

Bid Document

Bid Details	
Bid End Date/Time	05-03-2022 16:00:00
Bid Opening Date/Time	05-03-2022 16:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	60 (Days)
Ministry/State Name	Ministry Of Finance
Department Name	Department Of Financial Services
Organisation Name	National Bank For Agriculture And Ruraldevelopment
Office Name	Chhattisgarh Regional Office
Item Category	Facility Management Service - Manpower Based - Commercial; Horticulture Services; Gardening; Gardener , Facility Management Service - Manpower Based - Commercial; Housekeeping; Cleaning & Sanitation; Cleaner/Sweeper , Facility Management Service - Manpower Based - Commercial; Cook; Cooking and catering; Cook , Facility Management Service - Manpower Based - Commercial; Cook; Regular work of Guest House/ Hostel (Hospitality) (such as porter services); Helper
Contract Period	2 Year(s)
Minimum Average Annual Turnover of the Bidder	15 Lakh (s)
Years of Past Experience required	3 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Turnover	Yes
Startup Exemption for Turnover	Yes
SHG Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	No
Time allowed for Technical Clarifications during technical evaluation	3 Days

Bid Details

Floor Price	This bid has been created/published with floor price(minimum value) selected by the Buyer. Service Providers are advised to quote above the minimum floor value.
Estimated Bid Value	8765070.48
Evaluation Method	Total value wise evaluation

EMD Detail

Advisory Bank	AXIS BANK LTD
EMD Percentage(%)	2.00
EMD Amount	175301

ePBG Detail

Required	No
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(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

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

Beneficiary:

Chief General Manager
NABARD Regional Office, "Ananya", Plot No. - 1, Sector - 24, Opposite Central Park, Nava Raipur Atal Nagar,
Raipur, Chhattisgarh - 492018
(Nabard)

Splitting

Bid splitting not applied.

MSE Purchase Preference

MSE Purchase Preference	No
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Details of the Competent Authority for MSE

Name of Competent Authority	Dr. D. Ravindra
Designation of Competent Authority	Chief General Manager/ OIC
Office / Department / Division of Competent Authority	NABARD
CA Approval Number	
Competent Authority Approval Date	03-02-2022

Brief Description of the Approval Granted by Competent Authority

No Splitting of services under "Annual Maintenance Contract of Housekeeping of Office Premises, VOF and Staff quarters" may be allowed, and hence, no purchase preference may be given to MSE in this regard.

Competent Authority Approval for not opting Micro and Small Enterprises Preference : [View Document](#)

1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
6. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Geographic Presence In States:The bidding agency must have either a local office or registered office in Raipur, Chhattisgarh. Document for supporting this has to be uploaded by the bidding agency alongwith the bid documents.

Annual Turnover and Profit Requirement:The bidding agency must have to be upload supporting documents, for fulfilling the criteria of average annual turnover, alongwith he bid documents.

Minimum Years (Up To 5 Years) Of Experience in Related Field:03 years of experience required in similar nature. The firm should have done atleast

- a) three similar works valuing not less than ₹35 lakh each
- or
- b) two similar works valuing not less than ₹44 lakh each
- or
- c) one similar work valuing not less than ₹70 lakh each

Non-Blacklisting/Debarment:The bidding agency must submit non-blacklisting/ debarment certificate alongwith the bid documents.

Details of Premises:[1643869939.pdf](#)

Please upload information of manpower as per the template given here: [1643869952.pdf](#)

Scope of Work: [1643869970.pdf](#)

If you want to add additional conditions in addition to standard SLA then please upload approval from competent authority.: [1643878848.pdf](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
17-02-2022 15:00:00	NABARD Regional Office, "Ananya", Plot No. - 1, Sector - 24, Opposite Central Park, Nava Raipur Atal Nagar, Raipur, Chhattisgarh - 492018

Facility Management Service - Manpower Based - Commercial; Horticulture Services; Gardening; Gardener (1)

Technical Specifications

Specification	Values
Core	
Type of Premises	Commercial
Type of Services Required	Horticulture Services
Service Component	Gardening
Type of Manpower Required	Gardener
Cost of Consumable / Material	Cost of consumable to be reimbursed to service provider on actual
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	No. of Resources	Additional Requirement
1	Pankaj Sanjay Yewale	492018,NABARD Regional Office, "Ananya", Plot No.-1, Sector-24, Opposite Central Park, Nava Raipur Atal Nagar	1	<ul style="list-style-type: none">Number of months within contract period : 24

Facility Management Service - Manpower Based - Commercial; Housekeeping; Cleaning & Sanitation; Cleaner/Sweeper (2)

Technical Specifications

Specification	Values
Core	
Type of Premises	Commercial

Specification	Values
Type of Services Required	Housekeeping
Service Component	Cleaning & Sanitation
Type of Manpower Required	Cleaner/Sweeper
Cost of Consumable / Material	Cost of consumable to be reimbursed to service provider on actual
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	No. of Resources	Additional Requirement
1	Pankaj Sanjay Yewale	492018,NABARD Regional Office, "Ananya", Plot No.-1, Sector-24, Opposite Central Park, Nava Raipur Atal Nagar	02	<ul style="list-style-type: none"> Number of months within contract period : 24

Facility Management Service - Manpower Based - Commercial; Housekeeping; Cleaning & Sanitation; Cleaner/Sweeper (12)

Technical Specifications

Specification	Values
Core	
Type of Premises	Commercial
Type of Services Required	Housekeeping
Service Component	Cleaning & Sanitation
Type of Manpower Required	Cleaner/Sweeper
Cost of Consumable / Material	Cost of consumable to be reimbursed to service provider on actual
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	No. of Resources	Additional Requirement
1	Pankaj Sanjay Yewale	492018,NABARD Regional Office, "Ananya", Plot No.-1, Sector-24, Opposite Central Park, Nava Raipur Atal Nagar	12	<ul style="list-style-type: none"> Number of months within contract period : 24

Facility Management Service - Manpower Based - Commercial; Cook; Cooking And Catering; Cook (1)

Technical Specifications

Specification	Values
Core	
Type of Premises	Commercial
Type of Services Required	Cook
Service Component	Cooking and catering
Type of Manpower Required	Cook
Cost of Consumable / Material	Cost of consumable to be reimbursed to service provider on actual
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	No. of Resources	Additional Requirement
1	Pankaj Sanjay Yewale	492018,NABARD Regional Office, "Ananya", Plot No.-1, Sector-24, Opposite Central Park, Nava Raipur Atal Nagar	1	<ul style="list-style-type: none"> Number of months within contract period : 24

Facility Management Service - Manpower Based - Commercial; Cook; Regular Work Of Guest House/ Hostel (Hospitality) (such As Porter Services); Helper (1)

Technical Specifications

Specification	Values
Core	
Type of Premises	Commercial
Type of Services Required	Cook
Service Component	Regular work of Guest House/ Hostel (Hospitality) (such as porter services)

Specification	Values
Type of Manpower Required	Helper
Cost of Consumable / Material	Cost of consumable to be reimbursed to service provider on actual
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	No. of Resources	Additional Requirement
1	Pankaj Sanjay Yewale	492018,NABARD Regional Office, "Ananya", Plot No.-1, Sector-24, Opposite Central Park, Nava Raipur Atal Nagar	1	<ul style="list-style-type: none"> Number of months within contract period : 24

Buyer Added Bid Specific Terms and Conditions

1. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

2. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name National Bank for Agriculture and Rural Development Account No. NABADMN39 IFSC Code NBRD0000002 Bank Name Axis Bank Branch address Head Office, Mumbai.
Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

3. Generic

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

4. Certificates

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

5. Generic

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

6. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1) Integrity pact has to be executed on non-judicial stamp paper of ₹200/- (Rupees Two Hundred Only).

2) Price bid estimation (illustration for calculation):

Annual Maintenance Contract for Housekeeping:

Price bid estimation:

Sl. No.	Particulars	Remarks	Rates / Percentage	Amount per month (Rs.) (for 26 days)
Cleaner/Gardener/Helper - Unskilled (16 personnel)				
(a)	Basic Wages plus VDA	w.e.f. from 01 October 2021	546.00	14,196.00
(b)	EPF on Basic Wages plus VDA	Restricted to maximum wage ceiling of ₹15,000/-	12%	1,704.00
(c)	EDLI on Basic Wages plus VDA		0.5%	71.00
(d)	Administrative charges (EPF & EDLI) On Basic Wages plus VDA		0.5%	71.00
(e)	ESIC (Employees' State Insurance Corporation)		3.25%	461.00
(f)	Bonus	(not eligible if it is more than ₹21,000/-)	8.33%	1,183.00
(g)	Total payment per personnel per Month { Sum of (a) to (f) }			17,686.00
(I)	Payment for 16 unskilled personnel per month			2,82,976.00

Cook - Skilled (01 personnel)				
Sl. No.	Particulars	Remarks	Rates / Percentage	Amount per month (Rs.) (for 26 days)
(a)	Basic Wages plus VDA	w.e.f. from 01 October 2021	724.00	18,824.00
(b)	EPF on Basic Wages plus VDA	Restricted to maximum wage ceiling of ₹15,000/-	12%	2,259.00
(c)	EDLI on Basic Wages plus VDA		0.5%	94.00
(d)	Administrative charges (EPF & EDLI) On Basic Wages plus VDA		0.5%	94.00
(e)	ESIC (Employees' State Insurance Corporation)		Calculated over Basic plus VDA (not eligible if it is more than ₹21,000/-)	3.25%
(f)	Bonus		8.33%	1,568.00
(II)	Payment for 01 cook (skilled personnel) per month			23,451.00
(III)	Payment for 17 personnel per month (I+II)			3,06,427.00
Service charges				
(IV)	Service Charges per month	minimum 1% of (III)		
(V)	Payment per month for 17 personnel including service charge (III+IV)			

(VI)	GST on (V)	
(VII)	Total payment per month for 17 personnel inclusive of service charge and GST (V+VI)	

**Total cost per month ₹.....
(Rupees.....)**

All figures shall be quoted/ calculated upto two decimal points and rounded off as necessary.

* If a contractor / firm quotes 'NIL' charges/consideration for providing manpower services over & above the minimum wages, the bid shall be treated as unresponsive and will not be considered.

Note 1: - Rates shall be quoted as "Total Cost per Housekeeping personnel per Month" as per Central Govt. Minimum Wage Act.

Note 2: - For all calculation, there shall be 26 working days in a month and a year shall comprise of 12 months. The duty hours shall be 08 (Eight) hours per day i.e. as per Central Govt. Minimum Wage Act.

Note 3: - No change shall be allowed in the format of this table.

Note 4: - Contractor is required to quote the service charge. Service charge is to be quoted upto two decimal points only.

Note 5: - Sl. No. a, b, c, d, e & f in the calculation sheet proposed shall be paid as per Central Govt. Acts/Notifications including amendments.

Note 6:- Sl. No. b, c & d are restricted to ₹15,000/- as per EPF Act.

Note 7:- Basic Wages plus VDA at Sl. No. (a) are as per Central Govt. Latest Minimum Wages Gazette Notification.

Note 8: - Rates quoted would be applicable for the entire period i.e. up to contract period. However, revision in rates would be considered only if the minimum wages & taxes are revised.

Note 9:- The Service Charges quoted above may include premium towards insurance cover for the workers employed, premium towards third-party insurance cover, other incidental administrative costs like provision of uniforms to workers, overhead profits, TDS deductions, etc. These costs (or percentage) are to be solely decided by bidder for the purpose of this quotation at Sl. No. (IV) in the calculation sheet. The bidder must have to insert monthly expenditure or estimation inclusive of service charge in the GeM portal. If the GeM portal insists on inclusion of GST rates, then it also has to be taken into account while inserting monthly estimation or estimation inclusive of service charge.

Note 10:- Selection will be based on the grand total quoted at the price bid by the bidders. If two or more bidders quote the same amount, the bid will be evaluated as per the GeM mechanism of RA or any other available in the GeM

portal. In such case, the decision of NABARD will be final and binding to all the bidders.

Note 11:- VDA=Variable Dearness Allowance, ESI= Employees' State Insurance, EPF= Employees' Provident Fund, EDLI= Employees' Deposit Linked Insurance Scheme.

Note 12: - Conditional price bid will be rejected.

Date:
seal

Signature of the tenderer with

Place:

7. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

8. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

9. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

10. Generic

Duration of the service contract may be extended up to 6 months beyond the initial contract duration (subject to satisfactory performance and mutual consent).

11. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

12. Generic

End User Certificate: Wherever Bidders are insisting for End User Certificate from the Buyer, same shall be provided in Buyer's standard format only.

13. Past Project Experience

For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:

- a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
- b. Execution certificate by client with order value.
- c. Any other document in support of order execution like Third Party Inspection release note, etc.

14. Certificates

ISO 9001: The bidder or the OEM of the offered products must have ISO 9001 certification.

15. **Financial Criteria**

NET WORTH: Net Worth of the OEM should be positive as per the last audited financial statement.

16. **Generic**

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

17. **Generic**

OPTIONAL SITE VISIT:

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

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

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

18. **Payment**

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

19. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name National Bank for Agriculture and Rural Development Account No. NABADMN39 IFSC Code NBRD0000002 Bank Name Axis Bank Branch address Head Office, Mumbai. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

20. **Generic**

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

21. **Certificates**

To be eligible for award of contract, Bidder / OEM must possess following Certificates / Test Reports on the date of bid opening (to be uploaded with bid): ISO 9001:2015 and ISO 14001:2015 .

22. **Generic**

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

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

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

23. **Generic**

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

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

24. **Generic**

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

25. **Generic**

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

26. **Buyer Added Bid Specific SLA**

File Attachment [Click here to view the file](#).

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. If any seller has any objection / grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

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

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

---Thank You---

