## Bid Details

<table>
<thead>
<tr>
<th>Item</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bid End Date/Time</td>
<td>08-03-2021 18:00:00</td>
</tr>
<tr>
<td>Bid Opening Date/Time</td>
<td>08-03-2021 18:30:00</td>
</tr>
<tr>
<td>Bid Life Cycle (From Publish Date)</td>
<td>90 (Days)</td>
</tr>
<tr>
<td>Bid Offer Validity (From End Date)</td>
<td>30 (Days)</td>
</tr>
<tr>
<td>Ministry/State Name</td>
<td>Ministry Of Finance</td>
</tr>
<tr>
<td>Department Name</td>
<td>Department Of Financial Services</td>
</tr>
<tr>
<td>Organisation Name</td>
<td>National Bank For Agriculture And Ruraldevelopment</td>
</tr>
<tr>
<td>Office Name</td>
<td>Chennai Regional Office</td>
</tr>
<tr>
<td>Item Category</td>
<td>Facility Management Service - Manpower Based - Residential; Housekeeping; Front Desk Management; Sup , Facility Management Service - Manpower Based - Residential; Housekeeping; Cleaning &amp; Sanitation; Cle , Facility Management Service - Manpower Based - Residential; Kitchen Service; Cooking and catering; C</td>
</tr>
<tr>
<td>Contract Period</td>
<td>2 Year(s)</td>
</tr>
<tr>
<td>Minimum Average Annual Turnover of the Bidder</td>
<td>27 Lakh (s)</td>
</tr>
<tr>
<td>Years of Past Experience required</td>
<td>3 Year (s)</td>
</tr>
<tr>
<td>Past Experience of Similar Services required</td>
<td>Yes</td>
</tr>
<tr>
<td>MSE Exemption for Years of Experience and Turnover</td>
<td>No</td>
</tr>
<tr>
<td>Startup Exemption for Years of Experience and Turnover</td>
<td>No</td>
</tr>
<tr>
<td>Document required from seller</td>
<td>Experience Criteria,Bidder Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC)</td>
</tr>
<tr>
<td>Bid to RA enabled</td>
<td>No</td>
</tr>
<tr>
<td>Time allowed for Technical Clarifications during technical evaluation</td>
<td>2 Days</td>
</tr>
<tr>
<td>Estimated Bid Value</td>
<td>5300000</td>
</tr>
<tr>
<td>Evaluation Method</td>
<td>Total value wise evaluation</td>
</tr>
</tbody>
</table>

## EMD Detail

<table>
<thead>
<tr>
<th>Item</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advisory Bank</td>
<td>ICICI</td>
</tr>
<tr>
<td>EMD Percentage(%)</td>
<td>0.65</td>
</tr>
<tr>
<td>EMD Amount</td>
<td>34450</td>
</tr>
</tbody>
</table>
(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

**Beneficiary:**
TAMILNADU REGIONAL OFFICE
Chennai Regional Office, Department of Financial Services, National Bank for Agriculture and Rural Development, Ministry of Finance (Nabard)

**Splitting**
Bid splitting not applied.

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

4. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

**Additional Required Data/Document(s)**

**Geographic Presence In States:** Tamilnadu

**Annual Turnover and Profit Requirement:** Please refer the attached Tender document

**Minimum Years (Up To 5 Years) Of Experience in Related Field:** Please refer the attached Tender document

**Total experience in providing facility management services to government departments, public sector companies, and government autonomous organizations:** Please refer the attached Tender document

**Non-Blacklisting/Debarment:** Please refer the attached Tender document
Please specify type of services for which experience is mandatory: Please refer the attached Tender document

If you want to add additional conditions in addition to standard SLA then please mention the clauses of additional SLA: Please refer the attached Tender document

Details of Premises: 1614322855.pdf

Please upload information of manpower as per the template given here: 1614322863.pdf

List of Machinery and Suggestive Consumables: 1614322871.pdf

Scope of Work: 1614322966.pdf

Authorization letter from Original Equipment Manufacturer (OEM): 1614322975.pdf

If you want to add additional conditions in addition to standard SLA then please upload approval from competent authority: 1614323000.pdf

Pre Bid Detail(s)

<table>
<thead>
<tr>
<th>Pre-Bid Date and Time</th>
<th>Pre-Bid Venue</th>
</tr>
</thead>
<tbody>
<tr>
<td>03-03-2021 11:00:00</td>
<td>NABARD, TAMILNADU REGIONAL OFFICE, NO.48, MG ROAD, NUNGAMBakkAM, CHENNAI</td>
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</table>

Facility Management Service - Manpower Based - Residential; Housekeeping; Front Desk Management; Supervisor ( 1 )

Technical Specifications

<table>
<thead>
<tr>
<th>Specification</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core</td>
<td></td>
</tr>
<tr>
<td>Type of Premises</td>
<td>Residential</td>
</tr>
<tr>
<td>Type of Services Required</td>
<td>Housekeeping</td>
</tr>
<tr>
<td>Service Component</td>
<td>Front Desk Management</td>
</tr>
<tr>
<td>Type of Manpower Required</td>
<td>Supervisor</td>
</tr>
<tr>
<td>Cost of Consumable / Material</td>
<td>Please check the Scope of work</td>
</tr>
</tbody>
</table>

Addon(s)

Additional Specification Documents

Consignees/Reporting Officer and Quantity

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Consignee/Reporting Officer</th>
<th>Address</th>
<th>Service No. of Resources</th>
<th>Additional Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>N S Krishna Veni</td>
<td>600017,48 Mahatma Gandhi road</td>
<td>1</td>
<td>Number of months within contract period : 24</td>
</tr>
</tbody>
</table>

Facility Management Service - Manpower Based - Residential; Housekeeping; Cleaning & Sanitation; Cleaner/Sweeper ( 14 )

Technical Specifications
### Facility Management Service - Manpower Based - Residential; Kitchen Service; Cooking And Catering; Cook (1)

#### Technical Specifications

<table>
<thead>
<tr>
<th>Specification</th>
<th>Values</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Core</strong></td>
<td></td>
</tr>
<tr>
<td>Type of Premises</td>
<td>Residential</td>
</tr>
<tr>
<td>Type of Services Required</td>
<td>Kitchen Service</td>
</tr>
<tr>
<td>Service Component</td>
<td>Cooking and catering</td>
</tr>
<tr>
<td>Type of Manpower Required</td>
<td>Cook</td>
</tr>
<tr>
<td>Cost of Consumable / Material</td>
<td>Please check the scope of work</td>
</tr>
<tr>
<td><strong>Addon(s)</strong></td>
<td></td>
</tr>
</tbody>
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**Additional Specification Documents**

**Consignees/Reporting Officer and Quantity**

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<thead>
<tr>
<th>S.No.</th>
<th>Consignee/Reporting Officer</th>
<th>Address</th>
<th>Service No. of Resources</th>
<th>Additional Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>N S Krishna Veni</td>
<td>600017,48 Mahatma Gandhi road Nungambakam</td>
<td>14</td>
<td>• Number of months within contract period : 24</td>
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</tbody>
</table>

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**Bid Specific Additional Terms and Conditions**
1. AVAILABLE OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

2. Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT Account No. NABADMN21 IFSC Code NBRD0000002 Bank Name NABARD Branch address HEAD OFFICE, MUMBAI. Successful Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

3. BIDDER FINANCIAL STANDING: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

4. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

5. Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.


7. For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed. b. Execution certificate by client with order value. c. Any other document in support of order execution like Third Party Inspection release note, etc.

8. OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

9. OPTIONAL SITE VISIT:

1. The Bidder is advised to visit and examine the installation site and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the Bid. The costs of visiting the site shall be borne by the Bidder.

2. The Bidder representative shall be allowed entry upon consignee premises for such visits, only upon the express conditions that the Bidder will release and indemnify the Buyer and Consignee against all liabilities arising out of such visit including death or injury, loss or damage to property, and any other loss, damage, costs, and expenses incurred as a result of such visit.

3. The Bidder shall not be entitled to hold any claim against Buyer for noncompliance due to lack of any kind of pre-requisite information as it is the sole responsibility of the Bidder to obtain all the necessary information with regard to site, surrounding, working conditions, weather etc. on its own before submission of the bid.

10. PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

11. Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT Account No. NABADMN21 IFSC Code NBRD0000002 Bank Name NABARD Branch address HEAD OFFICE, MUMBAI. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

12. Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.

13. Without prejudice to Buyer’s right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:

   i) The Seller fails to comply with any material term of the Contract.
   ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.
   iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.
   iv) The Seller becomes bankrupt or goes into liquidation.
   v) The Seller makes a general assignment for the benefit of creditors.
   vi) A receiver is appointed for any substantial property owned by the Seller.
   vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.

14. While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.

15. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.

2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written
consent of buyer.

3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

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

---Thank You---
ANNUAL MAINTENANCE CONTRACT FOR PROVIDING HOUSEKEEPING SERVICES AT ALL QUARTERS AND VOF/VEF/MF AT CHENNAI

Department of Premises, Security and Procurement, NABARD
Tamilnadu Regional Office
No.48, MG Road,
Nungambakkam, Chennai – 600034
dbsp.chennai@nabard.org
044-28304651/4433

<table>
<thead>
<tr>
<th>Date of issue of tender document</th>
<th>26-02-2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre Bid Meeting with bidders</td>
<td>03-03-2021 (1100 hours)</td>
</tr>
<tr>
<td>Due date and time for submission of tenders</td>
<td>08-03-2021</td>
</tr>
<tr>
<td>Date and time of opening technical bids</td>
<td>08-03-2021 or later as convenient to NABARD</td>
</tr>
<tr>
<td>Date and time of opening of BOQ/ price bids</td>
<td>48 hrs from the final evaluation of Technical bids or later as convenient to NABARD</td>
</tr>
</tbody>
</table>
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<th>Particulars</th>
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<td>2.</td>
<td>Notice Inviting Tender</td>
<td>9</td>
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<tr>
<td>3.</td>
<td>Pre-Qualification Criteria</td>
<td>12</td>
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<td>4.</td>
<td>Instructions to bidders</td>
<td>21</td>
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<td>5.</td>
<td>General instructions and General conditions of the contract</td>
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<td>10.</td>
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<td>11.</td>
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<td>12.</td>
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<td><strong>PART – II (Financial Bid)</strong></td>
<td></td>
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<tr>
<td>13.</td>
<td>Preamble to Schedule of Quantities</td>
<td>56</td>
</tr>
<tr>
<td>13.</td>
<td>Financial Bid- Cost per Shift per Month</td>
<td>58-63.</td>
</tr>
</tbody>
</table>
1. Pre-Contract Integrity Pact
(To be executed on non-judicial stamp paper of Rs. 200)

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 Housekeeping/Maintenance Services at NABARD’s Quarters and VOF/VEF/MF at Chennai. The Principal values full compliance with all relevant laws of the land, rules, regulation, and economic use of resources and of fairness /transparency in its relations with its Bidder(s) and/or Contractor(s).

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

Section 1 — Commitments of the Principal

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

a) No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b) The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will, in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c) The Principal will exclude from the process all known prejudiced persons.

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

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

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

a) The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal’s employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b) The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s) / Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.

e) The Bidder(s) /Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f) Bidder(s) [Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

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

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

Section 4 — Compensation for Damages

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

Section 5 — Previous transgression

(1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process.

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

(1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal will disqualify from the tender process all bidders who do not sign the Pact or violate its provisions.

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

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

Section 8 — Independent External Monitor

(1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by 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 Shri Pramod Kumar Sangewar, IRSS (Retd.), House no. 12-5-65/1, Flat no. 109, Sri Harsha Sethuram Unique Vijayapuri Colony, Lalaguda South, Secundarabad 500017, Telangana.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him/ her
to treat the information and documents of the Bidders /Contractors as confidential. He / she reports to the Chairman, NABARD.

(3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.

(4) The monitor is under contractual obligation to treat the information and documents of the Bidder(s) /Contractor(s) / Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-disclosure of Confidential Information and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, NABARD and recuse himself/herself from that case.

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

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

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

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

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

Section 9 — Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharge/determined by the Chairman of NABARD.

**Section 10 — Other provisions**

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

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

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

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

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

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

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

PLACE:  
DATE:

Witness 1:  
(Name & Address)  
Witness 2:  
(Name & Address)
PART – 1 Technical Bid
2. NOTICE INVITING TENDER

Tender for Annual Maintenance Contract for Housekeeping/Maintenance Services at NABARD's Quarters and VOF/VEF/MF at Chennai

National Bank for Agriculture and Rural Development (NABARD), Tamilnadu Regional Office intends to award the Annual Maintenance Contract for Housekeeping/Maintenance Services at NABARD’s Quarters and VOF/VEF/MF at Chennai for the contract period 01st April 2021 to 31st March 2023. For this, a two stage-bidding process under GeM i.e. Technical Qualification with respect to Techno-Commercial aspects and Competitive Rates is being followed. Tender documents can also be downloaded from our website www.nabard.org under the tender column. Contractors registered on GeM may only apply.

1) National Bank for Agriculture and Rural Development (NABARD) has its Tamilnadu Regional Office at No.48, MG Road, Nungambakkam, Chennai-600034. 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 tenderers 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.

2) Tenders will be applied on GeM only. The PART-I (Technical Qualification Bid) of the tender shall contain Technical Qualification bid (as per Section I, II, III & IV), along with proof of having submitted EMD; and terms & conditions in prescribed tender document. The PART– II of the tender shall contain only the financial bid in the prescribed format 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.

3) The PART–I (Technical Qualification Bid) of the tender shall be opened first on 08th March 2021 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.

4) 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.

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

6) Any discrepancies, omissions, ambiguities in the Tender Documents, if any, or any doubt as to their meaning should be reported in writing to the “The Chief General Manager, National Bank for Agriculture and Rural Development, Tamilnadu Regional
Office, No.48, MG Road, Nungambakkam, Chennai-600034” who will review the same and information sought if not clearly indicated or specified, NABARD will issue clarifications to all the tenderers 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.

7) The tenderer shall deposit Earnest Money Deposit (EMD) amounting to Rs.34,000/- (Rupees Thirty four thousand only), by directly crediting the amount in our Current Account as per the details given below, failing which, the Tender shall be rejected. No interest shall be paid on the EMD submitted by the bidders. EMD of unsuccessful bidders would be refunded after the award of work to the successful bidders. We request you to give us a copy of the acknowledgement crediting our Account along with tender document failing which the tender will not be considered for acceptance. MSME, NABARD empanelled vendors and other eligible organizations will be exempt as per prevailing Govt. instructions upon submission of proof.

8) The details of account of NABARD are furnished below:-

लेखा का नाम / Name of Account : National Bank for Agriculture and Rural Development
खाता संख्या / Account Number (VAN) : NABADMIN21
बैंक का नाम / Bank Name: NABARD
शाखा नाम / Branch Name: HEAD OFFICE, MUMBAI
IFS कोड / IFS Code: NBRD0000002

9) 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 2023 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.

10) The successful tenderer will be required to submit @5% of the accepted value of tender (total value of the contract for one year), as Security Deposit within 15 days of award of work, which will be reckoned towards the Retention Money Deposit (RMD). The Earnest Money Deposit (EMD) of the successful tenderer shall be adjusted towards Retention Money Deposit.

11) The RMD will be released after 60 days from the expiry of the satisfactory
AMC period and will not bear any interest. The Security Deposit 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/service.

12) A Pre-bid Meeting shall be held on 03rd March 2021 at 1100 hours in the office of NABARD, Tamilnadu Regional Office, No.48, MG Road, Nungambakkam, Chennai. You are also invited to attend the meeting after visiting the site for clarification of your doubts / queries, if any. The owner/representative attending the meeting should carry the Letter of Authorization from their organisation as per Annexure-I.

13) Intending bidders have to arrange for execution of pre-bid pre-contract Integrity Pact (as per relevant stamp act of the state) failing which the tender will be rejected. All prospective bidders / vendors have to enter into an Integrity Pact with the Bank otherwise, they will not be eligible to participate in the tendering process. The pre-contract Integrity Pact should be submitted in original to “The Chief General Manager, NABARD, Tamilnadu Regional Office, No.48, MG Road, Nungambakkam, Chennai- 600034” on or before 08th March 2021.

14) The following is the Independent External Monitors (IEMs) appointed by the Central Vigilance Commission.

   Shri Pramod Kumar Sangewar, IRSS (Retd.),
   House no. 12-5-65/1, Flat no. 109,
   Sri Harsha Sethuram Unique Vijayapuri Colony,
   Lalaguda South, Secundarabad 500017, Telangana.

15) 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.

Yours Faithfully,

--sd--
(D Mitra)
Deputy General Manager
3. PRE-QUALIFICATION CRITERIA
To be submitted along with EMD of Rs.34,000/-
(Approx. value of tender is Rs.53.00 lakhs annually)

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

Please note that pre-bid pre-contract integrity pact is invariably to be submitted on or before 08th March 2021, failing which the tender shall be out-rightly rejected.

1. The work involved is Annual Maintenance Contract for Housekeeping/Maintenance Services at NABARD’s Quarters and VOF/VEF/MF at Chennai. 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 tenderers 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 31.03.2020) and who fulfill the following criteria are eligible to tender:

- Should have carried out minimum 1 similar work with Govt/PSUs during last 3 years (ending 31.03.2020) with annual contract value (costing individually) not less than Rs.42.40 lakh.

  OR

- Should have carried out minimum 2 similar works with Govt/PSUs during last 3 years (ending 31.03.2020) with annual contract value (costing individually) not less than Rs.26.50 lakh.

  OR

- Should have carried out minimum 3 similar works with Govt/PSUs during last 3 years (ending 31.03.2020) with annual contract value (costing individually) not less than Rs.21.20 lakh.

- The tenderers should have average Annual Turnover of Rs.53.00 lakh each year during the last three years ending 31 March 2020 supported by audited balance sheet or a registered Chartered Accountant certified statement of accounts.

- The tenderers 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 Tamilnadu and similarly registration with appropriate competent authority. Tenderers 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.

• 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.

• Should have their own office within the city limits of Chennai. Tenderers 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 three years in Tamilnadu state. “Similar Works” means experience in executing Annual Maintenance Contract for Housekeeping/Maintenance services in similar Government / PSUs / Public Sector Banks / Autonomous Bodies, etc. having registered office or such similar setup in Tamilnadu.


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

iv) Information in Section-I, II, III & IV as per enclosed proforma.

3. Intending tenderers 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.

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

5. If required, the Bank will obtain reports on past performance of the tenderer from his clients and bankers and evaluate the said reports before opening of the PART–II (Financial Bid) of the tenders. If any tenderer 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.

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

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

8. 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.

9. Clarifications, if any required, may be obtained from National Bank for Agriculture and Rural Development, Tamilnadu Regional Office, No.48, MG Road, Nungambakkam, Chennai-600034.

10. Intending bidders have to arrange for execution of pre-bid pre-contract Integrity Pact as per the proforma given in the tender document (as per relevant stamp act of the state) failing which the tender will be summarily rejected.

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

Date:
Place: Signature of the Tenderer with seal
Address
### Section-I-Basic Information

<table>
<thead>
<tr>
<th>Sr No.</th>
<th>Particulars</th>
<th>Bidder’s response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of the Tenderer/agency/ contractor and address of the registered office, telephone no., mobile no., fax no., email-id, and website address.</td>
<td></td>
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<td>2</td>
<td>Year of Establishment</td>
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<td>3</td>
<td>Type of the agency/ contractor (whether Sole Proprietorship/Partnership/Private Limited/ Limited or Cooperative Body etc.) Copies of supporting documents to be enclosed</td>
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<tr>
<td>4</td>
<td>Name of the Proprietor / Partners / Directors of the agency/ contractor / Firm</td>
<td>1 2 3 4 5</td>
</tr>
</tbody>
</table>
| 5      | Details of Registration  
   a Whether Partnership firm, Company, etc.  
   b Registering Authority  
   c Date of Registration  
   d Registration No. | a b c d |
| 6      | Whether registered/ empanelled for similar service with  
   a Government/ Semi- govt / Municipal Authorities or any other public organisation  
   b If yes, name of the authority  
   c and since when? | (Yes/ no) |
| 7      | Work Experience  
   a Details of work experience in Housekeeping services & Guest house maintenance  
   b Documentary evidence of previous experience if any, of carrying out works for NABARD / RBI / Public sector banks / Government department / Semi Govt. department /Other Public Sector Undertakings at any other center should also be given. |                     |
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| 8 | a) Areas of business activities, other than Housekeeping services, if any, and  
b) Place and address of such business |
| 9 | a) Address of office through which the proposed work of the Bank will be handled; and  
b) Name & designation of In-charge |
| 10 | Adequate and satisfactory evidence to indicate financial capacity of the person/agency/contractor to undertake the said work |
| 11 | a) Names of bankers  
b) Full address of bankers  
c) Telephone (landline & mobile Nos), Fax No. etc. of the contact executive (i.e. The persons who can be contacted at the office of their Clients by the NABARD, in case it is so needed) |
| 12 | Credit worthiness of the Tenderer & Turn Over during the specified period (Copies of IT deposit certificates such as copy of deposited Form 16 or any such other certificate along with latest final accounts of the business of the Tenderer duly certified by a CA should be enclosed as proof of their credit worthiness and Turn Over for the last three years ending 31.03.2020.)  
**Annual turnover**  
Rs. ____________  
Rs. ____________  
Rs. ____________  
Rs. ____________  
Rs. ____________ |
| 13 | Number of supplementary sheets attached |
| 14 | a) Whether any civil suit/ litigation has arisen in the contracts executed by the applicant during the last five years (Yes/No)  
b) If yes, please give following information (suit-wise/project-wise):  
i. Name of the Project & Organisation  
ii. Nature of work  
iii. Work Order No. and Date  
iv. Present stage of work  
v. Value of contract  
vi. Brief details of litigation |
<table>
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<tr>
<th></th>
<th>i. Permanent Account Number (PAN)</th>
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<tr>
<td></td>
<td>ii. TIN</td>
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<td>iii. Goods and Service Tax Registration No.</td>
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<td>iv. EPFO Registration No.</td>
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<td></td>
<td>v. ESIC Registration No.</td>
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<td>vi. Regional Labour Commissioner Registration (Copy of above documents to be enclosed)</td>
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<td>vii. PSARA registration certificate</td>
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</table>

**Notes: Please attach self-certified copies of the following documents:**

a) Latest Income Tax Clearance Certificate  
b) IT Returns OR Audited Balance Sheet and Profit & Loss Account for the past three years from FY 2017-18.

**Signature of the Tenderer with seal & date**
Section-II - Previous Experience

a) List of important works executed by the firm during last three years costing **Rs.21.20 Lakh** and above with experience in executing works of similar work i.e. housekeeping/Maintenance service in organisations / institutes / training establishments etc. (Please attach extra sheets if required).

<table>
<thead>
<tr>
<th>S.No</th>
<th>Name of the work And Location</th>
<th>Nature of Work</th>
<th>Name &amp; full postal address of the owner. Also indicate whether Government or Semi-Govt or PSU’s</th>
<th>Contract Amount (Rs)</th>
<th>Whether work was left incomplete or contract was terminated from either side? Give full details.</th>
<th>Any other relevant information</th>
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</table>

b) List of important ON HAND works costing **Rs.21.20 Lakh** and above in the field of housekeeping service/guest house maintenance. (Please attach extra sheets if required).

<table>
<thead>
<tr>
<th>S.No</th>
<th>Name of the work And Location</th>
<th>Nature of Work</th>
<th>Name &amp; full postal address of the owner. Also indicate whether Government or Semi-Govt. or PSU’s</th>
<th>Contract Amount (Rs)</th>
<th>Whether work was left incomplete or contract was terminated from either side? Give full details.</th>
<th>Any other relevant information</th>
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Section-III – Supervisory/Cooking/Housekeeping staff and their Experience

1. List of Supervisory/Cooking/Housekeeping staffs, giving details about their technical qualifications, experience, etc. including that in the applicant's organization. (Please attach extra sheets if required).

<table>
<thead>
<tr>
<th>S.No</th>
<th>Name</th>
<th>Age</th>
<th>Qualification</th>
<th>Experience</th>
<th>Nature of works handled</th>
<th>Date from which employed in the organisation</th>
<th>Any other relevant information, if any</th>
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</table>

2. List of available tools, Equipment. (Please attach extra sheets if required).

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name of tools/Equipment and Accessories</th>
<th>Total No. of units available with agency</th>
<th>Required no. of units to be spared for NABARD's work (to be kept in our premises)</th>
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<tr>
<td>1</td>
<td>Single Disk Scrubber Machine (flooring tiles)</td>
<td>01</td>
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<tr>
<td>2</td>
<td>Vacuum Cleaner</td>
<td>01</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Blower</td>
<td>01</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Hand Dryer/blower</td>
<td>01</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Any other cleaning Equipments</td>
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</tbody>
</table>

3. Indicate other points, if any, to show applicant’s technical and managerial competency to indicate any important point in applicant’s favour.

4. No. of supplementary sheets attached for Part III.
### Section-IV - Details of Bank Account

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>1.</td>
<td>Name of the Vendor/Firm</td>
</tr>
<tr>
<td>2.</td>
<td>Name of the Account Holder</td>
</tr>
<tr>
<td>3.</td>
<td>Address of the Vendor/Firm</td>
</tr>
<tr>
<td>4.</td>
<td>Name of the Bank, Branch and Address</td>
</tr>
<tr>
<td>5.</td>
<td>Bank Code and Branch Code</td>
</tr>
<tr>
<td>6.</td>
<td>IFS Code of the Bank Branch</td>
</tr>
<tr>
<td>7.</td>
<td>Type of Account (Saving/Current/Cash Credit)</td>
</tr>
<tr>
<td>8.</td>
<td>Account Number</td>
</tr>
</tbody>
</table>

**Note:** Please also enclose a CANCELLED CHEQUE in respect of above account number.
4. INSTRUCTIONS TO THE TENDERER

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

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

3. Intending tenderers shall deposit as earnest money a sum of Rs.34,000/- by crediting the amount into the current account of the National Bank for Agriculture and Rural Development at New Delhi, the details of which are given below:

   लेखा का नाम / Name of Account : National Bank for Agriculture and Rural Development
   खाता संख्या / Account Number (VAN) : NABADMN21
   बैंक का नाम / Bank Name: NABARD
   शाखा नाम / Branch Name : HEAD OFFICE, MUMBAI
   IFS कोड / IFS Code: NBRD0000002

4. The earnest money will be returned to the tenderer if his tender is not accepted but without any interest, after finalisation of work order. In no case EMD shall bear any interest. Under no circumstances, earnest money deposit will be accepted in the form of fixed deposit receipts or Banks or Insurance guarantee or cheque.

5. The Earnest Money Deposit of Rs.34,000/- paid by the successful tenderer shall be held by the National Bank for Agriculture and Rural Development as security for the execution and due fulfilment of the Contract. No interest shall be paid on the said deposit. In case of unsuccessful bidders, the EMD will be refunded only on award of Contract to the successful bidder. The EMD / Initial Security Deposit (ISD) will not bear any interest. If the bidder withdraws his tender before expiry of the validity period of the tender or if the Contractor fails to execute / complete the works satisfactorily, NABARD reserves the right to forfeit the EMD / ISD.

6. “Retention Money Deposit” i.e. RMD of 5% of accepted value of the tender (annual charges) shall be directly credited to our current account (details given above in Sl. No. 3) by the successful tenderer within 15 days of intimation to him of acceptance of tender. The EMD already furnished shall be taken into account while determining the RMD. In other words, EMD shall become a part of RMD. 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.

7. The RMD will be released after 60 days from the expiry of the satisfactory AMC period and will not bear any interest.
8. 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.

9. Bids submitted by unauthorized agents and FAX / Posts shall not be entertained.

10. Tenderers are advised to visit the site at their cost, conduct survey of existing conditions so as to familiarize themselves with the site conditions, nature of works etc. and get all clarifications as necessary from NABARD before quoting the rates.

11. 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.

12. The Tenderers should quote their rates strictly adhering to Terms and Conditions stipulated in the Tender Document. Unsolicited correspondence after opening of the Tender shall not be entertained. Conditional / Deviational Tenders may be rejected without making any reference to the Tenderers.

13. No Tenderer will be allowed to withdraw his Tender during the validity period. Subletting of the Contract is not permitted. In case any tenderer withdraws his/her tender during the validity period or is subsequently found to have sublet the same, the EMD amount received from such tenderers shall be forfeited.

14. 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.

15. Notwithstanding anything stated above, NABARD reserves the right to assess the tenderers capability and capacity to perform the contract, should the circumstances warrant such assessment in the overall interest of NABARD.

DECLARATION BY THE TENDERER

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.

DATE: 

SEAL & SIGNATURE OF THE TENDERER

PLACE:
5. GENERAL INSTRUCTIONS TO THE CONTRACTORS
AND GENERAL CONDITIONS OF CONTRACT

1. Tenderers 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 incidental and all overheads and profits. The contractor would be required to furnish an analysis for scrutiny of the Service Charges, as and when called for, by NABARD.

3. Rates 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.

4. Monthly payment will be made based on bill submitted by the contractor and certified by the Assistant Care Taker/ Caretaker 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, 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 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
9. The contractor shall deploy such minimum number of qualified and experienced staff as indicated in Schedule – I and financial bid by the contractor to ensure that the work is attended in time as per the scope of work of the tender, to the satisfaction of NABARD.

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

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 Govt. 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 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.

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 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 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 2023. 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.

(vi) 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.

(vii) 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.

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 Tenderer 
PLACE: ______________________________ NAME AND SEAL
ADDRESS: ____________________________
6. SPECIAL TERMS AND CONDITIONS – SCOPE OF WORK

Scope of Work (Part A)

1. This contract shall be for a period from 01st April 2021 to 31st March 2023. 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.

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 staffs 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 service (Gem-SLA mentions age of 65 years but it shall be below 55 years only). 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 staffs/cook 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.

   iii) The contractor shall ensure that the staffs 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.

iv) They shall maintain adequate security and shall remain always on vigil.

7. **Besides the regular work of providing housekeeping/Maintenance services, the staffs on duty will also be responsible for switching on/off lights in common area/s within said premises. They will also be attending other jobs like operating water pumps, opening & closing of dispensaries and also maintain registers for maintenance contracts of other trades/services.**

8. **They will not be allowed to stay overnight in the said premises after their duty hours and they will not be entitled to kitchen/housing facility in the said premises.**

9. 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.

10. The Contractor shall comply with all statutory requirements in respect of their staff such as ESIS 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.

11. 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.

12. The contractor shall provide to housekeeping staffs with necessary uniform, shoes and other necessary equipment, etc. required for the effective discharge of housekeeping services 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.

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

14. 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.

15. 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.

16. The housekeeping staff 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.

17. 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.

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

19. In case of any dispute or difference between the parties under this agreement, the same shall be referred to The Chief General Manager, NABARD, Tamilnadu Regional Office, Chennai or to the person nominated by him and his decision shall be final and binding on the parties.

20. 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.
Scope of work (Part B) – Illustrative

Supply of Cleaning Equipment

1. The contractor should provide the following items to the bank and it will be kept at our premises throughout the contract period.

   - Single Disk Scrubber Machine (for floor cleaning) - qty 01
   - Vacuum Cleaner (Heavy Duty) - qty 01
   - Hand Dryer machine - qty 01
   - Hand Blower machine - qty 01
   - Any other cleaning Machines - as required

2. The maintenance, repair charges and any other charges in respect of the supplied machine will be borne by the contractor. In any case, the bank will not bear any cost for the maintenance of the supplied items.

3. The contractor should ensure all the supplied items are of good standard and should always remain in serviceable condition. In case of unserviceability, the item has to be replaced immediately without any delay (within 24 hours).

Quarters- Common/Open Area

1. Clearing and cleaning of litter bins and segregating dry and wet waste on daily basis.
2. Mopping/wet-cleaning/scrubbing of the staircase including fire exit on daily basis.
3. Cleaning of roof terrace and car parking sheds on daily basis.
4. Sweeping of open area/common area surrounding quarter's perimeter on daily basis.
5. Clearing of garbage accumulated on daily basis.
6. Removal of cobwebs (outside/inside) on weekly basis.
7. Cleaning of motor rooms on weekly basis.
8. Removal of plants grown on the quarters building & its perimeter wall/fencing on monthly basis.
9. Any other related works, as and when instructed.

Quarters – Inside the Flats

The Details of the flats and toilets that are to be cleaned are as below,

<table>
<thead>
<tr>
<th>Location</th>
<th>Total flats in the premises</th>
<th>Total Number of Toilets</th>
<th>Total Number of rooms</th>
</tr>
</thead>
<tbody>
<tr>
<td>NABARD Officers Quarters - No 8, Cenotaph Road, Teynampet, Chennai</td>
<td>06 22 --</td>
<td>56</td>
<td>118</td>
</tr>
</tbody>
</table>
1) The rooms for 3BHK will be 03- bedrooms, 01 -hall cum balcony, 01-kitchen.
2) The rooms for 2BHK will be 02- bedrooms, 01 -hall cum balcony, 01-kitchen.
3) The rooms for 1BHK will be 01-bedroom, 01-hall cum balcony, 01-kitchen.
4) Cleaning of all the rooms of the occupied flats should be carried out on Quarterly basis, the work involves cleaning the room’s floor, wash basin in the hall & kitchen, washing the netlon, dusting the windows, cleaning the fans, removing cobwebs, and cleaning all the inaccessible spots of the flats.
5) The toilets including the bathrooms to be cleaned in a hygienic way on Weekly basis.
6) Deep cleaning of all vacant flats & SRA including toilet, bath, kitchen, etc on Monthly basis.
7) Cleaning of entire flat including toilet, bathroom, and kitchen of Welfare Association room, Community Hall, Gymnasium, Dispensary and terrace of each building including removing the deposits near rainwater pipe entry on Daily basis.
8) The housekeeping staff should always be available at the quarters during the time of duty. They should take all efforts to try to keep the premises in top standards.
9) The cleaning material will be provided by the bank. All the required cleaning materials should be intimated to the bank well in advance for purchase of the same.
10) After the completion of work the housekeeping staff shall ensure the removal of debris out of the premises to safe municipal corporation limit, removing stains, cleaning the site thoroughly.
11) This contract is for the works to be carried out at our quarters premises from inside and outside for all floors / height. The cost of scaffolding or any other necessary equipment’s for completing the work will be allowed based on the nature of work. The contractor shall make his own arrangement for tools and ladder etc. for executing the work.

**Guest Houses-VOF/VEF/MF**

<table>
<thead>
<tr>
<th>Location</th>
</tr>
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<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>
1. The supervisory staff provided by the contractor should be fluent in Tamil, Hindi & English communication (speak & write). He should behave in the best manner the bank desires and should control all the housekeeping staffs/cook working under the Guest houses-VOF/VEF/MF.

2. When the guest checks-in, the Supervisor shall immediately attend to NABARD guest, receive them, and allot the room specified by the designated officer of NABARD in the officer’s name. NABARD will reserve the rooms and intimate the Supervisor through allotment advices duly signed by the designated officer. The supervisor shall neither allot rooms on his own, for any reason nor disclose information relating to availability status to the guests.

3. Verify the identity of the guest and get the guest's name entered in the official Guest Register.

4. Accompany the guest to their room carrying their baggage to their room, leave them in the room, look after their comforts, provide fresh drinking water, etc. Offer them tea/coffee/food etc.as required by them, suiting to the time.

5. When the guest checks-out, separate bills for boarding and lodging are to be prepared and provided to the guest. Collected cash towards Room Rent will be deposited with NABARD with proper paper work on the first day of each month. At the time of check-out, the Contractor shall ensure that the room occupied by the guest is in order with respect to assets/properties of NABARD. A quick check to be carried out before the guest leaves the rooms. At the time of guest moving out of the rooms or checking out, key should be collected. Carry the guest's baggage from the room to the vehicle. To ensure that the guest has not left behind in the room any of their belongings, and if any such belongings are found, to immediately inform NABARD officials for sending the same to the guest.

<table>
<thead>
<tr>
<th></th>
<th>Total Number of Rooms with attached Bathroom, Kitchen &amp; Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>VOF (Visiting Officers’ Flat) - No 8, Cenotaph Road, Teynampet, Chennai</td>
<td>11</td>
</tr>
<tr>
<td>VEF (Visiting Employees Flat)- No 70, South Boag Road, T-Nagar, Chennai</td>
<td>04</td>
</tr>
<tr>
<td>MF (Medical Flats)- No 70, South Boag Road, T-Nagar, Chennai</td>
<td>04</td>
</tr>
</tbody>
</table>
6. The employed staffs shall not seek any tips or favour from the guests for the services rendered. During stay, the guest’s miscellaneous needs like laundry, medical etc., to be attended to. The charges for these services may be collected from the guest on actual basis, providing relevant bills. In cases where these services are to be rendered at NABARD’s cost, the same will be intimated to the Contractor.

7. Tea and Coffee, Breakfast, Lunch and Supper etc., to be provided as per the menu (indicated under scope of catering) given below. The menu may be altered for specific guests / special occasion’s /programmes/ functions, within the overall scope of the menu. For any extra item, not covered in the menu the Contractor may charge additionally on the mutually agreed rates.

8. The workers should sweep & wet mop the common areas of VOF/VEF/MF– Twice Daily

9. The rooms are to be swept & Wet mopped – Daily Basis

10. The linen to be changed once in two days but if there is change in occupancy then the linens are to be changed post vacation of the room by the earlier guest.

11. Dusting and removal of cobwebs etc. from the common areas – Weekly

12. Collection of garbage / waste from each room/common areas and disposal of the same – Daily

13. Cleaning the toilets in the rooms and common toilet on a - daily basis and as also whenever there is a change in guests occupying the VOF

14. The linen to be washed through laundry service and kept ready.

15. Maintenance of the VOFs flat will be ensured by proper cleaning, swabbing, change of linen periodically as advised by NABARD for a hygienic and clean environment

16. Room fresheners and deodorants facilities to be made available in all the rooms, toilets, lounges and all common toilets.

17. The Contractor's men shall take care of miscellaneous requirements like replacement of batteries for clocks, remote units of TVs and ACs etc. provided in the VOF rooms and other places. Reimbursement towards the same may be claimed from NABARD.

18. Rooms to be regularly checked for bed linen, hand towel, bath towel, soap, shampoo, water, functioning of TV, refrigerators, ACs, geysers and bath room fittings, bulbs etc. and maintain regular reports.

19. The Contractor shall ensure the proper functioning of all systems in the guest rooms such as electrical, electronics, sanitary and water supply.

20. All guests are to be provided with a Toiletry kit containing necessary items/consumables on arrival at guest rooms (only at VOF). The list of items to be
provided in the kit are as below. An inventory register has to be maintained for the purpose.

   a. Tooth Paste(Small)
   b. Tooth Brush
   c. Coconut Oil Sachet
   d. Soap (small)
   e. Shaving razor, Shaving cream, after shave lotion
   f. Talcum powder Sachet
   g. Moisturizer Cream(Small)
   h. Shampoo sachet
   i. Comb(Small)
   j. Jute bag (size big enough to fit the aforesaid items)

21. The agency to supply Refreshment Kit (only at VOF) should contain the following items as listed below on daily basis, based on the occupancy.
   a. White Sugar sachets – 5 Nos
   b. Tea bag- 2Nos
   c. Nescafe sachet- 2Nos
   d. Milk powder sachet - 4 Nos
   e. Green tea sachet - 2 Nos

22. The rates of Toiletry/Refreshment Kit will be fixed at the mutually agreed rate and will be paid separately as per the occupancy list of the month.

23. Items provided by NABARD is as below
   Kitchen utensils like cooker, crockeries, cutleries, tea cups, jugs, vessels, gas stove only without cylinder, bed sheets, pillow cover, towels, slippers etc. These items are to be kept in safe custody and in case of damages to the item proportionate cost will be cut from the contractors bills.

24. The Contractor has to place a Suggestion/Complaint register in the front office for the guests.

25. Maintaining the occupancy records in the prescribed format and collecting the occupancy charges and remitting to NABARD on fortnightly/monthly basis as decided by NABARD

26. Operation of washing machine for washing guests’ laundry only, the same should not be used for washing the linen.
27. The rates for breakfast, lunch, dinner, snacks and tea/coffee shall be decided in consultation with NABARD and the same may be charged from the guests once the rates are approved by NABARD.

28. Any other related works, as and when instructed.

29. **Scope of Catering work**
   
a. Items to be served at the VOF.

   **Breakfast** - Rs.40/- (Guest can select any one combination from the below mentioned list)

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>4 pcs Bread Double Omlette with tomato sauce + Tea</td>
</tr>
<tr>
<td>2.</td>
<td>2 Paratha + Pickle + Tea + curd</td>
</tr>
<tr>
<td>3.</td>
<td>4 Pcs Idly/Bonda + Sambar + Chatni+Curd+Tea</td>
</tr>
<tr>
<td>4.</td>
<td>2 Pcs Dosa + Sambar + Chatni+Curd+Tea</td>
</tr>
</tbody>
</table>

**Lunch / Dinner** - as per the below indicated rates

<table>
<thead>
<tr>
<th>Items to be served</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veg Thali</td>
<td>80/- per Thali</td>
</tr>
<tr>
<td>Economy Thali</td>
<td></td>
</tr>
<tr>
<td>Dal, Rice, Mix Vegetable, Chappati (2) Curd, Pappad, Salad and Pickle, Sweet dish</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Special Thali</th>
<th>100/- per Thali</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dal, Rice, Mix Vegetable, One Paneer Special Vegetable, Chappati (2) Curd, Pappad, Salad and Pickle, Sweet dish</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Non Veg Thali</th>
<th>120/- per Thali</th>
</tr>
</thead>
<tbody>
<tr>
<td>2pcs Chicken/Fish with curry, Rice , Dal, Chappati (2) Pappad, Salad and Pickle, Sweet dish</td>
<td></td>
</tr>
</tbody>
</table>

**Other Items**

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Items</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.</td>
<td>Dal Mix / Fry – per plate</td>
<td>30/-</td>
</tr>
<tr>
<td>4.</td>
<td>Dal per plate (Moong, Masoor,Arhar,Channa,Green,Moong, Urad)</td>
<td>25/-</td>
</tr>
<tr>
<td>5.</td>
<td>Paneer with Mutter / per plate</td>
<td>50/-</td>
</tr>
<tr>
<td>6.</td>
<td>Seasonal vegetable / per plate</td>
<td>25/-</td>
</tr>
<tr>
<td>7.</td>
<td>Mixed Vegetable / per plate</td>
<td>25/-</td>
</tr>
<tr>
<td>8.</td>
<td>Vegetable Pulao / per plate</td>
<td>40/-</td>
</tr>
<tr>
<td>9.</td>
<td>Chapati one piece</td>
<td>66/-</td>
</tr>
<tr>
<td></td>
<td>Item Description</td>
<td>Price</td>
</tr>
<tr>
<td>---</td>
<td>----------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>10.</td>
<td>Bhaji per plate raw banana/chilli/onion</td>
<td>30/-</td>
</tr>
<tr>
<td>11.</td>
<td>Parantha (Plain / Alooparantha)</td>
<td>08/12/-</td>
</tr>
<tr>
<td>12.</td>
<td>Curd (150 gms)</td>
<td>15/-</td>
</tr>
<tr>
<td>13.</td>
<td>Sandwich (Butter / Veg)</td>
<td>20/-</td>
</tr>
<tr>
<td>15.</td>
<td>Omelette (Single Egg)</td>
<td>10/-</td>
</tr>
<tr>
<td>16.</td>
<td>Omelette (Double Egg)</td>
<td>16/-</td>
</tr>
<tr>
<td>17.</td>
<td>Aloo/Gobi/Onion/Muli Paratha</td>
<td>12/- per piece</td>
</tr>
<tr>
<td>18.</td>
<td>Paneer Paratha</td>
<td>15/- per piece</td>
</tr>
<tr>
<td>19.</td>
<td>Plain Paratha</td>
<td>8/- per piece</td>
</tr>
<tr>
<td>20.</td>
<td>Tea</td>
<td>10/- per cup</td>
</tr>
<tr>
<td>21.</td>
<td>Coffee</td>
<td>10/- per cup</td>
</tr>
<tr>
<td>22.</td>
<td>Butter /Jam toast (2 pcs)</td>
<td>18/-</td>
</tr>
</tbody>
</table>

b. Raw material standards: The Contractor shall ensure that high quality ingredients and variety of quality vegetables are always procured for preparation of eatables. For all food preparation, double refined cholesterol-free and Agmark oil is to be used. As far as possible for all other preparations, Agmark or any other standard products are to be used. NABARD’s authorized official has the right to test the quality of food, reject any ingredient that may be found to be substandard. All raw materials used should be free from adulteration or any foreign material. The contractor should also ensure that the used edible oil is not re-used for any other cooking purpose.

c. The Contractor shall take orders beforehand from the guests regarding their food requirements. The Contractor shall take care to provide healthy food to the guests as per the standard menu prescribed by NABARD. However, in exceptional cases, he may have to prepare food as specified by the guests on medical grounds.

d. The Contractor shall be responsible for procurement of raw materials and ingredients. First quality raw materials and ingredients shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. The quality of the materials should be satisfactory to the officials of NABARD who may carry out random inspection.

e. The Contractor shall store sufficient quantity of high quality ingredients in the available place in the VOF to ensure preparation of food items in time. The Contractor at his own risk shall make the procurement and storage.

f. The timings for services shall be as informed by NABARD. Every food preparation shall be used for the specific service and the left-over food shall not be carried to next meal service. The Contractor shall be responsible for service of food and beverages in the Dining room. Morning Tea/Coffee will be served in respective rooms for all the guests.

g. Other room service shall be provided to VVIPs on request and other guests in case they are not able to reach Dining Hall due to medical reasons. The Contractor shall provide efficient and prompt service to all members.
h. The food preparation is to be done in a strict hygienic environment and matching process without any compromise. The staff is also expected to be reporting for duty with good health and hygiene wearing washed & ironed uniforms. The Contractor should ensure total cleanliness and regular cleaning of facilities in the kitchen. The Contractor shall perform the Service to the satisfaction of NABARD officials. If any shortcoming is found then on instruction from NABARD officials, the Contractor shall rectify the shortcoming immediately.

i. The Contractor shall ensure that he appoints well qualified & experienced cooks in all types of food preparation. If NABARD asks for procurement of any outside preparations, the Contractor shall arrange for the same and claim the expenditure in his regular bills.

j. The contractor shall attend to any or all catering requirements whether covered contractually or otherwise, at a pre-determined price laid out in the contract or mutually agreed upon thereafter. The Contractor may inspect the kitchen equipment, crockery and cutlery, etc. available with NABARD. For any additional requirement, the Contractor may bring his own equipment. Routine cleaning and proper handling of kitchen equipment required for food production will be the contractor’s responsibility. All cooking fuel costs will be borne by the contractor. The contractor shall co-ordinate the booking & procurement of cylinders in time.
7. 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.

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

Signature of the tenderer with seal and date:
## 8. SCHEDULE – I

### Requirements of Supervisor/House Keeping Staffs/Cook

Present requirement and duty hours of housekeeping staffs for our Office Premises at Chennai is indicated below:

i) Total no. of Supervisor - **01**  
   Total no. of Housekeeping Staffs - **14**  
   Total no. of Cook - **01**

ii) Duty Hours

<table>
<thead>
<tr>
<th>Location</th>
<th>No of Staffs to be deployed</th>
<th>Duty Hours</th>
</tr>
</thead>
</table>
| NABARD Officers Qtrs, Cenotaph Road, Teynampet, Chennai | 03 Housekeeping Staffs (unskilled worker) | 07.30 AM to 12.30 PM  
01.30 PM to 04.30 PM |
| NABARD Officers Qtrs, Bazullah Road, T-Nagar, Chennai | 04 Housekeeping Staffs (unskilled worker) | 07.30 AM to 12.30 PM  
01.30 PM to 04.30 PM |
| NABARD Staff Qtrs, South Boag Road, T-Nagar, Chennai | 03 Housekeeping Staffs (unskilled worker) | 07.30 AM to 12.30 PM  
01.30 PM to 04.30 PM |
| Visiting Officers’ Flat (VOF), Cenotaph Road, Teynampet, Chennai | 01 Supervisor (skilled worker) | 09.30 AM to 18.30 PM  
(01 hour lunch break in between) |
| Visiting Officers’ Flat (VOF), Cenotaph Road, Teynampet, Chennai | 03 Housekeeping/Support Staffs (unskilled worker) working on 03 shift | 06.00 AM to 02.00 PM  
02.00 PM to 10.00 PM  
10.00PM to 06.00 AM |
| Visiting Officers’ Flat (VOF), Cenotaph Road, Teynampet, Chennai | 01 Cook (semi-skilled worker) | 07.30 AM to 12.30 AM  
06.00 PM to 09.00 PM |
| Visiting Employees’ Flat (VEF) and Medical Flat (MF), South Boag Road, T-Nagar, Chennai | 01 Housekeeping/Support Staff (unskilled worker) | 07.30 AM to 12.30 AM  
06.00 PM to 09.00 PM |

**Note:** All the works indicated above will be from Monday to Saturday, only in respect of VOF/VEF/MF it should be maintained on all days. One day weekly off should be given to the Supervisor (01 no), Housekeeping staffs (04 no’s) and the Cook (01 no) working at VOF/VEF/MF during the working days (Monday to Friday) by relievers.
**Option Clause:** The tender rates shall be fixed and applicable for any **increase up to 100%** in the tendered quantities. The Employer can decrease any quantities to any extent as per requirements and the contractor will be paid the service charge only on the pro-rata basis calculation as indicated in the financial bidding. Nothing extra will be paid by the Bank on account of omission / deletion of items or decrease in the quantity of items. The Bank shall not entertain any claim whatsoever from the contractor on this account.
9. FORM OF TENDER

Annual Maintenance Contract for Housekeeping/Maintenance Services for its Quarters and VOF/VEF/MF at Chennai.

Please Note: Works/Work here and elsewhere in the tender shall mean Annual Maintenance Contract for Housekeeping/Maintenance Services for its Quarters and VOF/VEF/MF at Chennai.

The Chief General Manager,
National Bank for Agriculture and Rural Development,
Tamilnadu Regional Office,
No.48, MG Road,
Nungambakkam,
Chennai-600034

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)_________________________ ii) ______________________

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

i)________________________________ ii)________________________________

iii)________________________________

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 Bill of Quantities 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 enclose herewith interest free Earnest Money Deposit receipts of (EMD) of Rs 34,000/- (Rupees Thirty four thousand Only) by e-payment and the sum shall be forfeited in the event of our withdrawal of Tender before expiry of the validity period of offer and / or in case of breach of contract in the event of our failure to execute the Contract when called upon to do so by accepting our Tender. I agree that EMD shall not bear any interest.

10. 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.

11. 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 currency of the contract period (i.e. up to 31st March 2023) except only if the minimum wages are revised and contract rates are lower than the revised minimum wage rates or change of GST.

12. 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 TENDERER with Seal)

NAME AND ADDRESS OF THE TENDERER AND SEAL

DATE:

PLACE:
10. Draft Articles of agreement

THIS AGREEMENT is made at Chennai on this ….. day of 2021

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 Tamilnadu Regional Office at No.48, MG Road, Nungambakkam, Chennai-600034, 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 under …………………………………………Act, ……… 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 Annual Maintenance Contract for Housekeeping/Maintenance Services for its Quarters and VOF/VEF/MF at Chennai and has caused specifications describing the work to be done and prepared by Tamilnadu Regional Office, NABARD, Chennai.

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 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 necessary installation carried out at site, at the rate contained in the Schedule of Rates or as provided in the said conditions.

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

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 the next day of receipt of the work order as provided for in the said conditions and to complete the entire work within the time period prescribed below 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

(a) In case of dispute regarding the quality of work and product / unsatisfactory services etc., the final authority will rest with the Chief General Manager, NABARD, RO, Chennai 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 with in 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 Chennai. 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:

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
Annexure-I

Specimen of Letter of Authorisation
(to be given by bidder/tenderer)

To,
CGM,
NABARD,
Tamilnadu Regional Office,
Chennai-34

Dear Sir,

Subject: Letter of Authorisation

We (name of the company) have submitted our bid for participating in Bank’s Bid/Tender dated for . We also confirm having read and understood the terms of Bid/Tender as well as the scope of work & requirements.

As per the terms of Bid/Tender, we nominate Mr. , designated as of our company to participate in the bidding process.

NABARD shall contact the above named official for any and all matters relating to the bidding process.

We, hereby confirm that we will honour the bids placed by Mr. on behalf of the company in the bidding process, failing which we will forfeit the EMD.

We agree and understand that NABARD may debar us from participating in future tenders for any such failure on our part.

<table>
<thead>
<tr>
<th>Signature with company seal</th>
<th>Name of Authorised Representative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name –</td>
<td>Name of Authorised Representative</td>
</tr>
<tr>
<td>Company / Organization –</td>
<td>Designation of Authorised Representative</td>
</tr>
<tr>
<td>Designation within Company / Organization –</td>
<td>Signature of Authorised Representative</td>
</tr>
<tr>
<td>Address of Company / Organization –</td>
<td>Verified by</td>
</tr>
</tbody>
</table>

52 | Page (signature & seal of Bidder) Date:
Annexure II

12. Letter of Indemnity and Undertaking
(To be submitted by the successful bidder)

To
The Chief General Manager,
National Bank for Agriculture and Rural Development
Tamilnadu Regional Office,
No.48, MG Road,
Nungambakkam, Chennai-600034.

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/Maintenance Services at all Quarters and VOF/VEF/MF, Chennai as per this tender and which are hereinafter for brevity sake referred to as housekeeping services, 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 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
PART II (Financial Bid)
13. PREAMBLE TO SCHEDULE OF QUANTITIES

The "Annual Maintenance Contract for Housekeeping/Guest house maintenance Staffs for its office premises at No.48, MG Road, Nungambakkam, Chennai-600034".

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 Bill of Quantities, 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 Bill of Quantities 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.

8. RATES TO BE FILLED IN BILL OF QUANTITIES

The tenderer is requested to fill up rates both in figures and words. If on check there are differences between the rates given by the contractor in words and figures or in the amount worked out by him, the following procedure shall be followed.

a) When there is a difference between the rates in figure and in words, the rates, which correspond to the amounts worked out by the contractor shall be taken as correct.

b) When the amount of an item not worked out by the contractor or it does not
correspond with the rate written either in figures or in words, then the rate quoted by the contractors in words shall be taken as correct.

c) When the rates quoted by the contractor in figures and in words tallies but the amount is not worked out correctly, the rate quoted by the contractor shall be taken as correct and not the amount.

9. The Bank do not bind itself to accept the lowest or any tender and reserve its right to accept or reject any or all the tenders, either in whole or in part without assigning any reason for doing so.

10. Before tendering, the tenderer shall assess himself the existing condition of the buildings and the site, level of the site and give due allowance in his item rate quotation for any provisions as necessary.

DECLARATION BY THE CONTRACTOR

We/ I have read and understood all the instructions/conditions stated above and we / I accept all the above terms and conditions without any reservation. We/ I have taken in to account the above terms and conditions while quoting the rates.

Place: 

Signature of Contractor (with Name and Seal)

Date: 

Address:
### 14. FINANCIAL BID

Calculation sheet for supply of manpower with minimum wages

*(Cost per Supervisor per Month)*

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Particulars</th>
<th>Remarks</th>
<th>Rates / Percentage</th>
<th>Amount per month (Rs.) (for 26 days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A)</td>
<td>Basic Wages plus VDA</td>
<td>w.e.f. from 01 Oct 2020</td>
<td>777.00</td>
<td>20,202.00</td>
</tr>
<tr>
<td>(B)</td>
<td>EPF on Basic Wages plus VDA</td>
<td>Restricted to maximum wage ceiling of Rs. 15,000/-</td>
<td>12%</td>
<td>1800.00</td>
</tr>
<tr>
<td>(C)</td>
<td>EDLI on Basic Wages plus VDA</td>
<td></td>
<td>0.5%</td>
<td>75.00</td>
</tr>
<tr>
<td>(D)</td>
<td>Administrative charges (EPF &amp; EDLI) On Basic Wages plus VDA</td>
<td></td>
<td>0.5%</td>
<td>75.00</td>
</tr>
<tr>
<td>(E)</td>
<td>ESIC</td>
<td>Calculated over Basic plus VDA (not eligible if it is more than Rs. 21,000/-)</td>
<td>3.25%</td>
<td>657.00</td>
</tr>
<tr>
<td>(F)</td>
<td>Bonus</td>
<td></td>
<td>8.33%</td>
<td>1683.00</td>
</tr>
<tr>
<td>(G)</td>
<td>Sub Total {Sum of (A) to (F)}</td>
<td></td>
<td></td>
<td>24,492.00</td>
</tr>
<tr>
<td>(H)</td>
<td>Relieving Charges (for 04 days per month)</td>
<td>Calculated on pro-rata basis for 04 days on (G), i.e., 24,492/26 =Rs.942/- per day X 04 days</td>
<td></td>
<td>3,768.00</td>
</tr>
<tr>
<td>(I)</td>
<td>Total Mandatory payment per Supervisor per Month {Sum of (G) to (H)}</td>
<td></td>
<td></td>
<td>28,260.00</td>
</tr>
<tr>
<td>(J)</td>
<td>Service Charges on (I)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(K)</td>
<td>Total (I + J)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(L)</td>
<td>GST on (K)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(M)</td>
<td>Total Cost per Shift per Month (K+L)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note 1:** Rates shall be quoted as “Total Cost per Supervisor per Month”.

**Note 2:** For all calculation, there shall be 30 working days in a month and a year shall comprise of 12 months. The duty hours shall be 08 (Eight) hours per day i.e. as per Central Govt. Minimum Wage Act.

**Note 3:** No change shall be allowed in this table.
Note 4: - Sl. No. A, B, C, D, E, & F above shall be paid as per Central Govt. Acts/Notifications including amendments.

Note 5: - Sl. No. B, C & D are restricted to Rs. 15,000/- as per EPF Act.

Note 6: - Basic Wages plus VDA at Sl No. A are as per Central Govt. Minimum Wages w.e.f. 01 October 2020 for Watch and Ward Duties without arms.

Note 7: - Rates quoted would be applicable for the entire period i.e. up to 31st March 2023. However, revision in rates would be considered only if the minimum wages & taxes are revised.

Note 8: - The Service Charges quoted above may include premium towards insurance cover for the workers employed, premium towards third-party insurance cover, other incidental administrative costs like provision of uniforms to workers, Supply of Cleaning Machines, Overhead Profits, TDS deductions, etc. These costs (or percentage) are to be solely decided by bidder for the purpose of this quotation at Sl. No. (J) above.

Note 9: - VDA=Variable Dearness Allowance, ESI= Employee State Insurance, EPF= Employee Provident Fund, EDLI= Employee Deposit Linked Insurance Scheme.

Date: 
Signature of the tenderer with seal
Place:
### Calculation sheet for supply of manpower with minimum wages

**(Cost per Housekeeping Staff per Month)**

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Particulars</th>
<th>Remarks</th>
<th>Rates / Percentage</th>
<th>Amount per month (Rs.) (for 26 days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A)</td>
<td>Basic Wages plus VDA</td>
<td>w.e.f. from 01 Oct 2020</td>
<td>639.00</td>
<td>16,614.00</td>
</tr>
<tr>
<td>(B)</td>
<td>EPF on Basic Wages plus VDA</td>
<td>Restricted to maximum wage ceiling of Rs. 15,000/-</td>
<td>12%</td>
<td>1800.00</td>
</tr>
<tr>
<td>(C)</td>
<td>EDLI on Basic Wages plus VDA</td>
<td></td>
<td>0.5%</td>
<td>75.00</td>
</tr>
<tr>
<td>(D)</td>
<td>Administrative charges (EPF &amp; EDLI) On Basic Wages plus VDA</td>
<td></td>
<td>0.5%</td>
<td>75.00</td>
</tr>
<tr>
<td>(E)</td>
<td>ESIC</td>
<td>Calculated over Basic plus VDA (not eligible if it is more than Rs. 21,000/-)</td>
<td>3.25%</td>
<td>540.00</td>
</tr>
<tr>
<td>(F)</td>
<td>Bonus</td>
<td></td>
<td>8.33%</td>
<td>1384.00</td>
</tr>
<tr>
<td>(G)</td>
<td>Sub Total {Sum of (A) to (F)}</td>
<td></td>
<td></td>
<td>20,488.00</td>
</tr>
<tr>
<td>(H)</td>
<td>Relieving Charges (for 04 days leave per month)</td>
<td>Calculated on pro-rata basis for 04 days on (G), i.e., 20,488/26 =Rs.788/- per day X 04 days</td>
<td></td>
<td>3,152.00</td>
</tr>
<tr>
<td>(I)</td>
<td><strong>Total Mandatory payment per Housekeeping Staff per Month</strong> {Sum of (G) to (H)}</td>
<td></td>
<td></td>
<td><strong>23,640.00</strong></td>
</tr>
<tr>
<td>(J)</td>
<td>Service Charges on (I)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(K)</td>
<td>Total (I + J)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(L)</td>
<td>GST on (K)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(M)</td>
<td>Total Cost per Shift per Month (K+L)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note 1:** Rates shall be quoted as “Total Cost per Housekeeping Staff per Month”.

**Note 2:** For all calculation, there shall be 30 working days in a month and a year shall comprise of 12 months. The duty hours shall be 08 (Eight) hours per day i.e. as per Central Govt. Minimum Wage Act.

**Note 3:** No change shall be allowed in this table.
Note 4: - Sl. No. A, B, C, D, E, & F above shall be paid as per Central Govt. Acts/Notifications including amendments.

Note 5: - Sl. No. B, C & D are restricted to Rs. 15,000/- as per EPF Act.

Note 6: - Basic Wages plus VDA at Sl No. A are as per Central Govt. Minimum Wages w.e.f. 01 October 2020 for Watch and Ward Duties without arms.

Note 7: - Rates quoted would be applicable for the entire period i.e. up to 31st March 2023. However, revision in rates would be considered only if the minimum wages & taxes are revised.

Note 8: - The Service Charges quoted above may include premium towards insurance cover for the workers employed, premium towards third-party insurance cover, other incidental administrative costs like provision of uniforms to workers, Supply of Cleaning Machines, Overhead Profits, TDS deductions, etc. These costs (or percentage) are to be solely decided by bidder for the purpose of this quotation at Sl. No. (J) above.

Note 9: - VDA=Variable Dearness Allowance, ESI= Employee State Insurance, EPF= Employee Provident Fund, EDLI= Employee Deposit Linked Insurance Scheme.

Date: 

Signature of the tenderer with seal

Place: 
Calculation sheet for supply of manpower with minimum wages

(Cost per Cook per Month)

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Particulars</th>
<th>Remarks</th>
<th>Rates / Percentage</th>
<th>Amount per month (Rs.) (for 26 days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A)</td>
<td>Basic Wages plus VDA</td>
<td>w.e.f. from 01 Oct 2020</td>
<td>707.00</td>
<td>18,382.00</td>
</tr>
<tr>
<td>(B)</td>
<td>EPF on Basic Wages plus VDA</td>
<td>Restricted to maximum wage ceiling of Rs. 15,000/-</td>
<td>12%</td>
<td>1800.00</td>
</tr>
<tr>
<td>(C)</td>
<td>EDLI on Basic Wages plus VDA</td>
<td></td>
<td>0.5%</td>
<td>75.00</td>
</tr>
<tr>
<td>(D)</td>
<td>Administrative charges (EPF &amp; EDLI) On Basic Wages plus VDA</td>
<td></td>
<td>0.5%</td>
<td>75.00</td>
</tr>
<tr>
<td>(E)</td>
<td>ESIC</td>
<td>Calculated over Basic plus VDA (not eligible if it is more than Rs. 21,000/-)</td>
<td>3.25%</td>
<td>597.00</td>
</tr>
<tr>
<td>(F)</td>
<td>Bonus</td>
<td></td>
<td>8.33%</td>
<td>1,531.00</td>
</tr>
<tr>
<td>(G)</td>
<td>Sub Total {Sum of (A) to (F)}</td>
<td></td>
<td></td>
<td>22,460.00</td>
</tr>
<tr>
<td>(H)</td>
<td>Relieving Charges for 04 days</td>
<td>Calculated on pro-rata basis for 04 days on (G), i.e., 24,492/26 =Rs.864/- per day X 04 days</td>
<td></td>
<td>3,456.00</td>
</tr>
<tr>
<td>(I)</td>
<td>Total Mandatory payment per Cook per Month {Sum of (G) to (H)}</td>
<td></td>
<td></td>
<td>25,916.00</td>
</tr>
<tr>
<td>(J)</td>
<td>Service Charges on (I)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(K)</td>
<td>Total (I + J)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(L)</td>
<td>GST on (K)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(M)</td>
<td>Total Cost per Shift per Month (K+L)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note 1:** Rates shall be quoted as “Total Cost per Cook per Month”.

**Note 2:** For all calculation, there shall be 30 working days in a month and a year shall comprise of 12 months. The duty hours shall be 08 (Eight) hours per day i.e. as per Central Govt. Minimum Wage Act.

**Note 3:** No change shall be allowed in this table.

**Note 4:** Sl. No. A, B, C, D, E, & F above shall be paid as per Central Govt. Acts/Notifications including amendments.
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Note 6: - Basic Wages plus VDA at Sl No. A are as per Central Govt. Minimum Wages w.e.f. 01 October 2020 for Watch and Ward Duties without arms.

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Date: 
Signature of the tenderer with seal 
Place: