

एनबी.मिजोरम. क्षेत्र. का./08-02/129921/2024-25
NB.MZ.RO/08-02/129921/2024-25

19 फरवरी 2025
19 February 2025

मेसर्स / M/s

निविदा आमंत्रित करने की सूचना / NOTICE INVITING TENDER

महोदया / महोदय // Madam / Sir,

01 अप्रैल 2025 से 31 मार्च 2027 की अवधि के लिए नाबार्ड, मिजोरम क्षेत्रीय कार्यालय, न्यू कैपिटल कॉम्प्लेक्स, खटला, आइजोल के लिए हाउसकीपिंग सेवाएं प्रदान करने के लिए वार्षिक रखरखाव अनुबंध के लिए निविदा.

Tender for Annual Maintenance contract for providing housekeeping services at NABARD, Mizoram Regional Office, New Capital Complex, Khatla, Aizawl, for the period 01st April 2025 to 31st March 2027.

राष्ट्रीय कृषि और ग्रामीण विकास बैंक (नाबार्ड), मिजोरम क्षेत्रीय कार्यालय, 01 अप्रैल 2025 से 31 मार्च 2027 की अवधि के लिए नाबार्ड, मिजोरम क्षेत्रीय कार्यालय, न्यू कैपिटल कॉम्प्लेक्स, खटला, आइजोल के लिए हाउसकीपिंग सेवाएं प्रदान करने के लिए वार्षिक रखरखाव अनुबंध देने का इरादा रखता है. इसके लिए GeM के तहत दो चरण की बोली प्रक्रिया अपनाई जा रही है. निविदा दस्तावेज हमारी वेबसाइट www.nabard.org एवं CPPP से 19 फरवरी 2025 से डाउनलोड किए जा सकते हैं. केवल GeM पर पंजीकृत ठेकेदार ही आवेदन कर सकते हैं.

National Bank for Agriculture and Rural Development (NABARD), Mizoram Regional Office intends to award the Annual Maintenance contract for providing housekeeping services for NABARD, Mizoram RO, New Capital Complex, Khatla, for the period 01st April 2025 to 31st March 2027. For this, a two stage-bidding process under GeM is being followed. Tender documents can also be downloaded from our website www.nabard.org and CPPP from 19 February 2025. Contractors registered on GeM may only apply.

निविदा में अपेक्षित जनशक्ति की कुल संख्या और प्रदान की जाने वाली सेवाओं का अलग से विवरण दिया गया है. बोलीदाताओं को सलाह दी जाती है कि वे दरों का उल्लेख करने से पहले निविदा दस्तावेजों को ध्यान से देखें, स्थल का दौरा करें एवं मौजूदा स्थितियों का सर्वेक्षण करें ताकि किए जाने वाले कार्यों की प्रकृति और कार्यक्षेत्र से स्वयं को परिचित किया जा सके और अपनी दरों का उल्लेख करने से पहले नाबार्ड से आवश्यकतानुसार सभी स्पष्टीकरण प्राप्त कर सकें.

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

National Bank for Agriculture and Rural Development

मिजोरम क्षेत्रीय कार्यालय

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New Capital Complex, Khatla, Aizawl – 796 001 • Tel.: +91 0389 23355562 • E-mail: aizawl@nabard.org

The total number of required manpower and the services to be provided are detailed separately in the tender. Bidders are advised to go through the tender documents carefully before quoting the rates. The Bidders are advised to visit the site, conduct survey of the existing conditions so as to familiarize themselves with the nature and scope of works to be carried out and get all clarifications as necessary from NABARD before quoting their rates.

निविदाएं केवल GeM पर ही लागू की जाएंगी. निविदा के भाग – I (तकनीकी योग्यता बोली) में तकनीकी योग्यता बोली, निविदा में पूछे गए दस्तावेजों के प्रमाण और निर्धारित निविदा दस्तावेज में नियम और शर्तें शामिल होंगी. निविदा के भाग – 2 में GeM में निर्धारित प्रारूप में केवल वित्तीय बोली शामिल होंगी. वित्तीय बोली में कोई अन्य नियम एवं शर्तें नहीं होनी चाहिए. यदि निविदा दस्तावेज में कोई नियम और शर्तें निर्धारित की गई हैं, तो निविदा को सरसरी तौर पर अस्वीकार कर दिया जायेगा.

Tenders will be applied on GeM only. The PART-I (Technical Qualification Bid) of the tender shall contain Technical Qualification bid, along with proof of documents asked in the Tender, and terms & conditions in prescribed tender document. The PART- II of the tender shall contain only the financial bid in the prescribed format in GeM. No other terms & conditions should be there in the financial bid. If any terms & Conditions are stipulated in the tender document, the tender shall summarily be rejected.

निविदा का भाग-I (तकनीकी योग्यता बोली) सबसे पहले 17 मार्च 2025 को जीएम प्रक्रिया के अनुसार खोला जाएगा. तकनीकी योग्यता बोली / निविदा के आधार पर, पात्र बोलीदाताओं की प्रतिस्पर्धी दरों के लिए वित्तीय बोलियां (भाग - II) केवल खोली / विचार की जाएंगी.

The PART- I (Technical Qualification Bid) of the tender shall be opened first on **17 March 2025** as per GeM procedure. Based on the Technical Qualification bid/ tender, the financial bids (Part-II) for competitive rates of eligible bidders will only be opened/considered.

नाबार्ड किसी भी निविदा को पूरी तरह से या आंशिक रूप से अस्वीकार करने का अधिकार सुरक्षित रखता है और नाबार्ड की ओर से सबसे कम (एल 1) या किसी भी निविदा को स्वीकार करना बाध्यकारी नहीं है.

NABARD reserves the right to accept or reject any tender, in whole or in part and it is not binding on the part of the NABARD to accept the lowest (L1) or any tender.

निविदाएं, जो नाबार्ड की सभी या किन्हीं शर्तों को पूरा नहीं करती हैं या किसी भी प्रकार से अधूरी हैं और नाबार्ड द्वारा निर्दिष्ट शर्तों के अलावा बोलीदाता की अपनी शर्तों के साथ निविदाएं अस्वीकृत की जा सकती हैं, उन्हें अस्वीकार कर दिया जायेगा.

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

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Tenders, which do not fulfil all or any of the NABARD's conditions or are incomplete in any respect and tenders with the Bidder's own conditions other than those specified by NABARD, are liable to be rejected.

निविदा दस्तावेजों में कोई विसंगतियां, चूक, अस्पष्टता, यदि कोई है, या उनके अर्थ के बारे में कोई संदेह, "महाप्रबंधक (प्रभारी अधिकारी), राष्ट्रीय ग्रामीण एवं कृषि विकास बैंक, मिजोरम क्षेत्रीय कार्यालय, न्यू कैपिटल कॉम्प्लेक्स, खटला, आइजोल - 796001" को लिखित रूप में सूचित किया जाना चाहिए, जो इसकी समीक्षा करेंगे और मांगी गई जानकारी यदि स्पष्ट रूप से इंगित या निर्दिष्ट नहीं है, तो मांगी गई जानकारी की समीक्षा करेंगे. नाबार्ड उन सभी बोलीदाताओं को स्पष्टीकरण जारी करेगा जो अनुबंध दस्तावेज का हिस्सा बन जायेंगे. निविदा प्रस्तुत करने की तारीख से तीन कार्यदिवसों से पहले निविदा दस्तावेजों में विसंगतियों, चूक, अस्पष्टता या उनके अर्थ के बारे में किसी भी संदेह को नाबार्ड के ध्यान में नहीं लाया जाता है तो नाबार्ड जिम्मेदार नहीं होगा. बोली लगाने वाले का मिजोरम में पंजीकृत कार्यालय होना चाहिए.

Any discrepancies, omissions, ambiguities in the Tender Documents, if any, or any doubt as to their meaning should be reported in writing to the " General Manager (OIC), National Bank for Agriculture and Rural Development, Mizoram Regional Office at NCC, Khatla, Aizawl - 796001" who will review the same and information sought if not clearly indicated or specified, NABARD will issue clarifications to all the Bidders which will become part of the Contract Document. NABARD will not be responsible if the discrepancies, omissions, ambiguities in the Tender Documents or any doubts as to their meaning are not brought to the notice of NABARD before three working days prior to the date of submission of the Tender. The bidder must have registered office in Mizoram.

प्रस्ताव की वैधता मूल्य बोली खुलने की तारीख से 90 दिन होनी चाहिए. हालाँकि, सफल बोलीदाता द्वारा उद्धृत दरें अनुबंध अवधि के अंत तक यानी 31 मार्च 2027 तक स्थिर रहेंगी, सिवाय इसके कि न्यूनतम मजदूरी संशोधित की जाती है और अनुबंध दरें संशोधित न्यूनतम मजदूरी दरों या जीएसटी / वैधानिक करों में परिवर्तन से अलग होती है और निविदा में कही और उल्लिखित अन्य नियमों और शर्तों के अधीन होती हैं.

Validity of offer should be 90 days from the date of opening of price bids. However, the rates quoted by the successful bidder would remain firm until the end of the contract period i.e. up to 31st March 2027 except only if the minimum wages are revised and contract rates are different from the revised minimum wage rates or change in GST / statutory taxes and subject to other terms & conditions mentioned elsewhere in the tender.

बोलीदाताओं द्वारा उद्धृत किया जाने वाला न्यूनतम सेवा शुल्क 3.85% हैं. 3.85% से कम सेवा शुल्क का उल्लेख करने वाले बोलीदाताओं को अस्वीकार कर दिया जायेगा.

National Bank for Agriculture and Rural Development

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The minimum Service charge to be quoted by bidders is **3.85 %**. Bidders quoting service charges less than 3.85 % will be rejected.

बोलीदाताओं को Rs.1,23,439/- रुपये की बयाना राशि (ईएमडी) नीचे बताए अनुसार हमारे बैंक खाते में एनईएफटी के माध्यम से सीधे जमा करनी होगी.

खाते का नाम: राष्ट्रीय ग्रामीण एवं कृषि विकास बैंक

बैंक: नाबार्ड

शाखा का नाम: प्रधान कार्यालय, मुंबई

खाता संख्या (वैन): NABADMN33

आईएफएससी: NBRD00000002

निविदाकर्ता को लेनदेन के विवरण के साथ aizawl@nabard.org पर एक ईमेल भेजने की सलाह दी जाती है. ईएमडी के बिना निविदा अस्वीकार कर दी जाएगी. जेम द्वारा सफल बोलीदाताओं को काम सौंपे जाने के बाद असफल बोलीदाताओं के ईएमडी को वापस कर दिया जायेगा. एमएसएमई और अन्य पात्र संगठनों को प्रमाण प्रस्तुत करने पर प्रचलित सरकारी निर्देशों के अनुसार छूट दी जाएगी.

The Bidder shall deposit Earnest Money Deposit (EMD) amounting to Rs.1,23,439/- (Rupees One Lakh Twenty-Three Thousand Four Hundred and Thirty-Nine Only), by directly crediting the amount through NEFT in our bank Account as indicated below:

Name of Account: National Bank for Agriculture and Rural Development

Bank: NABARD

Branch Name: Head Office, Mumbai

Account No (VAN): NABADMN33

IFSC Code: NBRD00000002

After depositing the EMD amount, the tenderer is advised to send an email to aizawl@nabard.org with the details of the transaction. Tender without EMD is liable to be rejected. EMD of unsuccessful bidders would be refunded after the award of work to the successful bidders by GeM. MSME and other eligible organizations will be exempt as per prevailing Govt. instructions upon submission of proof.

निविदा आमंत्रित करने संबंधी यह सूचना (एनआईटी) भी निविदा दस्तावेज का हिस्सा होगी. इस निविदा दस्तावेज और जेम पोर्टल के नियमों / प्रावधानों के बीच विरोधाभास के मामले में हमारे निविदा दस्तावेज में दिए गए नियमों / प्रावधानों को प्राथमिकता दी जाएगी. बोलीदाताओं को निविदा के सभी प्रासंगिक दस्तावेजों पर हस्ताक्षर करने और जेम पोर्टल (अतिरिक्त विवरण लिंक) में अपलोड करने की आवश्यकता है.

National Bank for Agriculture and Rural Development

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This Notice Inviting Tender (NIT) shall also form part of the Tender Document. In case of contradiction between the rules / provisions of this tender document and those of GeM portal, preference shall be given to the rules / provisions given in our tender document. The bidders are required to sign all the relevant documents of the tender and upload in the GeM portal through additional details link.

भवदीय / Yours Faithfully,

(Thangchinkhup Guite)
Deputy General Manager

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

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FORM OF TENDER

For Providing Housekeeping services at NABARD, Mizoram RO at New Capital Complex, Khatla, Aizawl – 796001 from 01 April 2025 to 31 March 2027.

Please Note: Works/Work here and elsewhere in the tender shall mean **Annual Maintenance Contract for Providing Housekeeping at NABARD, Mizoram RO at New Capital Complex, Khatla, Aizawl – 796001 from 01 April 2025 to 31 March 2027.**

The General Manager / OIC,
National Bank for Agriculture and Rural Development, Mizoram Regional Office,
New Capital Complex, Khatla,
Aizawl - 796001

Madam / Dear Sir,

1. Should this tender be accepted, I/We hereby agree to abide by and fulfil the terms and provisions of the said conditions of the Contract Agreement annexed thereto.

2. Our Bankers are: (i)

(ii)

3. Address of the firm:

Tel. No:

Fax:

Email:

Mobile No(s):

i) _____ ii) _____ iii) _____

Name of the person(s) authorized to sign the contract

i) _____ ii) _____

iii) _____

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

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4. Name of the partner(s) of the firm authorised to sign the contract

i) _____ ii) _____

iii) _____

5. The names of the Partners/Directors of our firm are

i) _____ ii) _____

iii) _____

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

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

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

9. I / We agree to pay all Government (Central and State) Taxes such as trade tax, Excise Duty, Octroi, GST, Income etc. as applicable and other taxes prevailing from time to time and the rates quoted by us in the tender are inclusive of the same.

10. The rates quoted by me / us are firm and shall not be subjected to variations on account of fluctuation in the market rates or any other reasons whatsoever during the contract period (i.e. up to 31st March 2027) except only if the minimum wages are revised and contract rates are lower than the revised minimum wage rates or change of GST.

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

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11. I / We have already executed pre-bid pre-contract Integrity Pact as per the proforma given in the tender document (as per relevant stamp act of the state).

i) _____ ii) _____

iii) _____

NAME OF THE PERSON(S) AUTHORISED TO SIGN
AND SUBMIT THE TENDER

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

YOURS FAITHFULLY

(SIGNATURE OF THE BIDDER with Seal)

**NAME AND ADDRESS OF THE BIDDER
AND SEAL**

DATE:

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

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PRE CONTRACT INTEGRITY PACT

(To be submitted on Rs.200 Stamp Paper only on first page and remaining document on normal A4 size pages duly signed by the bidder) (Tenders without Pre-Contract Integrity Pact on Rs.200 stamp paper shall be rejected outrightly). The pre-Contract integrity pact soft copy is to be uploaded on the web site & hard copy is to be submitted to NABARD, Mizoram RO, NCC, Aizawl, 796001)

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 “Annual maintenance contract for providing Housekeeping services at NABARD, Mizoram RO, Aizawl, 796001 from 01 April 2025 to 31 March 2027.” 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.

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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: Notice Inviting **“Annual maintenance contract for providing Housekeeping services at NABARD, Mizoram RO, NCC, Khatla, Aizawl, 796001 from 01 April 2025 to 31 March 2027.”**

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

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(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. Notice Inviting **“Annual maintenance contract for providing Housekeeping services at NABARD, Mizoram RO, Khatla, Aizawl, 796001 from 01 April 2025 to 31 March 2027.”**

(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 the Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement. The Independent External Monitor appointed for NABARD is: Note: The Name of the Independent External Monitor (IEM) is Dr. Rabindra Kumar, IFoS (Retd.), 37, Bhagirathipuram, GMS road, Dehradun, Pin 248001, email id: ravindra_us@yahoo.com (Mob: 9411714138).

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(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. Notice Inviting Tender for **"Annual maintenance contract for providing Housekeeping services at NABARD, Mizoram RO, Khatla, Aizawl, 796001 from 01 April 2025 to 31 March 2027."**

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

(6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(7) The monitor will submit a written report to the Chairman, NABARD within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposal for correcting problematic situations.

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

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

Section 9 – Pact Duration

This Pact begins when both parties have legally signed it. It expires for the 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

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

Section 10 – Other provisions

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

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

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

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

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

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

(For & On behalf of the Principal)

(For & on behalf of the Bidder/Contractor)

(Office Seal)

(Office Seal)

Place _____

Date _____

Witness 1: (Name & Address)

Witness 2: (Name & Address)

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Place:

(SIGNATURE OF THE TENDERER)

Name:

Date:

Seal:

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**INSTRUCTIONS TO THE BIDDERS FOR FURNISHING INFORMATION AS A PART
OF PRE-TENDER QUALIFICATIONS ELIGIBILITY CRITERIA**

1. The work involved is **Annual Maintenance Contract for Providing Housekeeping at NABARD, Mizoram RO, Khatla, Aizawl, 796001 from 01 April 2025 to 31 March 2027**. Scope of work and services to be provided are indicated in the “SPECIAL TERMS AND CONDITIONS – Scope of Work (Part A)” and “Scope of work (Part B) – Illustrative” of this tender. ***The Bidders are advised to visit all the sites, conduct survey of the existing arrangements to familiarize themselves with the nature of works to be carried out and get all clarifications as necessary from NABARD before quoting their rates.***

2. The contractors should have experience of similar works during the last 7 years (ending 31.03.2024) and who fulfill the following criteria are eligible to tender: -

a. Should have carried out **minimum 1 similar work** with Govt./PSUs during last 3 years (ending 31.03.2024) with contract value (costing individually) not less than **Rs.49.36 lakh**.

OR

b. Should have carried out **minimum 2 similar works** with Govt./PSUs during last 3 years (ending 31.03.2024) with contract value (costing individually) not less than **Rs 30.85 lakh**.

OR

c. Should have carried out **minimum 3 similar works** with Govt./PSUs during last 3 years (ending 31.03.2024) with annual contract value (costing individually) not less than **Rs.24.68 lakh**.

d. The Bidders should have average Annual Turnover of **Rs.19.00 lakh** each year during the last three years ending 31 March 2024 supported by audited balance sheet or a registered Chartered Accountant certified statement of accounts.

e. The Bidders should have applicable registrations (PAN, TIN, TAN, GST, ESI, EPF, PSARA etc.) supported with documentary evidence and licenses, permissions, approvals issued by appropriate authorities such as Labour enforcement and other statutory authorities, wherever applicable and furnish copies of the same with tender (with the Pre-Qualifying Bid). Agency should have a valid license/registration as per GOI instructions or from any other competent authority to operate a manpower agency in the State of Mizoram and similarly registration with appropriate competent authority. Bidders to note that copies of licenses and registration are to be submitted with the Pre-Qualifying bid i.e. Part I. Tenders without required documents will be summarily rejected.

f. Contractors should be registered under ESI and EPF act and should have a valid PF code number and all the employees of the contractor to be deployed by them should be enrolled as member of EPF and should have a PF number. Documents relating to the same i.e. ESI & EPF should be submitted in the Technical Qualification bid i.e. Part-I of the tender in the additional details link on GeM portal.

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g. Contractors should have a registered office in Mizoram and at least one ongoing worksite at Mizoram for work/Services. The relevant work order/documents for the same has to be submitted through GeM portal.

h) Bidders are requested to submit the following documents in **PART - I** (Technical bid) for examining their qualification/suitability. Opening of **PART - II** (Financial Bid) will be subject to satisfying the prescribed eligibility criteria: -

i) Copies of Work Orders and Satisfactory Service Certificates from clients for executing similar works for Central/State Government offices/Public Sector Undertakings/Public Sector Banks/Autonomous Bodies, etc. **during the last seven years.** "Similar Works" means experience in executing Annual Maintenance Contract **for Housekeeping** in similar Government / PSUs / Public Sector Banks / Autonomous Bodies, etc. **having registered office in Mizoram.**

j) IT returns of last three consecutive financial years – 2021-22, 2022-23 & 2023-24

k) References of clients / particulars of bankers, specifying their names and contact numbers (landline and mobile) and names of the contact executives / officials.

l) Furnish all the pages of the tender document with stamp & signature including the financial parameters wherever required.

3. The estimated cost of the work is Rs.61.72 lakh.

4. Intending Bidders are required to submit their full bio-data giving details about their organisation, experience, personnel in their organisation, spare capacity, competence and adequate evidence of their financial standing, etc. in the enclosed statement which will be kept confidential.

5. While deciding upon the selection of contractors, emphasis will be laid on the ability and competence of Bidders to undertake quality works within the specified time schedule and in close co-ordination with other agencies, besides the rate structure of the items.

6. If required, the Bank will obtain reports on past performance of the Bidder from his clients and bankers and evaluate the said reports before opening of the PART-II (Financial Bid) of the tenders. If any Bidder is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers are found not satisfactory, the Bank reserves the right to reject his offer even after qualifying the PART-I (Technical Qualification Bid) of the tender and PART-II of the tender will be rejected. The Bank is not bound to assign any reason for rejecting the tender.

7. After scrutiny of Part-I (Technical Qualification Bid), if any of the Bidders is found not satisfying the required eligibility criteria, the tender submitted by him will not be processed further and will be rejected.

8. Applications containing false and/or inadequate information are liable for rejection.

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9. While filling up the application with regard to the list of important projects completed or on hand, the applicants shall only include those works which individually cost not less than the specified amount.

10. Clarifications, if any required, may be obtained from National Bank for Agriculture and Rural Development, Mizoram Regional Office, at NCC, Khatla, Aizawl – 796001.

I/We have read and understood the instructions contained herein above and are acceptable to us.

Date:

Place:

Signature of the Bidder with seal

Address:

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INSTRUCTIONS TO THE BIDDER

1. All the pages of the Tender Document shall be signed by the Bidder.
2. NABARD takes no responsibility for delay / loss in non-receipt of Tender Documents.
3. “Retention Money Deposit” i.e. RMD of 5% of accepted value of the tender (annual charges) shall be directly credited to our current account by the successful Bidder within 15 days of intimation to him of acceptance of tender. The RMD will be liable to be forfeited in case the contractor commits any breach of any terms and conditions of the Contract or fails to complete the work. This forfeiture is independent of the liquidated damages provided for in the Contract.
4. The RMD will be released after 60 days from the expiry of the satisfactory AMC period and will not bear any interest.
5. The Tender / Quotation shall be submitted as per procedure of GeM as PART-I (Pre-qualification Bid) and PART-II (Financial Bid) as the case may be, should be submitted in the GeM portal.
6. Bids submitted by unauthorized agents and FAX / Posts shall not be entertained.
7. The Tenders have to mandatorily visit the site before submission of the bids for understanding the nature of works to be carried out, conducting survey of Housekeeping lines in NABARD, Mizoram RO. The bids submitted without undertaking site visit will be rejected.
8. If last date of receipt of Tender / Quotation and opening date is a holiday, then submission and opening of Tenders / Quotations shall be shifted to next working day without any change of time and venue.
9. The Bidders should quote their rates strictly adhering to Terms and Conditions stipulated in the Tender Document. Unsolicited correspondence after opening of the Tender shall not be entertained. Conditional / Deviational Tenders may be rejected without making any reference to the Bidders.
10. No Bidder will be allowed to withdraw his Tender during the validity period. Subletting of the Contract is not permitted.
11. Rates should be filled in the Tender neatly and as far as possible, no correction shall be made. The rates quoted should be written legibly in words and figures. If on check, differences are observed between the rates given by the Contractor in words and figures or in the amount worked out by him, in such case the amount given in words will be considered final.
12. Notwithstanding anything stated above, NABARD reserves the right to assess the Bidders capability and capacity to perform the contract, should the circumstances warrant such assessment in the overall interest of NABARD.

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DECLARATION BY THE BIDDER

1. I/we hereby declare that I/we have read and understood the General instructions, General conditions of Contract, detailed specifications and the conditions of work, etc. and hereby agree to abide by them.
2. I/we hereby confirm that the tender shall remain in force and valid for acceptance for a period of not less than 90 (ninety) days from the date of opening of the financial bid.
3. I/we also note that any additions, clarifications, etc. which we would like to bring to your attention are put in a separate sealed covering letter. I/we have ensured that only relevant entries asked for are made in the tender documents. Entries other than the relevant entry shall make the tender invalid.
4. I/we hereby confirm we will abide by the minimum wages Act as per Govt. orders revised from time to time.

DATE :

SEAL & SIGNATURE OF THE BIDDER

PLACE:

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GENERAL INSTRUCTIONS TO THE CONTRACTORS AND GENERAL CONDITIONS OF CONTRACT

1. Bidders are advised to visit the site and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting.
2. Quoted Service Charges should be workable and reasonable and should include the following
 - a. Incidental and all overheads and profits.
 - b. Service Charge quoted should **include all Taxes** (Goods and Service Tax, VAT, IT, WCT etc.), Duties, Octroi, Levies, Wages as per relevant Act, Service Charges etc. as applicable and should be firm for the entire Contract period. Under any circumstances, **no price escalation whatsoever shall be entertained during the contract period except revision in minimum wages & taxes.**
 - c. Cost of Uniform and Identity Card.
 - d. Cost of Tools and Machinery
 - e. Service charge is inclusive for both manpower and consumables. The contractor would be required to furnish an analysis for scrutiny of the Service Charges, as and when called for, by NABARD.
3. If a bidder quotes impracticably low service charges i.e, less than or equal to 3.85%, the bid shall be treated unresponsive and will not be considered for further evaluation and will be disqualified. Service charges should be written in percentage (%) and in figures.
4. Monthly payment will be made based on bill submitted by the contractor and certified by the Assistant Care Taker/ Caretaker/Protocol and Security Officer to the effect that the services are provided as per the contract agreement. The Contractor has to get the Signature of the ACT/CT (Assistant Caretaker/Caretaker) after completion of the respective work on the formats enclosed / given for respective work and should submit all these with the bill.
5. Separate orders will be issued by NABARD in respect of additional works (if any) which are not covered under the comprehensive monthly charges. The bills for the same are to be submitted within a period of one month after completion of the work. NABARD may reject any claim made after the stipulated period. The bills for the works carried out without proper work slips/ work order will be rejected and no further representation will be entertained.
6. GST-TDS, Income Tax-TDS, Works Contract Tax, Goods and Service Tax and other taxes as applicable, will be deducted from total payment due to the Contractors.
7. 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 or any accident at its own cost. The Contractor should arrange to obtain necessary insurance cover for his employees at his cost and

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National Bank for Agriculture and Rural Development

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Should be responsible for the safety of persons employed by him. The Contractor shall be fully responsible and shall compensate NABARD in the event of any damage to person 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 workforce.

8. 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.

9. The contractor shall deploy such minimum number of qualified and experienced staff as indicated in Schedule – I and financial bid to ensure that the work is attended in time as per the scope of work of the tender, to the satisfaction of NABARD. It may be ensured that quoted amount is realistic based on the requirements enumerated in the scope of work and no escalation will be considered during the period of contract.

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

11. The contractor shall pay the personnel deployed in NABARD, their wages in accordance with the minimum Wages Act, 1948 on a monthly basis. The contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the personnel deployed in NABARD. Tenders/bids not complying with the minimum wages payment will be rejected.

12. The contractor shall, for all intents and purposes, be the “Employer” within the meaning of different Labour Legislations in respect of skilled and skilled 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 or any other act related thereto.

13. The Contractor shall comply with the provisions of Contract Labour (Regulation & Abolition) Act, 1970, Minimum Wages Act, 1948 and all other Labour Laws and other Statutory Regulations (both Central and State) that may be enforced from time to time by the appropriate authorities. NABARD shall not be responsible in any manner in the event of non-compliance with various labour laws in force by the contractor and the onus of compliance lies solely with the contractor. The contractor is advised to maintain attendance register of his staff employed at sites and wage register for payment (at least minimum wages as per Centre Govt.) with all records up to date as per the labour regulations. The contractor may be asked to submit the monthly payment records to the staff employed by him. The contractor is advised to ensure that the payment is regularly credited to the bank account of the individual staff employed within the time schedule of Labour laws and pay slips for respective payments are duly issued regularly. NABARD may ask for past pay slips and payment records to be submitted along with the monthly bill. **Monthly payslip of the staff to be enclosed along with the monthly bill including all their pay details**

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like Bank pay, DA and all the deduction as applicable. Bonus @ 8.33% to be paid every month.

14. The contractor should ensure payments to the employed personnel as per latest Minimum Wages Act and payment of bonus in terms of Bonus Act, 1965. Further, the payment to be disbursed to the contract staffs in the presence of the NABARD's representative on or **before seventh (7th) of every month** irrespective of the fact that previous monthly bill is paid or not by NABARD.

15. Contractor shall pay the ESI & EPF contributions of all employees as per the prevailing Employees Insurance and Employees Provident Funds Acts under the contract, if ESI & EPF Act is applicable to the contractor as per law. The rates quoted by the contractor should be inclusive of employer's share of ESI & EPF contributions for this contract. The contractor should submit proof of payment (counterfoils) as and when called for by NABARD towards ESI & PF with monthly bill & other documents such as registration number, photo card etc.

16. The Contractor should be responsible to fulfil all the obligations in connection with the workers employed by the Contractor for the purpose of the Contract and all the Statutory and other liabilities, if any, including minimum wages, leave salary, uniform, ex-gratia, gratuity, ESI, Provident Fund, Workman Compensation, if any, etc. in connection therewith shall be on the Contractor's account and payable by the Contractor.

17. The contractor shall ensure regular payment to his staff posted for the captioned work and the payment made to his staff should not be less than the minimum wages notified by the Central Government/State Government from time to time and make available for inspection of the Bank the relevant records.

18. The manpower deployed by the contractor should be in neat uniform, 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/She shall also comply with the provisions of all labour legislations. Receipt of any complaint in this regard shall be viewed seriously. No additional payment shall be made if contractor keep 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.

19. The manpower deployed by the Contractor should report to site supervisor as per timings agreed upon and decided by the Bank. A register will be kept at site on all the locations showing attendance on day to day basis and which will be countersigned by the site supervisor at the time when contractor's worker arrives & sign at site. A copy shall be presented along with the Contractor's monthly bill.

20. The Contractor shall abide by all the requirements of maintenance from time to time and shall strictly follow the obligation required by NABARD.

21. The Contractor should obtain necessary permission that may be required for the purpose of this Contract from such authorities as may be prescribed by Law from time to time.

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22. The Contractor or his authorised representative should visit the site frequently as required by NABARD and meet Officials for any clarifications and to receive instructions.

23. The Contractor shall have whole/ sole responsibility for any damage / loss of life and property of NABARD on the part of any employee engaged by the Contractor resulting in any loss to NABARD or any of its clients. The contractor shall fully compensate NABARD for such damage/loss. The decision of NABARD in this regard shall be final and binding.

24. Any act of indiscipline / misconduct / theft / pilferage on the part of any employee engaged by the Contractor resulting in any loss to NABARD or any of its clients in kind or cash will be viewed seriously and NABARD will have the right to claim damages or levy fine and / or terminate the Contract forthwith, if necessary without any notice.

25. In case of any default or failure on Contractor's part to comply with all / any one of the Terms / Conditions, NABARD reserves to itself the right to take necessary steps to remedy the situation including, inter-alia, the deduction of appropriate amount/s from dues otherwise payable to Contractor and / or by taking recourse to appropriate recovery proceedings.

26. If any dispute arises on any matter concerning this Contract, the decision of NABARD shall be final and binding.

27. 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.

28. The work should be carried out with least inconvenience to the staff members of NABARD. 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, wearing of uniforms, interpersonal relation with the staff. The contractor shall provide photo identity card and uniform to its workers including the leave reserves. Any workman not maintaining discipline / decorum inside the premises shall be immediately removed from site.

29. The Contractor should obtain approvals, if any, necessary for the work from the statutory bodies. The Contractor shall assist NABARD fully in respect of any liaison with the Municipal/Police or any other authority for necessary approval / permission with regard to the AMC works.

30. The Contractor shall provide documentary proof of police verification for each and every personnel deployed with NABARD and replacement, if any, shall also be brought into effect.

31. EXIT:

i. First two months will be on a trial basis. If the services of the contractor are not found to be satisfactory, the contractor will be given a notice, with a notice period of 15 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, any day after the expiry of the said notice period.

ii. The contract is liable for termination by giving one-month notice by the Bank and three

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Months' notice by the contractor.

32. The contractor shall arrange to provide mobile phone to all the personnel deployed at NABARD premises.

33. Contractors should provide 2 sets of uniforms and one set of shoes of approved colour every year for the employees deployed in NABARD at his own cost.

34. The contractor shall ensure to provide an alternate qualified manpower or replace with a standby in case any of the regular staff deployed is absent or on leave.

35. NABARD will not be responsible for contractor's materials

36. The contractor shall provide everything necessary for the proper execution of the works.

37. The Contractor shall not directly or indirectly transfer, assign or sublet the Contract or any part of it, without written permission of NABARD.

38. No advance payment shall be made. Further, Contractor will not link payment to his manpower with the settlement of bills by NABARD.

39. **VALIDITY OF TENDER:** 90 Days from the date of opening of the Tenders.

40. If in the opinion of NABARD the work done by the contractor is not satisfactory, NABARD may decide depending upon the merit of the work to deduct such amount from the monthly bill amount as it may deem fit.

41. 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.

42. Contractor shall extend necessary help to other Contractors engaged by NABARD under separate contract for their respective work.

43. Contractor shall be required to furnish NABARD, as and when required, the following:

i. The Power of Attorney, name and signature of his authorized representative, who will be in-charge of execution of this contract.

ii. Registration certificate copies.

iii. Wage Book, Muster Book pertaining to staffs engaged under this contract.

iv. Validity of Insurance Policies, Labour Contract License relating to staff engaged at NABARD site. The Contractor shall take all precautions necessary and shall be responsible for safety of work and risk involved in works carried out by their personnel.

v. Contractor shall vouch safe bonafides, conduct and fidelity of the staff employed by him. Any damage caused wilfully or in negligence to the works executed, shall be borne by him. The penalties mentioned in Service Level Agreement (SLA) given in GeM portal shall be applicable.

44. The contractor shall remove from work any worker who is found to be failing in his duties or

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Whose presence in premises is otherwise objectionable in the opinion of NABARD.

45. The manpower deployed by the contractor for discharging the contractual obligations under the contract shall be the employees of the contractor. NABARD shall in no way be connected with such manpower and they shall have no claim whatever against NABARD.

46. The Contractor shall at his own cost and expenses provide all the materials, labour, supervision tools, plant apparatus, ladders, trolleys, conveyance, uniforms etc. required for execution of the work covered by this contract to the entire satisfaction of NABARD.

47. Notwithstanding anything contained therein the labourers, workmen, supervisors and other employed persons by the Contractor for the purpose of the works shall for all purposes be regarded as the Contractor's employees. Therefore, neither the contractor nor any of such employees shall have any right to complain or claim against NABARD. NABARD also shall have no concern with them and shall not be liable to make any payment to or any contribution on account of them.

48. a) The tender is neither an agreement nor an offer and is only an invitation by the Bank to the interested parties for submission of their bids/ offers.

b. The information contained in this document or information provided subsequently to the bidders whether verbally or in documentary form by or on behalf of NABARD is provided to the bidders on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.

c. The purpose of this tender is to provide the bidders with information to assist the formulation of their bids/ proposals. This tender does not claim to contain all the information each bidder may require. Each bidder should conduct his own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender and, wherever necessary, may obtain independent advice.

d. Bank makes no assertion or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this tender. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender

49. The **contract shall be valid up to 31 March 2027**. The bank also reserves the right/option to **extend the validity of this contract at the same rates for a period of 01 year** and on the same terms and conditions, with consent from the vendor.

a. **Forfeiture clause:** In case of negligence/dereliction of duty by contractor's staff, the above contract shall be terminated without giving any notice by the Bank and the security deposit shall be forfeited.

b. Recovery of GST-TDS, income tax, education cess, work contract tax, goods and service tax etc. as applicable & in force shall be deducted from the bill during the currency of the contract.

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50. The property shall be handed over to contractor for AMC on as-is-where-is basis.

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

DATE:

Signature of the Bidder

PLACE:

NAME AND SEAL

ADDRESS

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SPECIAL TERMS AND CONDITIONS

Scope of Work (Part A)

1. This contract shall be for a period from 01st April 2025 to 31st March 2027. In the event of National Bank requiring the services for further periods after the expiry of the initial period, it shall make a request in writing in this behalf to the Contractor one month prior to the termination of these presents and upon such request, the Contractor shall provide the services to the National Bank for the said premises on the same terms and conditions. **The vendor must have a registered office in Mizoram and also at least one ongoing worksite in Mizoram. The proof (Rental agreement and Work order) for the above said must be submitted through the GeM portal.**
2. No overtime allowance or any compensation of any other kind shall be payable by National Bank to any person including supervisor employed by the Contractor for duties at the said premises.
3. National Bank shall deduct income tax and other taxes which it may be required under any law for the time being in force from the payment to be made to the Contractor for the services rendered to National Bank.
4. During the continuance of this contract or such extended time, the contractor shall provide Housekeeping manpower at the said premises as per the requirement of the National Bank. The present requirement and timings of duties are as per Schedule I, which would be liable for change as and when considered necessary by the National Bank. The requirement of number of staffs will be reviewed, if considered necessary, by the National Bank. The contractor shall increase or reduce the number of staffs and AMC charges as specified in financial bid will be increased or decreased proportionately.
5. The staffs posted by the contractor for the said premises shall be deployed in consultation with the Bank.
6. The staffs posted at the aforesaid premises of the National Bank for duty shall be below **55 years of age** and be medically fit to perform the Housekeeping job. The working and deployment of staffs will be monitored by any official authorized by the National Bank for the purpose. They will be the employees of the contractors under their exclusive control and supervision and shall comply with the following: -
 - i. The supervisor/Housekeeping staff on duty shall comply with the directions and instructions regarding the Housekeeping/maintenance issued by the representatives of the National Bank to the Contractor from time to time.
 - ii. The Contractor shall accede to the requests of the National Bank's representatives for recall of any particular person from out of staffs and substitute him by another.

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iii. The contractor shall ensure that the manpower provided by it are smart, educated and of high integrity and maintain proper discipline and they do not in any manner, cause any interference, annoyance or nuisance to the management or the National Bank or its business or work or its officers / employees / visitors, etc.

7. They will not be allowed to stay overnight in the said premises after their duty hours except VOF/VEF attendant and they will not be entitled to kitchen/housing facility in the said premises.

8. The Contractor shall declare that they shall be responsible for the due compliance of all the legal provisions connected with requirement of the staffs posted at the said premises of the National Bank.

9. The Contractor shall comply with all statutory requirements in respect of their staff such as ESI coverage, Provident Fund, payment of bonus, payment of minimum wages, dearness allowance, leave and gratuity benefits and other legal and statutory requirements in relation thereto and **National Bank shall accept no liability in this regard.** All such liabilities shall be discharged by the Contractor promptly without any default. The contractor shall submit to the National Bank documentary evidence of the payment paid to the staffs deployed as and when asked.

10. The contractor shall indemnify NABARD against all claims, demands proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto. The contractor shall defend all actions arising from such claims, before any such infringement and receive their permission to proceed, and shall himself pay all royalties, license fees, damages, costs and charges of all and every sort that may be legally incurred in respect thereof. The persons including the supervisors, if deployed by the Contractor for duty in the said premises shall not deemed to be the employees of the National Bank in any manner and they shall not be eligible for any benefits like subsidized food etc. which the National Bank provides to its employees. The obligation, if any, for these benefits shall be the sole responsibility and rests entirely with the contractor. The contractor, before starting the work of execution of the service contract as described under scope of work, is required to submit a "Letter of Indemnity and Undertaking". A specimen of such letter is enclosed as Annexure II.

11. The contractor shall provide to Housekeeping Staffs with necessary uniform, shoes and other necessary equipment, etc. required for the effective discharge of Housekeeping to the National Bank at its own expenses. Uniform allowance, uniform's washing allowance or conveyance allowance for reporting duty at the said premises will not be paid by the National Bank. All such charges are to be added to the service charge quoted by the vendor.

12. The contractor shall provide to the National Bank photographs and residential address of the staffs deployed by them.

13. The National Bank will not be under any liability to pay any compensation to the staff deployed by the Contractor for their sustaining any injury etc. while discharging the duties in the said premises. The contractor shall get the staffs posted for duty at the said premises, insured against accidents at its own cost.

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14. Applicable Leave:- Successful vendor shall ensure leave to the staffs as per Contract Labour Act, 1970. It shall be ensured that service personnel are given at least 04 days holidays in a month.

15. The Housekeeping manpower so provided shall endeavour to take all steps and precautions to prevent thefts, pilferage and other criminal acts in the said premises. The Contractor shall be liable to make good the loss suffered by the National Bank in this regard. National Bank shall be at liberty to recover the said amounts from the amounts payable to the contractor.

16. The National Bank shall, in the event of the contractor committing any breach of any of the terms and conditions of this agreement or if the services provided by the Contractor is considered to be unsatisfactory by the National Bank, be entitled to terminate this agreement by giving seven days' notice in writing and the Contractor shall not be entitled to any compensation for such termination.

17. On expiry of or early termination of the contract, the staffs engaged by the contractor shall vacate the said premises, without in any way causing any damage to the said premises and the property therein.

18. In case of any dispute or difference between the parties under this agreement, the same shall be referred to The General Manager / OIC, NABARD, Mizoram Regional Office, Aizawl or to the person nominated by OIC and the decision shall be final and binding on the parties.

19. Even if GeM asks for electronic inputs, it is advised that vendors may submit scanned copies of all documents in support of their claims / submissions, as asked for in the tender document of NABARD, along with an undertaking that all documents submitted are correct and if found otherwise, in future, will be liable for termination of the tender / contract without any notice.

20. The contract can be terminated by the either of the parties as follows:-

i. 03 Months' notice period by the Contractor.

ii. 01 month notice period by NABARD.

Signature of the Bidder with seal and date:

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Scope of work (Part B) – Illustrative

I Housekeeping Services

1. The housekeeping and cleaning staff should be punctual and shall be in uniform supplied by the contractor with display of identity cards in person while on duty. They should be healthy and free from contagious diseases.
2. The contractor should engage minimum of four sweepers and one supervisor for housekeeping daily.
3. The cleaning staff should collect the waste from all the staff quarters and office between 9.00 a.m. to 10.00 a.m. daily, including Sundays, and segregate the same as kitchen waste, plastic waste, leaves, paper, etc. shall be collected and disposed of. The contractor should make arrangements by own or through local collection agency for effective garbage processing and disposal of garbage away from Bank's premises.
4. They should clean all the staircases, lift lobbies, lift car, common areas such as internal roads, Dispensary and rooms/toilets/bathrooms of VOF/VEF, Recreation Club on daily basis with good quality cleaning materials. Washing of common areas may be carried out once in a week along with cleaning of all the terrace areas.
5. Cleaning of bathrooms, toilets, fans, etc. of the office and staff quarters shall be undertaken as per the following schedule. The periodicity and the number of cleanings required to be done per month are also indicated. Bathrooms and toilets shall be cleaned with brush using quality sanitary cleaning materials such as Harpic/Domex/Lizole at contractor's cost. Vacant Single Room Accommodations (SRAs) shall be cleaned once in a month.
6. The personnel provided shall be the employees of the Contractor and all statutory liabilities will be paid by the contractor such as ESI, PF, Workmen's Compensation as per Workmen Compensation Act 1923 Act, etc. **Contractor shall provide manpower with Relievers as per the following requirements:**

Location	No. of manpower	Duty Hour
NABARD, Regional Office Mizoram, Aizawl	1 Supervisor	0900 hr to 1700 hr, from Monday to Saturday
	4 maintenance staff	0700 hr to 1500 hr from Monday to Saturday for 2 persons 1100 hr to 1900 hr from Monday to Saturday for 2 persons
	1 Electrician	0900 hr to 1700 hr, from Monday to Saturday
	1 Carpenter/ plumber	
	3 VOF/ office attendant	0900 hr to 1700 hr, from Monday to Saturday or as per requirement

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7. The Contractor will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of NABARD Mizoram RO, Aizawl on monthly basis. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, should be shown. The Contractor has to give an undertaking regarding payment of wages as per rules and laws in force.
8. All necessary reports and other information will be supplied immediately as required and regular meetings will be held with NABARD, Mizoram RO, Aizawl. Contractor and its staff shall take proper and reasonable precautions to preserve NABARD's property from loss, destruction, waste or misuse.
9. The contractor shall do and perform all such services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which NABARD Mizoram RO, Aizawl may issue from time to time and which have been mutually agreed upon between the two parties.
10. The contractor shall be responsible to safeguard all property and equipment of NABARD Mizoram RO, Aizawl entrusted to it.
11. The personnel engaged have to be extremely courteous with very pleasant mannerism in dealing with the Staff/ Attendants and should project an image of utmost discipline. NABARD Mizoram RO, Aizawl shall have right to have any person moved in case of staff complaints or as decided by representative of NABARD Mizoram RO, Aizawl if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement in all such cases.
12. The personnel will have to report to NABARD Mizoram RO, Aizawl for duty at least 15 minutes in advance of the commencement of the shift for collecting necessary documents / instructions, and to complete all other required formalities as approved by NABARD Mizoram RO, Aizawl.
13. Contractor / successful bidder shall ensure that no person involved in any litigation against any of the offices of NABARD, shall be deployed for duties under any circumstances.
14. The contractor shall ensure protection of the personnel & property of NABARD, Mizoram RO in Aizawl.

15. DUTIES AND RESPONSIBILITY OF SUPERVISOR:

Attending to the office work, manning the front desk to act as receptionist, arrangements of various meeting/seminar etc. , supervising the work of maintenance and security staff, maintenance attendance of the staff, overseeing the floors of the office building, lodging of various complaints/ defects, coordinating with the outside govt./ non-govt. agencies, any other work assigned time to time by NABARD. It is necessary to maintain the environment of the office in a peaceful, healthy and hygienic condition round-the-clock. All living areas are to be kept clean and tidy and effective waste collection and disposal arrangements shall be made.

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16. DUTIES AND RESPONSIBILITY OF OFFICE ATTENDANT/ VOF/ CANTEEN ATTENDANT:

Attending to the office work viz as file keeping, arranging the file and office dead stock items, attending to small typing work, daftari work, postal work, visiting to office /post office for delivery of letters etc., and attending to staff/ officer in carrying out the various office work and arrangements of various meeting/seminar etc., keeping the record of VOF, maintaining the VOF, preparing food, tea for canteen/lounge and VOF, keeping the canteen/ lounge clean etc.

17. DUTIES AND RESPONSIBILITY OF ELECTRICIAN/CARPENTER/ PLUMBER:

In addition to normal maintenance duties indicated in para 13 below, the electrician/carpenter/ plumber will attend to various works related to civil and electrical works, generator, firefighting work, solar panel, plumbing defects, carpentry defects, overhead tank, water harvesting system , repairing works, pump operation, operation , AC etc. maintenance of electric panels, switch boards, cleaning of switch board, AC, electrical panels, fans, liasoning with local authorities/ service providers in relation to electrical and water issues including billing etc., and any other work assigned time to time. NABARD will not supply any tools and equipment for the work.

NABARD will bear the cost of materials used for repairing work.

18. DUTIES AND RESPONSIBILITY OF MAINTENANCE STAFF:**i. Daily Work:**

- a) Sweeping of the entire premises (including the staff quarters);
- b) Damp moping of tiles, vitrified floors, staircases, sidewalls, corridors, passages;
- c) Dusting of desk, table, chair and furniture located in the office areas and cabins on all floors
- d) Special attention will be paid to the cleaning of wash basins, Urinals, WC Pans and counter Wash basins
- e) Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable non- abrasive cleaners and disinfectants.

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- f) Watering and maintenance of garden, flower pots etc.
- g) All the wash basins, toilets pans should be kept stain free using harpic/sanifresh etc;
- h) All surfaces shall be free of germs, soap and mud at the wash rooms/WCs;
- i) Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area; (these linens will be provided by the Bank)
- j) Cleaning of Door mats; aluminium doors, aluminium fishplates, floor spring, handles of doors of all rooms, cabins, Fire Doors, passage doors etc.
- k) Naphthalene balls, urinal cubes, should be adequately be kept in the toilets;
- l) Emptying all waste paper baskets, ashtrays from all rooms and washing or wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning of items where they were located;
- m) All waste wet and dry from waste paper baskets, lounge, canteen, kitchen, Pantry, dining halls etc. will be collected and disposed of as per the Local Area Council guidelines every day.
- n) Cleaning of bath fittings.

ii) Weekly Cleaning:

- a) All glass doors, windows of the premises would be cleaned using damp and dry method;
- b) Glass tabletops, doors partitions and glass accessories would be cleaned using solvent;
- c) Cleaning of photos, sculptures, panels, glass/board partitions etc;
- d) Wipe/clean/polish of all staircases/ metal railings, passages, corridors with detergents/ brasso/ silvo, etc., supplied by office.
- e) Dusting /cleaning of Vertical/Venetian blinds.

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f) Cleaning of Gates, Syntex water tanks, External Pipes

g) Cleaning of roof top

h) Sweeping, cleaning and sanitization of the toilets, wash basins, Urinals, WC Pans and counter Wash basins of the entire premises including the staff SRAs (Basement to 8th floor and terrace) using suitable non- abrasive cleaners and disinfectants.

iii) Monthly/Quarterly Cleaning:

- To remove cobwebs from the entire premises (Basement to 8th floor) and terrace including Lift Machine Rooms, etc., wherever they exist;
- Scrubbing of all floor areas;
- All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition;
- Cleaning, weeding and maintenance of surrounding areas of the office premises within its boundary wall;

19. External Façade Cleaning Services-

The service provider will have to provide this service once in a month to ensure that all external facades including framed glasses are sparkling clean throughout the year.

The team will also have to clean the atrium lobby area bimonthly or as per the requirement to ensure that all glass panels/Wooden panels and wall finishes are clean always.

The service provider will have to engage trained staff for the job. Separate payment shall not be made for this work and should be included in the house keeping charges.

All required scaffoldings, ladders, materials, and machines (Gandola, etc.) needs to be provided/arranged by the service provider at their own cost. The maintenance staff may be engaged in other works in addition to the above mentioned work.

Safety is of paramount importance at NABARD and the service provider will have to establish that all safety measures are being followed at the time of execution of this work. The service provider will have to cover his staff with adequate insurance benefits and documents of the same needs to be submitted.

All the below listed items (illustrative) should be available with the housekeeping team of the contractor which will be supplied by the contractor/agency to the housekeeping staff and same will be reimbursed by NABARD.

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- | | |
|----------------------------|---------------------------------|
| 1. Dusting Cloth | 2. Scrubbers with handle |
| 3. All Purpose Cleaner | 4. Dust pan |
| 5. Window Glass Cleaner | 6. Dust brushes |
| 7. Window Applicator | 8. SS Scorch pads/steel wool |
| 9. Window Squeeze | 10. Nylon brooms with sticks |
| 11. Garbage bags large | 12. Floor dust mops with holder |
| 13. Garbage bags medium | 14. Feather duster |
| 15. Garbage bags small | 16. Spray bottles |
| 17. Air Freshener | 18. Toilet brush |
| 19. Insect Killer | 20. Hand brush |
| 21. Naphthalene Ball | 22. Plastic buckets |
| | Extension pole for glass |
| 23. Dettol | 24. cleaning |
| | Garbage bins of different |
| 25. Deodorant / fresheners | 26. Colours of 100 ltrs |
| 27. Toilet paper rolls | 28. Harpic/Flush Clean |
| | Gandola for cleaning outside |
| | façade (owned or hired basis)- |
| 29. Single Disk Scrubber | |

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20. VOF (Visiting Officer's Flat) Maintenance

1. Maintenance / cleaning of VOF and preparation of the rooms of VOF for guests by way of making the beds, cleaning the articles from dust, arranging the rooms as per the instructions of Bank officials, etc.
2. Ensuring proper upkeep of the premises.
3. Safe custody of all the dead stock articles, kitchen accessories and consumables in the VOF. A stock register must be maintained to monitor the stock of deadstock articles and other consumables in the VOF.
4. Ensure utmost hygiene in the maintenance of the rooms, kitchen, crockery and cutlery and other utensils.
5. The Contractor should provide an Attendant-cum-Cook for services in the VOF. The contractor shall ensure uninterrupted services in the VOF by employing standby Attendant-cum-Cook in absence of the regular Attendant-cum-Cook on account of leave, sickness, etc. The Attendant-cum-Cook should be available in VOF at any point of time (24 hours) on all days, irrespective of the occupancy of the VOF.
6. No separate lodging facility will be provided to the VOF staff. They may however, use the common area of the VOF without causing any inconvenience to the occupants. The common toilet facilities available for the contract staff may be used.
7. Daily cleaning of the refrigerator and proper use of the same.
8. Ensure that the electrical appliances are switched off when the rooms are vacated, windows closed, electric kettles cleaned, etc.
9. Rent at the rates indicated by office shall be collected from guests and entered in the register and Receipts issued for the same.
10. The occupants shall be provided food and beverages prepared hygienically and tastefully on chargeable basis at the rates approved by NABARD.

Signature of the Bidder with seal and date:

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SAFETY CONDITIONS OF THE CONTRACT

As part of the contract, the contractor must satisfy the under-mentioned safety requirements and must ensure at all time that these are followed without any deviation.

A. General

1. Smoking and chewing pan/ tobacco/ gutkha / any other drugs, consumption of alcohol etc. are prohibited in the building.
2. The contractor shall take all precautions to avoid accidents and causes of accidents. He must be careful regarding safety during working of his staff in the premises.
3. Staffs will not be allowed to stay overnight in the said premises after their duty hours and they will not be entitled to kitchen/Stay/housing facility in the said premises.
4. 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.
5. A comprehensive insurance policy must be taken covering all the accidents for the employee.

We/I agree to the safety conditions and to ensure compliance with the same fully.

Signature of the Bidder with seal and date:

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Service Level Agreement.

THIS AGREEMENT is made at Aizawl on this day of 2025

BETWEEN

National Bank for Agriculture and Rural Development, a body corporate incorporated under the National Bank for Agriculture and Rural Development Act, 1981 having its Mizoram Regional Office at MINECO, Aizawl - 796001, herein after referred to as “NABARD” (which expression shall unless repugnant to the context or meaning thereof be deemed to include its successor and assigns) of the ONE PART.

AND

Shri./M/s... (Individual/Proprietorship/partnership firm/Company) incorporated/registered underAct, or R/o, and having its (place of business or Office) at hereinafter referred to as ‘Vendor’ (which expression shall unless repugnant to the context meaning be deemed to include the legal heirs, legal representatives, administrators and executors) of the OTHER PART.

WHEREAS the NABARD is desirous of carrying out the work of for Providing Housekeeping at NABARD, Mizoram RO, Aizawl - 796001 and has caused specifications describing the work to be done and prepared by Mizoram Regional Office, NABARD, Aizawl.

AND WHEREAS the Vendor has visited the site and fully understood the existing conditions of site for execution of work.

AND WHEREAS the Vendor has agreed to execute upon and subject to the conditions set forth in the Price Bid and Conditions of Contract (all of which are collectively hereinafter referred to as “the said Conditions”) the work shown upon the said technical specifications, and included in the Price Bid at the respective rates therein set forth amounting the sum as therein arrived or such other sum as shall become payable thereunder (hereinafter referred to as “the said contract amount”).

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

1. In consideration of the said Contract amount to be paid at the times and in the manner set forth in the said conditions, the vendors shall upon and subject to the said conditions annexed, carry out, execute and complete the supply/work shown in the contract, described by or referred to in the schedule of quantities and in the said conditions.
2. The said Conditions and Appendix thereto and the documents attached hereto shall be read and construed as forming part of this Agreement and the parties hereto shall be respectively abide by, submit themselves to the said Conditions and the correspondence and perform the agreements on their part respectively in the said conditions and the documents contained herein.
3. The Scope of work and all the terms and conditions as enumerated in this tender is part and parcel of this agreement and binding on the parties. The vendor shall ensure that all items of

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work specified in the scope of work is attended to. In case of difference between the tender document and this agreement, the agreement will prevail.

4. This Agreement and documents mentioned herein shall form the basis of this contract.

5. NABARD reserves to itself the right of altering the nature/quantum of the work by adding to or omitting any items having portions of the same carried out without prejudice to this Contract.

6. The Vendor shall provide to NABARD a security deposit of Rs.....(Rupees Only) (Interest Free).

7. In case of breach of any terms and conditions attached to this contract, the Security Deposit of the Vendor will be liable to be forfeited by NABARD besides annulment of the contract.

8. In case any of the documents furnished by the Vendor is found to be false at any stage, it would be deemed to be a breach of terms of Contract making him/her liable for legal action besides termination of contract.

9. The NABARD shall pay the vendor the said contract amount, or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.

10. This contract is an item rate contract for the complete work to be paid for according to work order, at the rate contained in financial bid.

11. All payments by the NABARD under this contract will be made only at Aizawl.

12. The Vendor shall afford every reasonable facility for carrying out all works of other Contractors employed by the Employer and shall make good any damage done to walls, floors, etc. after the completion of such works.

13. The Vendor shall indemnify and keep indemnified, defend and hold good NABARD, its staff and agents against loss, damages or claims arising out of any violations of applicable laws, regulations, guidelines during the contract period and for the breach committed by the Vendor or their personnel on account of misconduct, omission and negligence by the Vendor or his staff.

14. The Vendor shall ensure proper conduct of its personnel in NABARD's premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.

15. NABARD shall not be responsible for any damages, losses. Claims, financial or other injury to any person/s engaged by Vendor in the course of their performing the functions/works, or for payment towards any compensation.

16. Time shall be considered as the essence of this contract, and the Vendor hereby agrees to commence the work/ job on receipt of the work order as provided for in the said conditions and to complete the entire work within the time period prescribed in Tender reckoned from the date of receipt of such work order subject nevertheless to the provision for extension of time.

17. NABARD reserves the right to withdraw/relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.

18. DISPUTE RESOLUTION

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a. In case of dispute regarding the quality of work and product / unsatisfactory services etc., the final authority will rest with the General Manager / OIC, NABARD, RO, Aizawl and the same will be binding on the Vendor.

b. In the event of any claim, difference, dispute or controversy and questions whatsoever arising between the parties under this agreement and subsequent agreement shall in the first instance, be attempted to be resolved between the parties themselves.

c. If the dispute cannot be resolved through consultations between the Parties within 30 (thirty) days after 1(one) Party has served a written notice on the other Party requesting the commencement of such discussions, any Party may thereafter in writing, demand that the dispute be finally settled by an arbitration comprising of sole arbitrator mutually appointed by the Parties in accordance with the Arbitration and Conciliation Act, 1996 or any modifications thereof. The arbitrator shall be a person of professional repute who is not directly or indirectly connected with any of the parties to this Agreement and shall have prior experience as Arbitrator. The arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996. The seat and venue of arbitration shall be Aizawl. The language of arbitration shall be English.

d. The award of the arbitrator/s so appointed shall be final and binding on the parties.

e. Work under the contract shall be continued by the Vendor during the arbitration proceedings unless otherwise directed in writing by NABARD. No payment due, or payable by NABARD, to the Vendor 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

19. If the vendor becomes insolvent or found to have offered any bribe in connection with the contract or the Vendor fails to observe or perform any condition of this contract 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 security deposit and recover from the Vendor any loss suffered by NABARD on account of the contract being terminated.

20. This agreement is being executed in duplicate, NABARD shall keep the original and the Vendor shall keep the duplicate.

21. The Vendor shall bear the expenses for stamp duty on this agreement for both the original and the duplicate copy.

22. That the several parts of this contract have been read by the Vendor and fully understood by the Vendor.

IN WITNESS WHEREOF the NABARD and Vendor have set their respective hands to these presents and two duplicates hereof the day and year first herein above written.

IN WITNESS WHEREOF the NABARD has set its hand to these presents through its duly authorized official and the Vendor has caused its common seal to be affixed hereunto and the said two duplicates hereof to be executed on its behalf, the day and year first herein above written.

SIGNATURE CLAUSE:

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SIGNED AND DELIVERED BY the National Bank for Agriculture and Rural Development
by the hand of.....

Signature

Name & Designation

In the presence of..... Signature

Name & Address

Signed and sealed by the vendor by the

Hand of Shri/Smt.and duly constituted attorney. If
the Vendor signs under its common seal, the signature clause should tally with the sealing clause
in the articles of association. If the vendor is signing by the hand of power of attorney, then
whether a company or individual to be specified:

Signature of the Vendor

Name of the authorized official Address:

In presence of Shri/Smt.

Signature

Name & Address

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Letter of Indemnity and Undertaking

(To be submitted by the successful bidder)

To
The General Manager / OIC,
National Bank for Agriculture and Rural Development, Mizoram Regional Office,
MINECO, Khatla, Aizawl - 796001

Sir

Subject: Letter of Indemnity and Undertaking

WHEREAS the National Bank for Agriculture and Rural Development, a corporation established under the National Bank for Agriculture and Rural Development Act, 1981 (hereinafter referred to as 'NABARD') has expressed desire to avail Housekeeping at NABARD, Mizoram RO, Khatla, Aizawl, 796001 as per this tender and which are hereinafter for brevity sake referred to as Housekeeping, subject to our furnishing declarations and indemnity as contained hereafter.

NOW THEREFORE THIS LETTER OR INDEMNITY WITNESSETH THAT:

We, the (contractor/bidder) hereby declare and certify that we are the rightful owners/ licensees of the said service offered to NABARD and that the sale of the said service to NABARD by us and the use thereof by NABARD does not infringe the property or other intellectual property or copy rights of any other person and that the same does not infringe the Copy of Rights Act, 1957 or any other Act for the time being in force.

We, the said (contractor/bidder) hereby agree to indemnify and keep indemnified and harmless NABARD, its Officers, servants, agents and other authorized persons against any action that may be brought against us for infringement of the right of property or other intellectual property or copy rights in respect of the said systems package supplied by us to NABARD and will defend the same at our cost and consequences and will pay or reimburse NABARD, its officers, servants, agents and other authorized persons from all costs and other expenses that they may be put to or incur in that connection in accordance with the terms as provided for within the end User License Agreement that accompanies the said systems.

We, the said.....(contractor/bidder) hereby also agree to indemnify and keep indemnified and harmless NABARD, its Officers, servants, agents and other authorized persons against any third party claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by our employees or agents, or by any other third party resulting from or by any action, omission, or operation conducted by or on behalf of us and against any and

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all claims by employees, workmen, contractors, sub-contractors, suppliers, agent(s), employed, engaged, or otherwise working for us, in respect of any and all claims under the Labour Laws including wages, salaries, remuneration, compensation or like.

Yours faithfully,

(Name and Designation) of Authorized Official

Signature

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PREAMBLE TO SCHEDULE OF QUANTITIES

The "Annual Maintenance Contract for Providing Housekeeping at NABARD, Mizoram RO at MINECO, Khatla, Aizawl, 796001.

1. Preamble to schedule of quantities form a part of schedule of quantities for contractual purpose and should be studied carefully prior to filling up the schedule of quantities.
2. Schedule of quantities supersedes Technical specifications, General and Particular conditions of Contract in case there are any discrepancies between any of these sections.
3. Items are described to the best possible extent in schedule of quantities. However, should there be any clarifications required about any item, the same should be done by the bidder prior to quoting final rate for a particular item. No claim for any unclear and missing information shall be entertained after opening of the financial bid and also once the contract is awarded.
4. If no rate/amount is mentioned against any of the items in Financial Bid, the same shall be considered to be covered in the quoted items, or the tender may be rejected at the discretion of NABARD.
5. Notes given in the Financial Bid should be read carefully before quoting the rates.
6. All quoted rates shall be inclusive of all taxes including goods and service tax, wages, etc. as per minimum wages Act etc. unless otherwise stated. No other claim whatsoever in this respect shall be entertained.
7. Income Tax, Works Contract Tax or any other Tax as applicable will be deducted from any payment due to the Contractors. The Contractor shall furnish necessary documentary evidence related to PAN and Certificate for Registration under Works Contract Tax/ Goods and Service Tax.

(Name and Designation) of Authorized Official

Signature

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

National Bank for Agriculture and Rural Development

मिज़ोरम क्षेत्रीय कार्यालय

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Penalties

1. If in the opinion of NABARD, the work done by the contractor is not satisfactory, NABARD may decide depending upon the merit of the work to deduct such amount from the monthly bill amount as it may deem fit.
2. Contractor shall vouch safe bonafides, conduct and fidelity of the staff employed by him. Any damage caused wilfully or in negligence to the works executed, shall be borne by him. The penalties mentioned in Service Level Agreement (SLA) given in GeM portal shall be applicable.
3. **Forfeiture clause:** In case of negligence/dereliction of duty by contractor's staff, the above contract shall be terminated without giving any notice by the Bank and the security deposit shall be forfeited.
4. Recovery of GST-TDS, income tax, education cess, work contract tax, goods and service tax etc. as applicable & in force shall be deducted from the bill during the currency of the contract.

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

DATE:

Signature of the Bidder

PLACE:

NAME AND SEAL

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Instructions for filling the Price bid

1. The price bid on annual maintenance contract for Housekeeping is based on minimum wages and fixed price for consumables. The bidder must only fill the Service charge in the price bid.
2. The minimum stipulated service charges is 3.85% for manpower and consumables. No amendments are permitted in the fixed components of the price bid (ESI, EPF, Bonus etc.) and if there is any discrepancy observed the same will be rejected. The service charge should include the following: -
 - i. Incidental expenses, all overheads and profits for both manpower and consumables
 - ii. Transportation costs
 - iii. Machinery costs
 - iv. Cost of uniform (02 Sets), 01 Identity Card, 01 Pair Shoes.
 - v. Any miscellaneous cost arises during execution of the work mentioned in service charges.
3. The contractor should furnish Rate Analysis, along with the price-bid, for the service charges quoted by him/her in this tender as per the format given in Annexure-B for rates quoted under Schedule of Quantities and Annexure –A (Price Bid).
4. Quoted rates should be workable & reasonable and exorbitant & unreasonable quotes will be summarily rejected.
5. The price bid should include:
 - i. Payment to all the contract workers engaged by contractor on site as per minimum wages as notified by Labour Commissioner from time to time. The minimum wages must cover HIGHER of Central or state minimum wages as applicable.
 - ii. ESI & PF benefits (Employer's contribution towards ESI & PF). EPF/ ESI has to be paid to worker considering the base full amount of applicable minimum wages prescribed by the Labour Commissioner from time to time.
 - iii. Bonus as per Bonus act.
6. Rates shall have to be quoted in both words and figures.

Signature of the authorized signatory

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Part II

Price BID

Annual Maintenance Contract for providing Maintenance Services at NABARD Mizoram Regional Office for the Period 01.04.2025 to 31.03.2027

SCHEDULE OF QUANTITIES

Annexure A

Sr. No.	Particulars	Amount per month for 1 worker (Rs.) as per detail given on Annexure B	No. of Workers	Amount per Annum (Rs.)
1	Supervisor		1	
2	Maintenance Staff		4	
3	Electrician/ Carpenter		2	
4	Office/ VOF Attendant		3	
		Total	10	

Total in Word:

Place:

Date:

Seal and Sign of the Contractor

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Annexure B
Cost of Supervisor per Shift per month

Sr. No.	Particulars	Remarks	Rates/ Percentages	Amount per Month (Rs.) (for 30 days)
A	Basic Wages plus VDA	w.e.f. 01/10/2024	868.00	26040.00
B	EPF on Basic Wages plus VDA	Restricted to maximum wage ceiling of Rs. 15000.00	12.00%	1800.00
C	EDLI on Basic Wages plus VDA		0.50%	75.00
D	Admin. Charges (EPF and EDLI) on Basic Wages plus VDA		0.50%	75.00
E	ESIC	Calculated over Basic plus VDA	3.25%	0.00
F	Bonus	up to a limit of Rs. 21000.00 pm, calculated for maximum Rs. 7000.00 pm	8.33%	0.00
G	Sub Total { Sum of (A) to (F)}			27990.00
H	Service Charges			
I	Total Cost per shift per month for 1 worker (G+H)			

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Cost of office attendant per Shift Per month

Sr. No.	Particulars	Remarks	Rates/ Percentages	Amount per Month (Rs.) (for 30 days)
A	Basic Wages plus VDA	w.e.f. 01/10/2024	614.00	18420.00
B	EPF on Basic Wages plus VDA	Restricted to maximum wage ceiling of Rs. 15000.00	12.00%	1800.00
C	EDLI on Basic Wages plus VDA		0.50%	75.00
D	Admin. Charges (EPF and EDLI) on Basic Wages plus VDA		0.50%	75.00
E	ESIC	Calculated over Basic plus VDA	3.25%	598.65
F	Bonus	up to a limit of Rs. 21000.00 pm, calculated for maximum Rs. 7000.00 pm	8.33%	583.00
G	Sub Total { Sum of (A) to (F) }			21551.65
H	Service Charges			
I	Total Cost per shift per month for 1 worker (G+H)			

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Cost of Carpenter and Electrician per Shift per month

Sr. No.	Particulars	Remarks	Rates/ Percentages	Amount per Month (Rs.) (for 30 days)
A	Basic Wages plus VDA	w.e.f 01/10/2024	614.00	18420.00
B	EPF on Basic Wages plus VDA	Restricted to maximum wage ceiling of Rs. 15000.00	12.00%	1800.00
C	EDLI on Basic Wages plus VDA		0.50%	75.00
D	Admin. Charges (EPF and EDLI) on Basic Wages plus VDA		0.50%	75.00
E	ESIC	Calculated over Basic plus VDA	3.25%	598.65
F	Bonus	up to a limit of Rs. 21000.00 pm, calculated for maximum Rs. 7000.00 pm	8.33%	583.10
G	Sub Total { Sum of (A) to (F)}			21551.75
H	Service Charges			
I	Total Cost per shift per month for 1 worker (G+H)			

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Cost of VOF Attendant per Shift per month

Sr. No.	Particulars	Remarks	Rates/ Percentages	Amount per Month (Rs.) (for 30 days)
A	Basic Wages plus VDA	w.e.f 01/10/2024	614.00	18420.00
B	EPF on Basic Wages plus VDA	Restricted to maximum wage ceiling of Rs. 15000.00	12.00%	1800.00
C	EDLI on Basic Wages plus VDA		0.50%	75.00
D	Admin. Charges (EPF and EDLI) on Basic Wages plus VDA		0.50%	75.00
E	ESIC	Calculated over Basic plus VDA	3.25%	598.65
F	Bonus	up to a limit of Rs. 21000.00 pm, calculated for maximum Rs. 7000.00 pm	8.33%	583.10
G	Sub Total { Sum of (A) to (F) }			21551.75
H	Service Charges			
I	Total Cost per shift per month for 1 worker (G+H))			

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Cost of Maintenance Staff per Shift per month

Sr. No.	Particulars	Remarks	Rates/ Percentages	Amount per Month (Rs.) (for 30 days)
A	Basic Wages plus VDA	w.e.f 01/10/2024	526.00	15780.00
B	EPF on Basic Wages plus VDA	Restricted to maximum wage ceiling of Rs. 15000.00	12.00%	1800.00
C	EDLI on Basic Wages plus VDA		0.50%	75.00
D	Admin. Charges (EPF and EDLI) on Basic Wages plus VDA		0.50%	75.00
E	ESIC	Calculated over Basic plus VDA	3.25%	512.85
F	Bonus	up to a limit of Rs. 21000.00 pm, calculated for maximum Rs. 7000.00 pm	8.33%	583.00
G	Sub Total { Sum of (A) to (F)}			18825.85
H	Service Charges			
I	Total Cost per shift per month for 1 worker (G+H))			

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Note

1. No change shall be allowed in the tables.
2. No other document shall be attached in the envelope of the price bid.
3. Conditional price bid will be rejected.
4. Contractor is required to quote the service charge. Service charge is to be quoted up to two decimal points only.
5. All figures shall be quoted/ calculated up to two decimal points and rounded off as necessary.
6. NABARD has the right to recalculate the figure and rounding off up to two decimal points as per the standard practice.
7. GST will be paid extra.
8. Service charge should cover the overhead, profit, tax, levies, insurance cost, transportation, stationery, uniform etc.

Seal and sign of the contract

राष्ट्रीय कृषि और ग्रामीण विकास बैंक

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Details of Bank Account

1.	Name of the Vendor/Firm	
2.	Name of the Account Holder	
3.	Address of the Vendor/Firm	
4.	Name of the Bank, Branch and Address	
5.	Bank Code and Branch Code	
6.	IFS Code of the Bank Branch	
7.	Type of Account (Saving/Current/Cash Credit)	
8.	Account Number	

Note: Please also enclose a CANCELLED CHEQUE in respect of above account number.

Signature of the Bidder with seal and date:

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KNOW YOUR CLIENT (KYC) APPLICATION FORM

For Non-Individuals Please fill this form in ENGLISH and in BLOCK LETTERS

A. IDENTITY DETAILS

1. Name of the Applicant: _____
2. Date of Incorporation: _____ (dd/mm/yyyy) & Place of incorporation: _____
3. Date of commencement of business _____ (dd/mm/yyyy)
4. a. PAN: _____ b. Registration No. (e.g. CIN): _____
- c. Unique KYC Identifier No. of CKYCR.....
5. Status (Please tick any one): Private Limited Co. / Public Ltd. Co. / Body Corporate / Partnership / Trust Charities / NGOs / NPO / FI / FII / HUF / AOP / Bank / Government / NGO / Defense Establishment / BOI / Society / LLP / Others (Please specify Act under which registered): _____
6. Registration No. on the DARPAN Portal of Niti Aayog (applicable in case of NGOs) _____

B. ADDRESS DETAILS

1. Address for correspondence: _____
City/town/Village: _____ Pin Code: _____ State: _____ Country: _____
2. Contact Details: Tel.(Off.): _____ Tel.(Res.): _____ Mobile No.: _____ Fax: _____
E-mail Id: _____
3. Specify the proof of address submitted for correspondence address: _____
4. Registered Address (if different from above): _____
City/town/village: _____ Pin Code: _____ State: _____ Country: _____
5. Specify the proof of address submitted for registered address: _____

C. OTHER DETAILS

1. Gross Annual Income Details (please specify): Income Range per annum: Below Rs.1 Lac/1-5 Lac/5-10 Lac/10-25 Lac/25 Lacs- 1 Crore/>1 Crore
2. Net-worth as on (date).....(dd/mm/yyyy)(Net worth should not be older than 1 year)
3. Name, UID, PAN, residential address and latest photographs of Principal/Key Person/Promoters/ Partners/Karta/Trustees and whole time directors: _____
4. DIN of promoters/partners and whole time Directors: _____

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5. Please tick, if applicable, for any of your authorised signatories/Promoters/ Karta/Trustees/whole time directors: Politically Exposed person (PEP) /Related to a Politically Exposed Person (PEP)

6. Proposed relationship with NABARD: Refinance assistance/Loan/ Grant assistance/Investment in NABARD Bond/CP/CD etc.

7. Any other Information: _____

D. DECLARATION

I/We hereby declare that, I/We am/are submitting the above information/documents with my/our explicit consent and the details furnished above are true and correct to the best of my/our knowledge and belief and I/we undertake to inform you of any changes therein, immediately/as and when required by NABARD. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am/we are aware that I/we may be held liable for it.

Date_____ (dd/mm/yyyy) Name & Signature of the Authorized Signatory

FOR OFFICE USE ONLY

Attested / Self certified copies of documents received and verified from the Originals

()

Name & Signature of the KYC details Verifying Officer

Date:

Signature of the Bidder with seal and date:

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