Gloves (01 Pair)	scotch Bite	450
16	Pencil Cell (AAA)	Duracell	110
17	Pencil Cell (AA)	Duracell	140
18	Toilet Paper Roll	Scott (01 Roll)	120
19	Glass Cleaner Wiper	standard	12
20	Scrubber Scrub pad 10×7.5 cm	gala	250
21	Colin Glass & Surface Cleaner	Colin	330
22	Scrubber Steel	scotch Bite	35
23	Black Hit 400ml	Hit	100
24	Red Hit 400ml	Hit	50
25	Bleaching Powder	standard 1 Kg	350
26	Tissue Single Box (premier)	premier	40
27	Dettol Liquid Hand Wash (200 ML)	Dettol	60
28	Gala Double Hockey Toilet Brush	gala	120

29	Garbage Waste Dustbin Nilkamal 120 ltr. With wheels	Nilkamal	40
30	Dustpan plastic	ratan	120
31	T Brush Rod with Stick	Gala	60
32	Floor Wiper with Rod	Gala	210
33	Dry Floor Mop 24 Inch (blue)	Gala	4
34	Good night Refill 45ml With Machine	good night	200
35	Bucket 15 ltr.	Milan	60
36	Plastic Mug	ratan	60
37	Vim bar 130 gm	Vim	16
38	Red Harpic 500ml	Harpic	40
39	Air Pocket (Godrej)	Godrej	70
40	Plastic Drum (80 litre)	Nilkamal	50

* Any deviation to an equivalent make of the approved brand is to be approved by bank before supply of the material.

*The amount payable for each item of cleaning materials should not be more than MRP.