



**Annual Maintenance Contract for Facility Management Services-
1) Housekeeping (Office and Quarters), 2. VOF maintenance,
3. Gardening, 4. GYM maintenance, 5. Wooden Floor Cleaning of NABARD
Chhattisgarh Regional Office premises
for the period 01 Jul 2025 to 31 Mar 2027**

PART I (TECHNICAL BID)

To be submitted online through GeM portal

Tender Ref. No.	NB.CG RO/ DPSP/30687 / AMC/ FMS/2025-26 dated 29 May 2025
Date of commencement of issue of Tender through GeM Portal	29.05.2025
Date of Pre-bid meeting	29.05.2025
Due date and time for submission of e- Tender	14.00 hours on 19.06.2025
Date and time of opening of the e- tender (Technical Bid)	14:30 hours on 19.06.2025
Date and time of opening of the financial bid	Shall be communicated to the technically qualified bidders later.

Name of the Bidder	
Address	

Note: Any bid with incomplete information will be rejected

Signature and stamp of the Bidder
or Authorized Signatory

FORM OF TENDER

To

Dr. Gyanendra Mani

Chief General Manager

NABARD Chhattisgarh Regional Office,

Plot No. 01, Sector 24, Opposite Central Park

Atal Nagar, Naya Raipur

Chhattisgarh- 492018

Dear Sir,

Name of Work	Annual Maintenance Contract for Facility Management Services- 1) Housekeeping (Office and Quarters), 2. VOF maintenance, 3. Gardening, 4. GYM maintenance, 5. Wooden Floor Cleaning of NABARD Chhattisgarh Regional Office premises for the period 01 Jul 2025 to 31 Mar 2027
Earnest Money Deposit (interest free)	EMD of Rs. 2,26,653/- through online fund transfer only. Tenders without EMD are liable to rejection.
Validity of tender	90 days from date of opening
Mode of submitting The tenders	E-tender to be submitted online through GeM portal
Pre-bid meeting	15.00 hours on 02.06.2025
Time up to which e-tenders can be submitted online	14.00 hours on 19.06.2025
Time of opening of Technical Bid	14:30 hours on 19.06.2025

2. Having examined the specifications and schedule of quantities relating to the work/s specified in the memorandum hereinafter set out and having visited and examined the site of the work/s specified in the said memorandum and having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to execute the work/s specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in the attached schedule of quantities and in accordance in all respects with the specifications and instructions in writing referred to in conditions of tender, the Articles of Agreement, Special Conditions, Schedule of Quantities and Conditions of Contract and with such materials as are provided for and in all other respects in accordance with such conditions so far as they may be applicable.
3. Should this tender be accepted, I/We hereby agree to abide by the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof the Earnest Money Deposit may be forfeited.
4. Details of the Firm/ Company/ Individual
 - i. Name of our firm / Company / Individual _____

ii. Address of our firm / Company/ Individual

iii. Mobile No. _____ iv. E-mail address _____

v. a) Bank a/c no. is _____ with _____ Bank.

b) Type of account: Current A/c OR Saving A/c (please tick)

c) IFSC Code of bank branch: (For receiving payments against bills of works)

(ii) Address of bank branch: _____

5. The names of partners of our firm are (if applicable):

(i)

(ii)

Name of the partner of the firm authorised to sign (Specimen Signatures) tender / agreement

‘OR’

Names of person having Power of Attorney to sign the contract. (Specimen Signatures)
(Certified true copy of the Power of Attorney should be attached)

Yours faithfully

Signature of Contractor/Authorised person

(Signature and addresses of witnesses)

(1)

(2)

A. PRE-QUALIFICATION CRITERIA and Supporting Documents

- i The intending firm/contractor shall enter into **Integrity Pact** with NABARD as per the format given in Annexure **B** of this tender document on Rs. 200/- non-judicial stamp paper.
- ii The firm/contractor should have **experience** of similar AMC works during the last 05 years. The date of registering of the firm/contractor, work orders etc may be submitted in this respect.
- iii The estimated cost of the AMC is approx. Rs. 113.33 lakh. The **annual turnover** of the firm/contractor during each of the last 3 years (ending 31.03.2025) should be at least 30% of the estimated cost of tender i.e. Rs. 34.00 lakh
- iv The **Audited balance sheets** or registered Chartered Accountant statement of accounts may be submitted in this respect.
- v The firm/contractor should have done at least:
 - I. Three similar works whose individual values not less than 40% of the estimated cost i.e. Rs. 45.33 lakh
 - i. OR
 - II. Two similar works whose individual values not less than 50% of the estimated cost i.e. Rs. 56.66 lakh
 - i. OR
 - III. One similar work whose individual value not less than 80% of the estimated cost i.e. Rs. 68.00 lakh
- vi The **work orders and work completion certificates** issued by the client institutions may be submitted in this respect.
- vii The tenderers should have applicable Tax registrations (**GST, PAN**).
- viii Tenderers should have a current / savings **bank account** with a scheduled commercial bank.
- ix NABARD reserves the right to verify any or all the documents furnished by the Tenderers with any authorities. NABARD also reserves the right to cancel any or all the applications without assigning any reason thereof.
- x Intending applicants are required to furnish details about their firm/organization, experience, competence etc as per the Performa (**Basic Information**) given below. Failing which shall lead to cancellation of application of Tenderer.
- xi While deciding upon the selection of Tenderers, emphasis will be given on the ability and competence to do good quality work in accordance with the specifications and within the time schedule.
- xii The application **form should be signed** by a person on behalf of the Firm/Organization, who is duly authorized to do so.
- xiii If the space in the application form is insufficient for furnishing full details, such information may be supplemented on a separate sheet of paper duly signed.
- xiv Applications containing false or inadequate information are liable for rejection and Bank reserves the right to blacklist those agencies. Any agency blacklisted /debarred by NABARD will be ineligible to participate in the tendering process.

BASIC INFORMATION

Sl. No.	Particulars	Information
1	Name of the firm/contractor	
2	Type of Organisation- Whether Proprietor Partnership, Private Limited company etc. (Please enclose related documents)	
3	Name of the Proprietor/Partners/Directors organisation	
4	Details of Registration (Firm, Company etc.) Registering Authority, Date, Number etc.	
5	Experience in the respective field of work Please enclose documents in support Years
6	Name and address of the Bank/Bankers.	
7	Yearly turnover of the organization for the last 3 years ending 31 st March 2025 (Attach a separate neatly typed sheet on letter head of chartered accountant or enclosed copies of audited balance sheets & profit & loss for the previous three financial years.)	
	2022-23	
	2023-24	
	2024-25	
8	a) Registered Office address and Telephone number	
	b) Local Office address in Raipur/ Naya Raipur Bidders should mandatorily have office in Raipur/ Naya Raipur without which they would be disqualified	
9	Whether working with any of the Govt. / Semi Govt. Undertaking/s as approved contractors and if so, furnish details	

Signature of the applicant
(with seal)

List of Documents to be submitted

- 1 Registration Certificate of Company
- 2 PAN card issued by the Income Tax Department with a copy of Income Tax Return of the last financial year
- 3 GST Registration
- 4 Provident Fund Registration number
- 5 ESI Registration number
- 6 Licence under Contract Labour Regulation and Abolition Act, 1970. One self- attested proof of Authorised person of the firm/agency with name, designation and address and office telephone numbers. If bidder is a partnership firm, name, designation, address and office telephone number of Directors/Partners also.
- 7 Copy of Balance Sheet and Profit and Loss Account for the last three years duly certified by a Chartered Accountant.
- 8 Performance certificates from the Previous and current employers
- 9 A copy of Company profile
10. Certification for GYM Trainer along with Experience Certificate (trainers may be certified by reputable organisations such as the National Strength and Conditioning Association (NSCA) or the National Academy of Sports Medicine (NASM))
11. At least 02 Driving Licenses- 04 wheeler (LMV) amongst the Housekeeping Staff.
12. Agency must have 01 personnel with Hotel Management Bachelors Degree in the payroll (Copy of EPF/ESI contribution for last 01 year may be attached)
13. Agency must have 01 personnel certified with FoSTaC (Food Safety Training and Certification) certification (Copy of EPF/ESI contribution for last 01 year may be attached)
14. Bidder **must have its registered office actively located in Raipur**, Chhattisgarh and submit attested copy of documentary proof for the office.

GENERAL INSTRUCTIONS TO THE CONTRACTORS/ TENDERERS AND GENERAL CONDITIONS

1. PROCEDURE FOR FILLING AND SUBMISSION OF TENDER:

- i. Tenderers are requested to submit their bids through GeM portal for the aforesaid Tender as per detailed technical specifications and other requirements as mentioned more specifically elsewhere in this e-tender document.
 - ii. The e-tender will be available to the bidders /contractors on GeM portal for **download from 29 May 2025** and also on NABARD's website (for reference purpose) <https://www.nabard.org/>. There will be no charges for downloading the tender documents from the web site.
2. Tenderers are advised to submit e-tender (e-bids) through GeM portal only.
 3. Tenderers can upload filled in their tender documents as per the instruction indicated in the portal directly from their PC in the designated folder created for them in On-line Bid form.
 4. The tenderer / bidder shall submit two separate e-bids for the captioned Tender i.e. Technical Bid and Financial Bid which should be completed in all respect. The same can be downloaded online from the NABARD's e-Procurement website viz. <https://nabard.eproc.in>. **Pre-contract Integrity Pact as in Annexure B may be filled and submitted online, failing which the tender will not be considered**
Tenders must be submitted online not later than 14.00 hours on 19 June 2025
 5. All bidders are required to deposit EMD of **2,26,653/-** through **online** fund transfer only, in favour of NABARD as per the details furnished below. The tender application of the bidders not depositing the EMD shall be rejected. MSEs as defined in MSE Procurement Policy issued by GoI or bidders who are registered with Central Procurement Organizations or empanelled with NABARD itself, are exempted from submission of prescribed EMD for the tender

Particulars	Account Details
NAME OF THE ACCOUNT	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
BANK ACCOUNT NUMBER (VAN)	NABADMN39
NAME OF THE BANK	NABARD
NAME OF THE BRANCH	HEAD OFFICE, MUMBAI
IFSC	NBRD0000002

6. Retention Money Deposit (RMD):- The contractor has to submit Retention Money Deposit **@ 5% of the quoted amount of AMC for one year within 15 days from the date of issue of work order by NABARD.** The EMD of successful contractor shall be adjusted within the security deposit and the remaining amount to be furnished. No interest will be paid on EMD, Security Deposit/ Retention Money. No mobilisation advance will be

given to contractor. The Security Deposit shall be refunded to the contractor on completion of AMC period and completion of all contractual obligations.

7. Quoted rates should be workable, reasonable and should include incidental and all overheads and profits. The Tenderer will furnish Rate Analysis for scrutiny of the rates by NABARD, if required.
8. Rates quoted should include all Taxes, Duties, Octroi, Levies, GST, etc., in accordance with various statutory enactments and should be firm for the entire Contract Period. **No increase in rates will be allowed during the entire Contract Period on this account. The rates will be considered for revision only in case of (i) revision of minimum wages and (ii) revision of statutory taxes like GST to the relevant extent.**
9. **Monthly/ Quarterly/ Periodical** payments will be made in the case of Housekeeping AMC works based on the bills submitted by the Contractor and certified by the concerned ACT/Security Officer/Bank's Officer to the effect that the works / complaints recorded in the registers/software are attended and rectified as per the scope of the work. The Contractor has to get the Signature of the ACT/CT (Assistant Caretaker/ Caretaker) after completion of the respective works on the formats enclosed/given for respective work and should submit all these with the bill.
10. Any discrepancy in settlement of bills may be brought to the notice of NABARD within a period of one month after the settlement of the Bills. NABARD will not entertain any claim regarding any dispute in settlement of the bills after stipulated time.
11. Income Tax, GST and other taxes, as applicable, will be deducted from total payment due to the Contractors.
12. All works, complaints / instructions given by the respective authorities covered under the Annual Maintenance Contract are to be attended on the same day. In case of delay in attending the work in time, NABARD will be at liberty to get the work done through any other agency and the cost therefor shall be recovered from the Contractor at the discretion of NABARD.
13. The Contractor should have valid license relating to his Contract as per the existing laws and the workmen employed by the Contractor should also have the experience in their trade.
14. The Contractor should arrange to obtain necessary **Insurance cover i.e. (i) Workmen Compensation policy and (ii) Contractors All Risk Policy (CAR policy)** for his employees at his cost and should be responsible for the safety of persons employed by him. The original Insurance Policy should be submitted to NABARD immediately after award of work. The **CAR** policies are required to be at least for 1.25 times of the contract value.
15. The Contractor shall be fully responsible and shall indemnify NABARD with suitable Insurance cover in the event of any damage to men or material, injury / damage or death as the case may be, caused directly or indirectly due to the negligence of the Contractor or his agents and / or his employees or workmen. The decision of NABARD in this regard shall be final and binding.

16. The contractor shall pay the personnel deployed in NABARD premises, their wages in accordance with the relevant **Minimum Wages Act**, 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 by them in NABARD premises. The copy of the same required to be attached with the monthly bill for reference of NABARD.
17. The contractor will be responsible for timely payment to its personnel deployed in the premises and compliance of all statutory provisions relating to minimum wages, Provident Fund and Employees State Insurance, etc. in respect of the persons deployed by them in NABARD. The Contractor shall be responsible to fulfil all the obligations in connection with the workers employed by it for the purpose of the Contract and all the Statutory and other liabilities if any including minimum wages of Central/ State Govt. (whichever is higher shall be applicable) , leave, salary, uniform, identity cards, ex-gratia, ESI, Provident Fund, Workman Compensation, if any, etc. (as applicable) in connection therewith shall be on the Contractor account and payable by the concerned Contractor. The contractor shall liaise with Labour Deptt. of State Govt. / Central Govt. and comply with all necessary regulations/instructions in this regard.
18. **Contractors shall, wherever applicable, pay Bonus at Government approved rate (prevailing rate is 8.33% of Minimum Wages) to the eligible contract workers and the same is payable to contractor on reimbursement basis on production of proof of payment. However, Bonus will not be included in the Price Bid Format for bid evaluation purpose.**
19. All the Standard Conditions of the Contract shall be binding on the parties as per Indian Contract Act and prevailing Rules.

The Contractor shall comply with all the applicable Acts, Rules, Regulations and Law (s) for entering into Maintenance Contract and the Bank will not in any way be liable or responsible for any default / irregularities / penalties on the Contractor's part.
The penalties for not complying with the above are indicated in Special Conditions of contract.
20. **Annexure A:-** The contractor shall always retain experienced staff at site at least to the extent of strength as given in Annexure A.
21. **Price Bid in ATC-**(Calculation sheet for supply of manpower and minimum wages) is required to be submitted duly filled in with the Price bid/BOQ. Tenders/bids not complying with the minimum wages payment are liable to be rejected which will be ascertained on the basis of Annexure – A ; submitted by the contractor. Bank will ascertain whether the contractor will be able to pay the minimum wages and other components from Price Bid.
22. 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.

23. The Contractor shall comply with the provisions of Contract Labour (Regulation and Abolition) Act, 1970, Minimum Wages Act and all other Labour Laws and other Statutory Regulations (both Central and States) that may be enforced from time to time by the Appropriate Authorities. NABARD shall not be responsible for any penalty on failure on the part of contractor to comply with any Labour Regulations. The contractor shall maintain attendance register of his staff employed at various sites and wage register for payment (at least minimum wages as per Central or State Govt. whichever is higher shall be paid) with all records up to date as per the labour regulations. The contractor shall submit the monthly payment records to the staff employed by him.
24. **The contractor shall ensure that the payment is regularly credited to the bank account of the individual labour employed at Bank's premises and pay slips for respective payments are duly issued regularly. NABARD will ask for present/past pay slips and payment records related to ESI/PF to be submitted along with the monthly bill.** In extraordinary case of wages being disbursed in cash, the same may be done in the presence of authorized representative of NABARD as required as under relevant law.
25. The manpower deployed by the contractor should be polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of NABARD. Necessary grooming should be done by the contractor before posting the staff at site. He shall also comply with the provisions of all labour legislations. Receipt of any complaint in this regard shall be viewed seriously.
26. No additional payment shall be made if contractor keeps more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactorily as per the contract provision.
27. The Contractor or his authorised representative should visit the site as per requirement and meet NABARD's Security Officer/bank's Officer with prior appointment for any clarifications and to receive instructions, etc. at the site.
28. The Contractor's workmen should report to ACT/ Site supervisor as per timings mentioned in the Price bid/ Bill of Quantities. A register will be kept at site on all the locations showing attendance on day to day basis and which will be countersigned by the security guard on duty the time when contractor's worker arrives & signs at site. The same shall also be signed by ACT & the same or copy shall be presented along with the Contractor's monthly bill.
29. The workers / staff employed should wear colour code uniforms displaying contractor firm's name. The Contractor should not employ any person who is prohibited by Law from being employed for fulfilling obligations under this Contract. Any indecent behaviour / suspicious activities of the staff employed shall be viewed seriously and a suitable penalty shall be imposed on contractor. The contractor is also required to submit the list of workers with photo ID, educational qualification, address proof, etc. before deputing the workers. An attendance register shall be maintained at site indicating number of persons deployed for the inspection by NABARD officials/representative.
30. Any act of indiscipline / misconduct / theft / pilferage on the part of any employee engaged by the Contractor resulting in any loss to NABARD in kind or cash will be viewed seriously and NABARD will have the right to levy damages or fine and / or even terminate the Contract forthwith, if necessary.

31. In case of any default or failure on Contractor's part to comply with all / any one of the Terms / Conditions, NABARD reserves the right to take necessary steps to remedy the situation including, inter-alia, the deduction of appropriate amount/s from dues otherwise payable to Contractor and/or by taking recourse to appropriate recovery proceedings. The contractor shall keep NABARD indemnified against all claims whatsoever in respect of the manpower deployed by it in NABARD. In case any employee of the contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the contractor to contest the same. In case NABARD or its employee is made party and is supposed to contest the case, NABARD will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses which shall be paid in advance by the contractor to NABARD or any person authorized by NABARD, on demand. Further, the contractor will ensure that no financial or any other liability comes to NABARD or its employee in this respect of any nature whatsoever and shall keep NABARD or any employee of NABARD indemnified in this respect.
- (a) "Any dispute or difference whatsoever arising on any matter concerning this contract between the parties out of or relating to the services, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration in accordance with Arbitration and Conciliation Act, 1996 or any modification thereof. The arbitration shall be conducted by sole arbitrator appointed by NABARD and the award made in pursuance thereof shall be binding on the parties." (b) The venue of the arbitration shall be at Raipur.
- (c) The language of arbitration shall be English.
- (d) Work under the contract shall be continued by the contractor during the arbitration proceedings unless otherwise directed in writing by NABARD, unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.
32. The Contractor should not at any time do, cause or permit any nuisance on the site / do anything which shall cause unnecessary disturbances or inconvenience to the occupants / visitors at site or near the site of work.
33. The personnel deployed by the Contractor can use the common facilities such as drinking water, toilet, etc. if any, provided at the premises. However, it should be ensured that the same should be kept in hygienic condition.
34. The work should be carried out with minimum inconvenience to the occupants. The workmen employed by the Contractor should abide by the Rules and Regulations maintained by NABARD in the premises, especially in respect of working hours, entry of the workers to the premises, interpersonal relation with the occupants, etc.
35. The contractor shall promptly and timely obtain all such consents, permissions, approvals, licenses etc., as may be necessary or required, in accordance with this Tender. The Contractor should obtain approvals, if any, necessary for the work from the Statutory Bodies on behalf of the NABARD. The Contractor shall assist the NABARD fully in respect of any liaison with the Municipal or any other Authority for necessary approval / permission with regard to the maintenance works. The fees and other statutory charges, if any, will be reimbursed to the Contractor based on the original receipts produced to the NABARD.

36. The Contractor shall ensure that the employed staff shall not undertake any private work inside or outside NABARD's residential/Office premises.
37. The engaged staff shall also undertake other specific work related with/without housekeeping works and other works during working hours as per instruction of ACT/P&SO, if required.
38. **Termination of agreement:** "If the services of the contractor are not found to be satisfactory, the contractor will be given a notice, with a **notice period of 30 days**, to improve his services. If the contractor fails to improve his services within the Notice period, NABARD shall have the discretion to terminate the contract either in part or in whole, on any day after the expiry of the said notice period if
 - (a) in the opinion of the Bank (which shall not be called in question by the contractor and shall be binding on the contractor) the contractor fails or refuses to implement this agreement to the Bank's satisfaction and/or
 - (b) the contractor commits a breach of any terms and conditions of this agreement and/or
 - (c) the contractor is adjudged an insolvent or a compromise is entered by him with his creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of contractor and/or
 - (d) for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/or
 - (e) there is any variation in the ownership/partnership or management of the contractor or his business without the prior approval in writing of the Bank to such variation.
39. In the event of termination of this agreement for any reason whatsoever, the contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.
40. In case the Contractor desires to terminate the Contract, he may do so by giving the Bank a notice period of three months.
41. On site storage space will be provided to the Contractor subject to availability. NABARD will not be responsible for Contractor's materials.
42. The Contractor shall provide all necessary Tools & Plants materials or any other equipment, materials, labour, etc. required for maintenance and no payment in this regard will be made by NABARD. The Contractor shall supply, fix and maintain all the scaffoldings, jhulla, T&P, etc., at his cost during the execution of any work and remove them as soon as the work is completed, without causing any damage to NABARD's property.
43. Items required by NABARD viz. Housekeeping Items (Floor Cleaner/Phenyl/ Disinfectant/ Room Freshener or any other), Gardening Items (Plants, Fertilizers, Pots etc. (No tools to be covered)), VOF (Guest Kits, Bed & Linen, Furniture, Equipment, Deadstock items etc.) , GYM Equipment (Lubricant, Oils or any other maintenance items on need basis), Wooden Floor Cleaning (Chemical and liquids etc.) will be purchased and supplied by NABARD.
44. Any other items required for repair or upgradation of present set up will be borne by the Contractor and to be reimbursed subject to prior approval obtained from NABARD.

45. The Contractor shall not directly or indirectly transfer, assign or sublet the Contract or any part of it, without written permission of NABARD. But he can engage various licensed agencies/agencies for carrying out different works.
46. While submitting the monthly bill for AMC, the contractors have to submit all the required documents / statements as desired by NABARD. Contractor will not link payments to his labours with the settlement of his bill by NABARD.
47. It is the contractor's responsibility to coordinate with other service providers viz. companies, municipality etc. for completion of the work, if required and attending to the work along with liaising with local bodies including making payments to statutory bodies. Bank shall reimburse the payments for such works on production of valid receipts. No other charges for such works shall be payable.
48. **Validity of Offer** : 90 days from the date of opening of the price bid.
49. The successful bidder shall execute an agreement with NABARD at his cost on non- judicial stamp paper as per the prevailing rates in accordance with the standard format enclosed (articles of agreement) within 10 days from the date of issue of work order failing which bidders EMD may stand forfeited.
50. Additional Terms and Conditions, Special conditions, Safety conditions as stated in attached sheets.

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

(SIGNATURE OF THE CONTRACTOR / TENDERER)

Place:

Name:

Date:

Seal:

Scope of Work

A) HOUSEKEEPING SERVICES- OFFICE and QUARTERS

The NABARD Regional Office Building at Plot No. 01, Sector 24, Atal Nagar, Naya Raipur, Chhattisgarh- 492018 is constructed in a land plot measuring nearly 1 acre. The building consists of a basement, Ground floor to 3rd floor and terrace. The office space is furnished with the Workstations and cabins. Cabins are constructed by erection of partition walls.

1. Properties:

1.1 Area statement of the Regional Office

Office Building Plot area = 3946.79 sq. m.

Vacant Plot area= 4000 sq. m.

Total built up area of the building including basement, Gr. Floor upto 3rd floor =

The floor wise break-up is as tabulated below:

(Approximate area in sq m.)

Sr. No.	Floor	Office Use area	Common use area*	Total area (appx)
1	Basement	0	1472.48	1472.48
2	Ground	945.51	0	945.51
3	First	1009.37	0	1009.37
4	Second	970.19	0	970.19
5	Third	986.80	0	986.80
6	Terrace	0	1450.00	1450.00
	Total	3911.87	2922.48	6834.35

(*)The area is based on Building Plan Layout and may vary in actual. Contractors may visit and assess the area at their own interest.

1.2 Area statement of Residential Quarters

Sr. no.	Property Details	Area
1	Block 42 (all 24 Flats)	Parking area, Lobby Area on all floors, Terrace (Block 42)
2	Block 43 (Flat 101,102,103,104)	
3	Block 34 (Flat 201,202,203,204,205,301,302,303,304,305,306,401,402,403)	

4	Block 13 (Flat 101,102,103,104,201,202,203,204)	Lobby area – 1 st floor (Block 43)-Daily Lobby Area- Residential Flats as per allotment Bungalow- Common Use area and Terrace
5	Block 09 (Flat 201,202,203,204)	
6	Bungalow – P3B-35,36,37,38,39	
7	Bungalow- P4A-239	

2. Internal cleaning

The successful contractor shall have to take care of the day-to-day cleaning of the office building on various floors, basement including toilet areas and compound area by both dry / wet mopping. The cleaning of table tops and workstation tops shall be done by NABARD maintenance staff. Periodical cleaning of the partition glasses and glazing glasses need to be cleaned from inside periodically. Also cleaning of the reflectors of the electrical light fittings and cleaning of the Air conditioner duct covers from outside which are visible in the false ceiling. Cleaning of electrical switchboards from outside with thinner liquid etc. The contractor shall have to keep sufficient stock of consumable items such as toilet paper rolls, tissue papers, bathroom towels, liquid soaps and other toiletries as specified by NABARD from time to time. If the contractor is advised to procure the cleaning material, such costs would be reimbursed on market rate basis and on production of material bills by the contractor.

3. Entrance Glass Canopy Cleaning

There are 1 glass canopy provided at the entrance to the building. The contractor has to clean the glass canopy from top on a weekly basis and from the bottom side (both glass and supporting MS frame) on a quarterly basis. This cleaning has to be done with utmost safety with proper gear, safety equipment and related precautions. The ladder available with NABARD could be utilised for the purpose by the contractor. If any other machinery/equipment is required for the work, the same shall be arranged by the contractor at their cost. The glass panels and ALCO panels at the ground floor(from external side) also shall be cleaned at monthly intervals so that they remain free of spots and markings. The cleaning charges quoted should include appropriate cleaning material for Glass and the ALCO panels.

5. Garbage Disposal

The contractors would make arrangement for safe disposal of all the garbage from the premises on daily basis. The garbage disposal should be done after required segregation and following the Municipal rules/ norms. The rates quoted for garbage disposal should be all inclusive including men, material, transport, etc.

6. Frequency of Cleaning works

Sr No	Area	Mode	Frequency
1	Compound area cleaning	Sweeping, mopping	Daily once
2	Basement area	Sweeping	Daily once
3	Basement area	Wet mopping	Once in week
4	Reception area - Ground floor	Sweeping / cleaning & wet mopping	Daily once to complete before 9.30 am and two times during office hours

5	Auditorium area	Dry Sweeping/mopping	Daily and before any programme in the auditorium
6	First floor- Library side	Sweeping/ cleaning and Wet mopping	Daily once to complete before 9.30 am and two times during office hours
7	First floor- Canteen side	Sweeping/ cleaning and Wet mopping	Twice a day
8	All office areas	Sweeping/ cleaning and Wet mopping	Daily once and as per requirement
9	All common area like lift lobbies, staircases	Sweeping/ cleaning and Wet mopping	Daily Twice and as per requirement
10	All toilet areas at all floors	Sweeping / Cleaning and wet mopping	Daily once to complete before 9.30 am and two times during office hours
11	Terrace floor	Dry mopping	Daily once
12	Cleaning of partition glasses and glass glazing panels from inside	Cleaning with wet cloth, soaked in liquid soap	Once a week

13	Cleaning of wooden floors	Cleaning with Appropriate chemical without damaging surface	a) CGM cabin- Daily Once b) Conference Hall- Daily Once c) Chairman's Cabin- Weekly Once
18	External cleaning of the entrance glass canopy	Cleaning with Appropriate chemical without damaging surface	Thrice in a week
19	External cleaning of glass panels and ALCO panels at ground floor level	Cleaning with Appropriate chemical without damaging surface	Weekly once
20	Cleaning of electrical light fittings, with reflectors, AC duct covers, cobwebs false ceiling and other places	Wet/Dry Cloth	Once in a quarter
21	Cleaning of hand rails in stairs area	Wet/Dry cloth	Daily
22	Cleaning and de clogging and maintenance of all the drains within the compound	With appropriate materials	Daily and as and when necessary

23	Cleaning of dustbins, removal and disposal of collected garbage to an approved location, clearance of segregated waste disposal at designated places as per table	With appropriate materials and disposal after segregation as per Municipal regulations / rules	Daily once and as per requirement
24	Cleaning of lifts (landing platform and sidewalls)	Dry / Wet cleaning	Daily Once and as per requirement
25	Cleaning of fire-fighting equipment and public address systems and cleaning of all miscellaneous equipment as available or being provided from time to time	Dry Cleaning	As per requirement
26	Tank cleaning	With appropriate materials and equipment	Once in every quarter
27	Meetings and Programmes	Help in arrangement of meetings, seminars, programmes, functions and in any purchase as desired by NABARD.	As and when required
28	Valet Parking and Emergency Pick up and Drop (only need basis)	Help in parking of vehicles of Guest. Pick up and Drop for Officials or guest in exigencies	As and when required

Residential Quarters

- i) Daily sweeping of the common areas within the buildings, open spaces (including lawns & gardens), pathways, passages, stilts, parking areas, pump rooms, head rooms without any dirt or dust including unwanted material thrown by the residents. Any portion of the colony falling under common area shall be considered for sweeping / cleaning as per the requirement.
- ii) Daily cleaning and mopping of the entrance passage (including letter boxes and name boards) at ground floor, staircases and passages at all floors in all buildings (including granite/Tile cladding on the walls).
- iii) Daily cleaning of Lift cars with wet cloth and removal of dust etc. from the floor, walls and bottom channel of Lift gates at each floor with brush, etc. Care should be taken that lift gates do not malfunction on account of presence of dust or similar material.
- iv) Weekly cleaning, washing and Sweeping of stilts, head rooms with required detergent (provided by NABARD).
- v) Monthly cleaning of the terraces, common area doors, Lift rooms & top of parapets by removing algae deposits, silt/dust, weeds, shrubs, etc. Special care should be taken during the rainy-season to avoid water logging on account of non-cleaning. The periodicity will not be considered as a constraint in these type of works.

- vi)** Quarterly removal of plants/shrubs as and when required from the outer walls/parapet/chajjas, etc. of the buildings and preventive measures for stopping the growth of such plants
- vii)** Monthly - Removal of cobwebs from the staircases, passages, cleaning of pipes/conduits, windows in the staircases, etc.
- viii)** Quarterly cleaning & washing of the paver blocks in common area so that the area is free from dust, algae deposits to avoid slippery surfaces, especially during rainy season using bleaching powder. Special attention should be given to the entrance areas all the time.
- ix)** Keep all the Open/ Storm water drain/pipe clean, such that water flow is free without any blockage or stagnation.
- x)** All other works relating to the maintenance including sweeping, washing and cleaning, etc. as NABARD may specify from time to time in common areas as well as in flats.
- xi) Deep cleaning of overhead water tanks quarterly in residential quarters.
- xii) Cleaning of Bank Medical Officer room, Resident Welfare Association room and GYM rooms(Equipment included) on daily basis with mopping.

B. GARDENING

Engaging efficient professional gardener/workmen to ensure that the following works are attended to and executed to the satisfaction of the Bank. Gardener so employed by the Contractor shall report to ACT/CT or DPSP in the office building premises and Officers' quarters.

2. (i) The agency will provide potted plants in the office building and carry out maintenance of the same.
- (ii) The firm will provide flower bouquets to office. The flower bouquets should be fresh and prepared as per office requirement.
- (iii) The firm will provide seasonal, perennial plants etc. and develop the garden areas in the office and potted plants at residential quarters to the satisfaction of NABARD.

The cost of plants, manure and soft soil, if required, shall be paid by NABARD. The bidder has to maintain the greenery in the quarters throughout the year without any compromise. The firm will quote separate rates for the above three works in the price bid.

NB: NABARD does not bind itself to procure gardening related items from the vendor. In case of items are available at economical rate, NABARD may procure the same from other source.

3. The agency will carry out the following works

- i. Periodical inspection of all the plants in NABARD office building and quarter premises.
 - ii. The plants in all the premises of NABARD to be watered at least once daily.
 - iii. Maintenance of the existing Potted Plants located (a) at the entrance of the building, including the entry staircase and (b) inside the building (c) inside residential quarters
- a. Works viz. watering, manuring, pruning of plants, etc., to keep the potted plants in good health and changing the location of plants as per the directions of the bank. The nature of work of the gardener mentioned above are only indicative in nature and not exhaustive.
 - b. Supply of fertilizer, manure, insecticides, fresh garden soil, etc. along with the required machinery like Spade, Scissors, lawn mower, water pipe, etc shall be supplied by the Contractor to the Gardener. (The tools required for gardening have to be supplied by the Contractor)
 - c. Supply of indoor plants, of the desired varieties, as directed by the bank, as and when required shall be provided in office building and quarters.
 - d. Replacing broken pots (both small and big), as and when the same occurs. (Pots broken during the supply will not be considered for reimbursement)
 - e. The plants are to be properly pruned every fortnight and the dry plants are to be replaced in all premises.
 - f. The plants kept inside the premises or in the shade has to be kept in the sun once a week and the rotation of the plants should be maintained without fail.

C. VOF Maintenance

1) VOF (Nava Raipur and Ashoka Ratan, Raipur):

VOF at Nava Raipur Atal Nagar consists of two (02) rooms with attached toilets, and drawing cum dining room. VOF at Ashoka Ratan consists of three rooms (03) with attached bathroom in two rooms and 01 common bathroom in one room, and drawing cum dining room in each room. The Agency, before submitting its offer, may visit the place for its own assessment.

a) HOUSEKEEPING

i) All the rooms shall always be kept disinfected, neat and tidy always to enable NABARD to allot the rooms at any time.

ii) Linen like towels (hand and bath), bed spreads and bed sheets as also the inner sheets to Quilts/Comforters should be changed immediately after the guest checks– out and after every four days if in the continuous occupation of the room.

iii) The Bed linen, pillow covers and towels should be regularly washed and kept in clean condition for use. The bed sheets and pillow covers should be ironed before its use. Washing of curtains is to be carried out once in two months. The services of dry cleaners may be engaged for washing blankets/ quilts/ comforters which is required to be done once in a month, and the bill will be reimbursed.

iv) Room fresheners and deodorants (provided by NABARD) are to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately by the Agency whenever required. All the required items will be provided by NABARD or will be reimbursed.

v) The Agency shall be responsible for making the bed and clean all rooms daily. All rooms, bathrooms and toilets are to be cleaned with high quality disinfectants provided by NABARD.

vi) The Agency shall take care of miscellaneous requirements like replacement of batteries for clocks, remote units of TVs, ACs, etc. provided in the VOF rooms and other places (provided by NABARD).

vii) 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 the same on regular basis. In case of any breakdown, the cost of repairing will be reimbursed to the agency, including recharge of dish TV/ Tata sky.

viii) The Agency has to ensure the following weekly services:

- 1) Manual/Mechanical washing and scrubbing of floor area with dust removing chemicals and polishing of the floor areas etc.
- 2) Removal of cobwebs, dusts, termites, insects, pests etc.
- 3) Windows sponging and cleaning.
- 4) Keeping ceiling and table/pedestal fans, air-conditioning grills dust free.
- 5) Cleaning of dustbins and buckets with detergents.
- 6) Cleaning of sanitary wares.
- 7) Any other work not stated above, but categorized under housekeeping as per NABARD.

b) GENERAL ADMINISTRATION

- i) To manage entire operations of the VOF for smooth running of the operations.
- ii) To maintain records of Guests of VOF and Inventories as required by NABARD.
- iii) To ensure the safety of VOF properties belonging to NABARD and maintain total vigil on the movement of people in the VOF.
- iv) In case of any change in constitution of the Agency, the rights of NABARD should not suffer.
- v) To ensure timely action in emergencies including operation of firefighting systems, administering first aid etc.
- vi) A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of NABARD, Raipur, they shall work under directives and guidance of DPSP, NABARD, Raipur, and will be answerable to them. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the NABARD, Raipur.
- vii) A senior level representative of the Agency shall visit NABARD Chhattisgarh Regional Office premises and its staff quarters at least once-in a month and review the service performance of its personnel.
- viii) The Authorized officer/Committee of NABARD shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his/its decision shall be final and binding.
- ix) Guest Occupancy Register provided by NABARD shall be kept safely. As soon as the guest enters the VOF, necessary entries are to be obtained.
- x) A file to be maintained for preserving the room allotment advices.
- xi) Collection of VOF charges from guests (as prescribed by NABARD from time to time) and depositing the amount in NABARD's Current Account on monthly basis or as per the schedule decided by NABARD.
- xii) Inventory Register is to be maintained by the Agency room-wise to ensure the safe custody of NABARD's properties. This is subject to periodical verification by the concerned authorities of NABARD. Hence, the Agency shall assume full responsibility for maintaining all movable properties of NABARD located inside the VOF. In case of any shortage, damage etc., the Agency is liable for replacement of the same at their cost.
- xiii) The Agency shall get the feedback form filled from all guests without fail.
- xiii) The Agency shall perform all catering and housekeeping work in a thorough, efficient, professional manner with due diligence and care according to industry norms and standards, in conformity with applicable local laws and regulations and NABARD's own procedures and instructions. The Agency shall perform the service to the satisfaction of NABARD and if any shortcoming is found, the Agency shall rectify the shortcoming immediately.

c) FRONT OFFICE

When the guest checks-in, the Agency's staff shall do the following:

- i) Attend to him, receive him, verify identity of the guest and allot the room assigned to the guest. The necessary entries in the guest register, to be provided by NABARD, may be made. NABARD will reserve the rooms and intimate the Agency through allotment advices. The Agency/ Agency's staff shall not allot rooms on its/his own.
- ii) Accompany guests to his room and offer help to carry his baggage to the allotted room, ensure his comforts, offer him tea/coffee/food, etc. suiting the time.
- iii) The Agency will give all the materials required for guest amenities and provide bath/toilet kit only in VOFs (kits will be provided by NABARD).
- iv) When the guest checks-out, separate bills for room rent and food/extras are to be prepared and get them signed by the guest. Collected cash towards room tariff will be deposited with NABARD's Current Account with proper registers on the first day of each month or as per the schedule decided by NABARD.
- v) At the time of check-out, the Agency's staff shall ensure that the room occupied by the guests is in order with respect to assets of the Bank. A quick check to be carried out for the purpose before the guest leaves the VOF. Simultaneously, it shall be ensured that the guest has not left behind any of his belongings in the room. If any belonging of the guest is noticed after he has left then the Agency shall immediately inform NABARD officials for sending the same to the guest.
- vi) The keys are to be collected from the guests moving out or checking out from VOF.
- vii) Offer help to the guest for carrying his baggage from the room to the vehicle.
- viii) The Agency's personnel shall not seek any tips or favour from the guests for the services rendered.
- ix) To order for magazines as advised by NABARD, coordinating with the newspaper agents and paying for the bills at the end of the month. The amount in this regard will be reimbursed by NABARD on production of the bills, along with the monthly payment to the Agency. The suppliers bills to be submitted while taking reimbursement.

d) CATERING

The Agency shall provide the following services:

- i) Preparation of Tea/Coffee, Breakfast, Lunch, Dinner etc. The timing for services shall be as informed by NABARD in advance to the Agency's staff. The rates of various items shall be fixed in consultation with NABARD.
- ii) The Agency's staff shall attend to any or all catering requirements whether covered contractually or otherwise, at a pre-determined price laid out by NABARD. The Agency shall co-ordinate the booking & procurement of gas cylinders in time and claim reimbursement from NABARD.
- iii) The Agency's staff shall take orders beforehand from the staying guests regarding their food requirements.
- iv) The Agency's staff 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.
- v) The Agency's staff shall be responsible for procurement of raw materials and ingredients. Good quality (AGMARK/ FSSAI marked) raw materials and oils shall be used in the preparation of

food and beverages. Fresh vegetables and milk, standard beverages shall be used. All raw materials used should be free from adulteration or any foreign material. The Agency should also ensure that the used edible oil is not reused for any other cooking purpose.

- vi) Vegetarian and Non-Vegetarian dishes shall be prepared and served separately.
- vii) Non-vegetarian dishes shall be made from fresh and good quality mutton, chicken or fish; and shall be purchased from standard authorized shop. The pieces of non-vegetarian items shall not be too small or too big. Unnecessary shreds and small bone pieces shall be removed. The non-vegetarian items shall be washed and marinated properly before cooking.
- viii) All vegetables, fruits etc. used shall be fresh and shall not be rotten or over ripe. The Agency shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry date/best before date.
- ix) The Agency's staff shall store sufficient quantity of high quality ingredients in the available place in the VOF to ensure preparation of food items in time.
- x) NABARD's authorized official has the right to verify the adequacy of supplies, test the provisions purchased, quality of food, reject any ingredient that may be found to be substandard.
- xi) The food preparation is to be done in a strictly hygienic environment and matching process without any compromise. Every food preparation shall be used for the specific service and the left-over food shall not be carried to next meal service.
- xii) The Agency's staff shall be responsible for service of food and beverages in the common dining room as also in the room of the guests (if requested for).
- xiii) The Agency's staff shall provide efficient and prompt service to all the visiting members. The Agency's staff shall perform the service to the satisfaction of the Bank officials. If any shortcoming is found, then on instruction from designated NABARD official, the Agency shall rectify the shortcoming immediately.
- xiv) The Agency should ensure that they appoint well qualified & experienced cooks for all types of food preparation.
- xv) The Agency's staff should ensure total cleanliness and regular cleaning of facilities in the kitchen. Routine cleaning and proper handling of kitchen equipment required for food preparation will be the Agency's responsibility.
- xvi) The cost of food & beverages to be charged from the guests shall be decided by NABARD or as per MRP of the food products & beverages.

e) FACILITIES PROVIDED BY NABARD

- i) Kitchen with all necessary facilities like gas stoves, cylinders, grinder, mixers, refrigerators, microwave, almirah for storage of linen and facility for storage of crockery / food grains etc.
- ii) Crockery, cutlery and all cooking utensils/pans, pressure cookers etc.
- iii) Furniture in rooms, dining halls, lounges, office rooms, etc.
- iv) Appliances like TV, ACs, Geysers, Washing Machines, and Water Purifier etc. All the available capital equipment will be given on as-is, where-is condition.
- v) The Agency will have full responsibility of proper upkeep, maintenance and custody of the linen, crockery, equipment, and vessels etc., handed over to them by NABARD.

vi) All the items supplied by the Bank at its expense for the purpose of running VOF will be NABARD's property for all intents and purposes.

vii) The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Agency at full cost. However, damages/ breakages in crockery due to natural causes will be viewed leniently by NABARD. In regard to natural wear and tear of any such item, the decision of the Bank shall be final and binding on the Agency. However, the Agency shall maintain records for all such damages/breakages.

D. GYM Maintenance

- i. Agency to provide one Certified trainer for GYM set up in Residential Quarters.
- ii. The duty hours of the trainer will be for 08 hours with reporting time at 6.00 AM.
- iii. The trainer must have obtained a Diploma or Certification in Fitness Training along with knowledge of nutrition.
- iv. The Trainer must have prior experience of 02 years in GYM training.
- v. Daily check of GYM equipment and report of any issue to ACT/ P&SO/DPSP official.
- vi. Regular Maintenance:
 - Inspect cables, pulleys, and weight stacks. • Lubricate all moving parts and guide rods. • Check for rust and wear on the frame. • Tighten all screws, bolts, and weight connections.
- vii. Repairs: (To be reimbursed by NABARD subject to prior approval)
 - Replace damaged cables, pulleys, or seating. • Repair worn-out weight stack components. • Any other repair required for the proper functioning of the Gym equipment.
- viii. The agency must maintain a record of all work performed each month using individual job cards or equipment cards. These cards must be duly signed by the designated officer of NABARD.

NB: It is advisable for all bidders to visit the location where the equipment is installed on any working day between 10 A.M. to 6 P.M. (Monday to Friday) before the bid end date.

E. WOODEN FLOOR CLEANING

- **Sweeping or vacuuming:** Remove loose dirt and debris regularly to prevent scratching.
- **Mopping:** Use a damp (not soaking wet) cloth or mop with a gentle wood floor cleaner to clean spills and stains.
- **Avoid abrasive cleaners:** Do not use harsh cleaners or abrasive equipment that can damage the floor's finish.
- Wipe up spills as soon as possible to prevent staining and damage.
- **Stain removal:** Use a gentle wood floor cleaner or appropriate stain remover to remove stubborn stains.
- **Repair minor damage:** Fill small dents or scratches with wood filler and stain to match the existing floor.
- **Refinishing:** Periodically sand and refinish the floor to restore its luster and remove surface damage.
- **Professional cleaning:** Consider professional cleaning with appropriate chemicals and maintenance services for deep cleaning and polishing.

Requirement of Personnel

NABARD, Chhattisgarh RO works five days in a week and the working hours are 9.45 am to 5.45 pm. (only on Monday up to 6.00 pm) Here a 'Working day' means 5 days a week (Monday to Friday) excluding bank holidays. Sometimes office works on Saturdays and Sundays also.

Sr No	Activity	No. of people	Category	Working hours	Type of duty
1	Gym Trainer	1	Highly Skilled	6.00 to 10.00 hrs and 16.30 to 20.30 hrs	Overseeing of GYM training and equipment maintenance
2	Gardener #	1	Semiskilled	On all working days 0800 hrs to 1600 hrs	Upkeep of lawn and plants every day, , fertilisers, manure and medicines on half yearly basis. Disposal of garden waste on qtrly basis
3	Cook cum Caretaker #	1	Skilled	Shift time: 6.00 hrs to 1400 hrs	As detailed in Scope of Work
4	Cook cum Assistant #	2	Semiskilled	Shift time: 14.00 hrs to 22.00 hrs and 22.00 hrs to 06.00 hrs	As detailed in Scope of Work
5	Housekeeping & Wooden Floor Cleaning	16	Unskilled	On all working days 8.00 hrs to 18.00 hrs with not exceeding 8.00 hrs. (Vendor may allocate manpower so that at least 03 personnel are available till 18.00 hrs)	Dry and wet mopping as per schedule prescribed. For cleaning of ladies' toilet area there should be exclusive ladies' worker.

Payment for staff engaged in the services will be for 26 days. Contractor will have to provide reliever for the services for all other days in the month. The Price Bid will not include the reliever wages. However, the reliever wages will be reimbursed to the contractor on the basis of actual no. of working days and guidelines of NABARD/ GoI issued from time to time as per the wage in the designated category.

In other services, contractor must arrange reliever in case of absence of any staff and the payment to be made as per the prevailing wage rate and other statutory provisions.

Payment and other terms

- 1) No advance payment shall be made to the contractor / Agency. The claim will be settled as per terms of contract and after deducting applicable TDS on GST & IT.
- 2) The contractor must pay to his workers the wages which are equal to the minimum wages prescribed by the State Government/Central Government and other statutory benefits like ESI, EPF and other benefits.
- 3) Along with every monthly bill a certificate from the contractor must be attached that he is complying with Minimum wages act. NABARD shall have right to verify and call for the record for such payments and be present at the time of salary disbursements to the workers to ensure compliance with CLRA.
- 4) The bill shall be paid monthly after delivery of successful services during the month.
- 5) Every employee engaged by the agency shall wear uniform and they should be provided with I-cards. The agency will provide proper uniform to the Housekeeping staff at their own cost. The uniforms should display their work/trade such as “Housekeeping/ Supervisor/ GYM trainer/ Caretaker/ Helper” etc. in the form of badges.
- 6) The Contractor will maintain a register in which day to day deployment of personnel shift wise, will be entered. This will be countersigned by the authorized official of NABARD. A copy of such deployment register for the relevant period should be submitted along with the monthly bill.
- 7) Any case of theft / pilferage by the AMC workers shall be viewed seriously and may result into termination of the AMC, if found necessary by NABARD. The damages due to such act of the AMC workers shall be recoverable from the charges payable to the contractor.
- 8) The personnel supplied have to be extremely courteous with very pleasant mannerism in dealing with the staff/visitors, especially with female staff/ visitors and should project an image of utmost discipline. No AMC worker should misbehave with the NABARD staff.
- 9) Workers must also not indulge in consumption of Alcohol/ tobacco/ paan or any other toxic substance while on duty.
- 10) The Contractor will maintain a register on which day to day deployment of personnel will be entered. While raising the bill, the deployment particulars of the personnel engaged during each month, shift-wise, if any, should be shown.
- 11) All liabilities arising out of accident or death of workers while on duty shall be borne by the contractor.
- 12) The Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse of the areas for which responsibility given to them by NABARD.
- 13) Any damage or loss caused by contractor's person to NABARD in whatever form, shall be recovered from the contractor. However, the contractor will not be held responsible for the damages/ sabotage caused to the property of NABARD due to the riots/ mob attack/dacoity or any other event of force majeure.
- 14) The claim shall be settled on a monthly basis, on submission of original invoice/bill supported by necessary documents, such as, extract copy of attendance register, payment

of wages including remittance through direct credit to the account of workers, remittance of ESI, EPF, etc. All payments should be made only through online.

- 15) Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/ fines. The concerned person shall attend the court as and when required.
- 16) Except maintenance tool, all materials required for undertaking cleaning / repair works shall be provided by the bank. If the contractor is advised to procure the materials, such costs would be reimbursed on market rate basis and on production of original bills.
- 17) The Contractor shall extend necessary help to other Contractors engaged by NABARD under separate contract for their respective work.
- 18) The Contractor shall be required to furnish NABARD, the following:
 - a. The Power of Attorney, name and signature of his authorized representative, who will be in-charge of execution of this contract.
 - b. Wage Book, Muster Book pertaining to labourers engaged under this contract.
 - c. 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.
- 19) 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.
- 20) The contract shall be valid for a period of 01.07.2025 to 31.03.2027. The bank also reserves the right/option to extend the validity of this contract for a further period not exceeding 03 years including the current contract period as per the same terms and conditions.
- 21) Forfeiture clause: In case of negligence/derelection of duty by contractor's staff, the contract shall be terminated without giving any notice and the security deposit shall be forfeited.
- 22) It will be responsibility of the contractor to ensure that only persons on duty remain in NABARD premises. No suppliers, service providers, regular /contract/ casual employees of the contractors would remain in NABARD premises after the delivery of their services. No staff other than the staff attending the duties would remain overnight in the NABARD premises.

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

DATE:

Signature of the Tender

PLACE:

**NAME AND SEAL
ADDRESS**

SPECIAL CONDITIONS OF THE CONTRACT

1. NABARD does not bind itself to accept abnormally low bids. The rates quoted by the tenderer/bidder should be able to demonstrate the capability of the tenderer/bidder to deliver the contract at the offered price. Abnormally low bids/rates will be subject to analysis by NABARD. If required, NABARD may call written clarification from bidder, including detailed price analysis of the bid price in relation to scope, schedule, allocation of risks and responsibilities and any other requirements of the bid document and tenderer/bidder shall have to furnish Rate Analysis for the scrutiny of rates by NABARD within stipulated time. NABARD reserves the right to reject the bid if bid is found to be abnormally low to deliver/perform the contract."
2. Contractor shall follow the prescribed formats/procedures for official documentation like registers, etc. as stipulated by NABARD from time to time.
3. Contractor shall maintain job cards and a proper Record/Register indicating reasons for not attending to any particular work time schedule. The periodicity and expected schedules are given in the scope of work and the amount of deduction/penalty beyond that period for pending work as well as for any substandard work will be as under:

Nature of work	Time of completion	Penalty for delay
All items indicated in scope of works based on their periodicity	As given in scope of works	Rs. 500 per day per pending work

4. **Penalty clause:** In case of absence of any worker (minimum specified in the BOQ), the amount will be deducted on pro-rata basis. If the contractor fails to deploy the number of manpower as required under the agreement / tender and such absence of manpower in each category of workmen exceeds 15% or more of total man days in a month, then a penalty of Rs. 550.00 per day shall be imposed on the contractor for all absent days including 15% of the absences during the month. The amount of penalty shall be adjusted from the amount payable to the contractor and shall not be deducted by the contractor from the wages payable to the workmen.
5. **Additional Penalty:** If the contractor continues to fail to engage sufficient workers and does not show sufficient progress in attending to the works, NABARD may, after issuing written notices, levy additional penalty at its discretion, which will be recovered from the Contractor's bill.
6. In case of emergency work, no extra payment for working in odd hour will be made.
7. The property will be handed over to the Contractor for housekeeping works on 'as is where is' basis and the contractor shall be required to carry out pending

works at his cost and continue to ensure proper service to a reasonably satisfactory level.

8. NABARD reserves the right to change scope of work or the number of labours during the contract period.

Declaration by the Contractor

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

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

Place :

Date (Signature of the Tenderer)

Address :

Name and Seal:

SAFETY CODE

1. Smoking and chewing pan/tobacco/gutkha/ any other drugs etc. are strictly prohibited in the building.
2. An injured person shall be taken to a public hospital without loss of time, in case where the injury necessitates hospitalization.
3. Suitable and strong scaffolds should be provided for workmen for all works that cannot be safely be done from ground.
4. Every opening in the floor of a building or in a working platform be provided with suitable means to prevent the fall of persons or materials by providing suitable fencing or railing whose minimum height shall be one meter.
5. No floor, roof or other part of the structure shall be so overloaded with debris or materials as to render it unsafe.
6. Workers employed on mixing and handling material such as acids / cleaning chemicals etc. shall be provided with protective footwear and rubber hand-gloves.
7. Those engaged in welding works shall be provided with welder's protective eye-shields and gloves.
8. Hoisting machines and tackle used in the works, including their attachments anchorage and supports shall be in perfect condition.
9. The ropes used in hoisting or lowering material / men or as a means of suspension shall be of durable quality and adequate strength and free from defects.
10. Adequate precautions shall be taken to prevent danger from electrical equipment. No material on the site of work shall be so stacked or placed as to cause danger or inconvenience to any person or the public. The Contractor / Agency shall provide all necessary fencing and lights to protect the public from accident and shall be bound to bear the expenses of defines of every suit, action or other proceeding at law that may be brought by any person for injury sustained owing to neglect of the above precaution and to pay any damages and costs which may be awarded in any such suit, action or proceedings to any such person.
11. It is entirely the responsibility of the contractor to follow the safety procedures such as using safety belts, life lines, helmets, rubber gloves etc. depending upon the nature of works Contractor is free to approach NABARD for any suggestion in this regard. However, any lapse in this regard will be viewed seriously.

12. Penal action will also be taken if the contractor's supervisors and workmen do not wear the uniforms and photo identity cards issued by the contractor and thus pose a security risk to the safety of the Bank's establishments, its officers and the families of its officers residing in flats. The decision of the Bank in all such cases attracting penalties shall be final and binding on the contractor.
13. An adequate insurance coverage shall be arranged by the contractor for all employees/workmen against accident & the Bank shall not be responsible for any liability arising out of any accident / injury caused to the employees/workmen while executing the work.

Declaration by the Contractor

We / I have read and understood the Safety code for the House-keeping/Facility Management services at NABARD Office premises and we / I have taken into account the above while quoting the rates. We / I accept all the above points without any reservation from our / my side, in all respects.

Place :

Date : (Signature of the Tenderer)
Address :
Name and Seal :

PROFORMA FOR ELECTRONIC PAYMENT

Details of Bank account to be furnished by the contractor/ service provider for effecting payment

Name and address of contractor/ service provider with phone nos.

.....

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

Signature

Please attach (1) a photocopy of one cancelled cheque leaf of the above Bank account and (2) copy of PAN card and (3) allotment letter / registration letter under GSTN.

Annexure B**PRE CONTRACT INTEGRITY PACT**

(To be submitted on Rs.100/- Non Judicial Stamp Paper only on first page and remaining document on normal A4 size pages duly signed by the bidder) (Tenders without Pre-Contract

Integrity Pact on stamp paper shall be rejected outrightly)

Between

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

And

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

Preamble

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

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

Section 1 – Commitments of the Principal

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

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

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

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

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

- a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal’s employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which

he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

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

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

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

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

f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2) The Bidder(s) /Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

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

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

Section 4 – Compensation for Damages

(1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.

(2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

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

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

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

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

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

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

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

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

Section 8 – Independent External Monitor

(1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by 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 Jagdeep Kumar Ghai, P&TA, FS (Retd), Flat 1032, A Wing, Vanashree Society, Sector 58 A&B, Palm Beach Road, Nerul, Navi Mumbai – 400706. Email : jkghai@gmail.com

(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 Head Office of the Principal, i.e. Mumbai.

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

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

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

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

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

(For & On behalf of the Principal)

(For & on behalf of the Bidder/Contractor)

(Office Seal)

(Office Seal)

Place _____

Date _____

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)

ARTICLES OF AGREEMENT

On Rs. 100/- Non-judicial stamp paper

AGREEMENT FOR ANNUAL MAINTENANCE CONTRACT

THIS AGREEMENT is made at on this day of.....2025

BETWEEN

National Bank for Agriculture and Rural Development, a body corporate established under an Act of Parliament viz. the National Bank for Agriculture and Rural Development Act, 1981 having its Head office at C-24, 'G' Block, Bandra-Kurla Complex, Bandra(East), Mumbai-400051 and Chhattisgarh Regional Office at Plot No. 01, Sector 24, Atal Nagar, Naya Raipur, Chhattisgarh- 492018 hereinafter referred to as "**NABARD**" (which expression shall, unless repugnant to the context or meaning thereof, means and includes its successors and assigns) of the **ONE PART** AND

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

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

WHEREAS

NABARD, being desirous of outsourcing the works relating to Annual Maintenance contract for **Annual Maintenance Contract for Facility Management Services- 1) Housekeeping (Office and Quarters), 2. VOF maintenance, 3. Gardening, 4. GYM maintenance, 5. Wooden Floor Cleaning of NABARD Chhattisgarh Regional Office premises for the period 01 Jul 2025 to 31 Mar 2027**

had, vide its letter No. 30687 dated 28 May 2025, issued a "Notice Inviting Tender" (hereinafter referred to as "the NIT") inviting bids for providing the said works at the said Premises.

The Contractor had, vide its letter dated2025, submitted its Tender for undertaking the said works at the said Premises.

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

NOW THIS INDENTURE WITNESSES AS FOLLOWS:

1. The contract shall commence from 01.07.2025 and shall continue till 31.03.2027 unless it is curtailed or terminated by NABARD owing to deficiency of services, sub-standard quality of manpower deployed, breach of contract, reduction or cessation of the requirements etc. NABARD shall pay a sum of **Rs..... per month for the period from 01 07.2025 to 31.03.2027** to the Contractor for carrying out the said works in the said Premises as per the details given in the scope of work. The rate will remain fixed throughout the entire period of contract i.e. till 31.03.2027, except for the items under section D of price bid and is inclusive of all costs such as insurance, taxes, duties, levies, cess, transportation, salaries and wages that may be levied, imposed, charged, paid or incurred by the Contractor. In case of payment of supply of

skilled/semiskilled/unskilled labour, the rates will be revised proportionately as per the revision in minimum wages as announced by State/Central Govt. whose rates are adopted. NABARD will make payments only after the satisfactory completion of the periodic services on monthly / quarterly basis as indicated in the tender document.

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

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

10. The Contractor shall promptly and timely obtain all such consents, permissions, approvals, licenses etc., as may be necessary or required for carrying out the said works in the said Premises in accordance with this Agreement. The Contractor shall also inform and assist NABARD in procuring any registration, permissions or approvals, which may be at any time during the currency of this Agreement or the extended period be statutorily required to be obtained by NABARD for availing the services under this Agreement. The Contractor shall obtain appropriate license under the Contract Labour (Regulation and Abolition) Act, 1970 and the Rules and shall comply with all terms and conditions thereof strictly, and shall keep such license duly validated and / or renewed from time to time throughout the currency of this Agreement.
11. **The bidder shall hold valid license under the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971 and shall fulfil all conditions required under the Act/ Rules, as amended from time to time.**
12. **The bidder shall, irrespective of number of persons employed, be registered under the relevant provisions of Employees' Provident Funds and Miscellaneous Provisions Act, 1952 and Employees State Insurance Act, 1948, respectively.**
13. **The bidder shall be registered with Income Tax and Goods & Services Tax (GST) authorities.**
14. **An affidavit to the effect that bidder has not defaulted in payment of statutory dues, like EPF/ ESI/ Service Tax and Income Tax has to be submitted by the bidder.**
15. All persons deployed by the Contractor in NABARD will be subjected to security check by the NABARD while entering and leaving the premises. The Contractor shall be required to provide supervisory staff for ensuring efficient and smooth operations.
16. The Contractor shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. NABARD shall, in no way be responsible for the settlement of such issues whatsoever.
17. NABARD shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by the Contractor in the course of their performing the functions/duties, or for payment towards any compensation.
18. The Contractor shall keep NABARD indemnified against all claims whatsoever in respect of the manpower deployed by it in NABARD. In case any employee of the Contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the Contractor to contest the same. In case NABARD or its employee is made party and is supposed to contest the case, NABARD will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses which shall be paid in advance by the Contractor to NABARD or any person authorized by NABARD, on demand. Further, the Contractor will ensure that no financial or any other liability

comes to NABARD or its employee in this respect of any nature whatsoever and shall keep NABARD or any employee of NABARD indemnified in this respect.

19. It will be the responsibility of the Contractor to meet transportation, food, medical and any other requirements in respect of the persons deployed by him in NABARD. It will be the responsibility of the contractor for disposal of debris to the approved dumping ground and NABARD will have no liability in this regard.
20. The Contractor shall provide suitable uniforms consisting of Shoes, Dress, to the persons employed by it and necessary tools, equipment and machinery for carrying out the said works at the said Premises. Such persons without complete uniform will be treated as absent. The Contractor shall also provide all safety items such as safety shoes, gloves, masks, etc.
21. The Contractor, wherever and whatever material is provided by NABARD, shall use it properly. Any improper use leading to wastage / pilferage shall be made good by the Contractor to NABARD.
22. NABARD will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, tools, equipment, machinery, Contractors vehicles or vehicles of the personnel of the Contractor. NABARD will not be under any liability to pay any compensation to the persons deployed by the Contractor if they sustain any injury etc., while discharging the duties in the said premises. The Contractor shall get them insured against any liability under the Employee Compensation Act or any accident at its own cost. The Contractor should arrange to obtain necessary insurance cover (Workmen Compensation policy and Contractors All Risk Policy) for his employees at his cost and should be responsible for the safety of persons employed by him. The original Insurance Policy should be submitted to NABARD. The **CAR** policies are required to be at least for 1.25 times of the contract value.
23. The Contractor's personnel shall not divulge or disclose to any person, any details of office, operational processes, technical know-how, security arrangements, administrative/ organizational matters as all are of confidential/secret nature.
24. The manpower deployed by the Contractor should be polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of NABARD.
25. The Contractor shall ensure proper conduct of its personnel in the said premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work, etc.
26. The Contractor shall depute a coordinator who would be responsible for immediate interaction with the Officers of Department of Premises, Security and Procurement, NABARD so that optimal services of the persons deployed by the Contractor could be availed without any disruption.
27. The Contractor shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons. In case of delay in attending the work or providing the substitute in time shall attract a pre-estimated fine and NABARD will be at liberty to get the work done through any other agency and the cost therefor shall be recovered from the Contractor at the discretion of NABARD. Contractor shall maintain

a proper Record/Register indicating reasons for not attending to any particular complaint within time schedule, failing which penalty as per Bank's decision shall be levied. The expected period of completion of the various items and the amount of deduction beyond that period for pending complaints as per tender conditions shall be applicable.

28. The Contractor, upon receiving a notice from NABARD, shall replace immediately any of its personnel who is found unacceptable to NABARD because of security risks, incompetence/conflict of interest/improper conduct.
29. In case, the manpower deployed by the Contractor commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the Contractor will be liable to take appropriate disciplinary action against such persons, and if so required by NABARD, remove him/them from the said Premises.
30. The Contractor shall pay the manpower deployed in NABARD their wages in accordance with the Minimum Wages Act, 1948 as applicable in the State of Chhattisgarh/GoI, whichever is higher on a monthly basis. The Contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the manpower deployed in NABARD. The Contractor shall also pay statutory tax, wherever applicable.
31. The Contractor, as a taxable service provider, must be registered with Central Excise Department and obtained Registration and should attach a copy of Certificate along with the Agreement. The Invoices / Bills / Challans should be serially numbered and it should contain the Name and address of Service Provider & Service Receiver, Description of service, etc.
32. The Contractor shall raise the bill along with attendance sheet in the first week of the succeeding month. As far as possible, the payment will be released by the second week of the succeeding month. However, the Contractor must ensure that the salaries of their deployed staffs are released before the 7th day of the following month *in the presence of NABARD's representative*, irrespective of receipt of payment from NABARD.
33. The Tax Deduction at Source (TDS) shall be effected as per the provisions of the Income Tax Act, GST etc as amended from time to time and applicable certificate to this effect shall be provided to the Contractor by NABARD.
34. The Contractor shall also liable for depositing all taxes, levies, Cess etc. on account of carrying out the said work to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
35. The Contractor shall maintain all statutory registers under the applicable law. The Contractor shall produce the same, on demand, to NABARD or any other authority under law.
36. The Contractor on its part and through its own resources shall ensure that the goods, materials and equipment, etc. of NABARD are not damaged in the process of carrying out the said work and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If NABARD suffer any loss or damage on account of negligence, default or theft on the part of the employees /agents of the Contractor, then the Contractor shall be liable to compensate for the same. The Contractor shall fully indemnify NABARD against any such loss or damage. NABARD shall have further right

to adjust and/or deduct any of the amounts as aforesaid from the payments due to the Contractor under this contract.

37. The EMD received from the Contractor will be retained by NABARD towards Security Deposit.
38. In case of breach of any terms and conditions of this Agreement, the Performance Security Deposit of the Contractor will be liable to be forfeited by NABARD besides annulment of the Agreement.
39. In case, the Contractor fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof, NABARD is put to any loss/obligation, NABARD will be entitled to get itself adjusted out of the outstanding bills or the Security Deposit of the Contractor, to the extent of the loss or obligation in monetary terms. If the adjustment is not possible, then the same may be recoverable from the contractor.
40. In case any of documents furnished by the Contractor is found to be false at any stage, it would be deemed to be a breach of the terms of this Agreement making it liable for legal action besides termination of contract.
41. If the Contractor becomes insolvent or fails to observe or perform any condition of this Agreement, then notwithstanding any previous waiver of such default or action being taken under any other clause hereof NABARD may terminate the contract and forfeit the said performance security deposit and recover from the contractor any loss suffered by NABARD on account of the Agreement being terminated.
42. The Contractor shall not transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of NABARD.
43. If the services of the contractor are not found satisfactory, the contractor will be given one month's notice to improve his services. If the contractor fails to improve his services within the Notice Period, NABARD shall have the discretion to terminate the contract either in part or in whole, any day after the expiry of the said notice period. However, the contractor firm can terminate the agreement by giving three months' notice in advance. If the Contractor fails to give such three months' notice in writing for termination of the agreement, then the Security Deposit will be forfeited. Notwithstanding anything contained in this Agreement, the Contractor shall continue to provide services of the persons deployed in NABARD on the terms and conditions of this Agreement till the date of termination of this agreement.
44. On the expiry or early termination of the Agreement, the Contractor will withdraw all its personnel without in any way causing any damage to the said premises and the property therein and clear their accounts by paying them all their legal dues. The persons deployed by the contractor shall not be entitled to and will have no claim for any absorption nor for any relaxation for absorption in the regular/otherwise capacity in NABARD.

41. Resolution of disputes

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

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

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

Signed, sealed and delivered

By Shri

Signed, sealed and delivered

by Shri _____

For & on behalf of
NABARD

the duly authorized signatory for & on
behalf of the Contractor

In the presence of

In the presence of

1.....

1.....

2.....

2.....



Annual Maintenance Contract for Facility Management Services-
1) Housekeeping (Office and Quarters), 2. VOF maintenance,
3. Gardening, 4. GYM maintenance, 5. Wooden Floor Cleaning of NABARD
Chhattisgarh Regional Office premises
for the period 01 Jul 2025 to 31 Mar 2027

PART 2 (PRICE BID)

Tender Ref. No.	NB.CG RO/ DPSP/ 30687 / AMC/ FMS/2025-26 dated 29 May 2025
Date of commencement of issue of Tender through GeM Portal	29.05.2025
Date of Pre-bid meeting	29.05.2025
Due date and time for submission of e- Tender	14.00 hours on 19.06.2025
Date and time of opening of the e-tender (Technical Bid)	14:30 hours on 19.06.2025
Date and time of opening of the financial bid	Shall be communicated to the technically qualified bidders later.

To be submitted online through GeM

Name of the Bidder	
Address	

Note: Any bid with incomplete information will be rejected

Signature and stamp of the
Bidder or Authorized Signatory

Bill of Quantities

(Amount in Rs.)

Sl. No.	Description	No.s	Unskilled (Rs.)	Semi skilled (Rs.)	Skilled(Rs.)	Highly Skilled(Rs.)
A	Minimum wages (as per Central Govt. or State Govt. whichever is higher) inclusive of Special Allowance /VDA .(As per prevailing law)	1				
B	Wage for 26 days					
	<i>EPF (Employer portion) Wage Ceiling (Rs. 15000/- per month) Break up (3.67% EPF, 8.33% EPS(Pension), 0.50 % EDLI(Insurance) & 0.50% EPF dmin Charges)</i>					
C	EPF	3.67% of monthly wages				
D	EPS (Pension)	8.33% of monthly wages rounded up to next higher rupee				
E	EDLI (Insurance)	0.5% of monthly wages rounded up to next higher rupee				
F	EPF(Admin charge)	0.5% of monthly wages rounded up to next higher rupee				
G	ESI Contribution (Ceiling Rs. 21000/-)- No contribution for wages above Rs. 21000/-	3.25%				
H	Total of Basic wage and Statutory wages as mentioned in (B to G)					

I	Wage per person-Providing unskilled labour including lady worker for carrying out the works as indicated in the scope of AMC (Housekeeping at Office and quarters) for 26 days	16				
J	Basic Wage per person-Providing Semi-skilled Gardener as indicated in the scope of AMC for 26 days	1				
K	Basic Wage per person-Providing Skilled Cook cum Caretaker in VOF & Executive VOF for 26 days	1				
L	Basic Wage per person-Providing Semi-skilled Cook cum Assistant in VOF & Executive VOF for 26 days	2				
M	Basic Wage per person-Providing Highly Skilled GYM Trainer for 26 days	1				
N	Total wages (I+J+K+L+M)		N(i)	N(ii)	N(iii)	N(iv)
O	Total wages (N (i)+N(ii)+N(iii)+N(iv))					
P	Service Charges @ 3.85 % of N (cost of materials, tools and equipment as per requirement, uniform for labourers, other overheads, etc)					
Q	Wages+ Service charge					
R	GST @ 18% of Q					
S	Total Cost per month (Q+R)					
T	Total Estimated Cost for 21 months (S*21)					

I / We hereby declare that I / we have thoroughly read and clearly understood the instruction in the tender document.

Date:

Signature of Tenderer:
Name of the contractor

Place:

Address with Seal:

**NB : This Price Bid PDF needs to

 be uploaded duly signed and stamped by the agency. Otherwise the Bid will be rejected. Bidder has to upload the excel sheet of the same in the Gem Tender too. Excel format has been uploaded in the tender.**

