आगंतुक अधिकारी निवास (वी.ओ.एफ.) / आगंतुक कर्मचारी निवास (वी.ई.एफ.) के वार्षिक रखरखाव अनुबंध के लिए निविदा

<table>
<thead>
<tr>
<th>निविदा जारी करने की तिथि</th>
<th>Date of Commencement of issue of tender</th>
<th>04/03/2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>बयाना राशि</td>
<td>Earnest Money Deposit</td>
<td>Rs. 22000.00</td>
</tr>
<tr>
<td>प्री टेंडर मीटिंग</td>
<td>Pre tender Meeting</td>
<td>1100 hours on 12/03/2021</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Venue: VOF, Nabard Staff Qtr, Balaji Mod, Model Town,</td>
</tr>
<tr>
<td>निविदा की प्राप्ति के लिए अंतिम तिथि और समय</td>
<td>Last date and time for receipt of Bids</td>
<td>1400 hours on 24/03/2021</td>
</tr>
<tr>
<td>निविदा खोलने की तिथि और समय</td>
<td>Date and time of opening of tender bids.</td>
<td>24/03/2021; 1500 hours for technical bid</td>
</tr>
<tr>
<td></td>
<td></td>
<td>26/03/2021; 1100 hours for price bid</td>
</tr>
<tr>
<td>निविदा जमा करने का पटा</td>
<td>Address for submission of Bid</td>
<td>3rd Floor, NABARD, Lal Kothi, Tonk Road, Jaipur-302015</td>
</tr>
</tbody>
</table>
Part I

Technical Bid
NOTICE INVITING TENDER

REF. NO NB.DPSP.RRO/4014 /AMC/2020-21 04 March 2021

महोदय,

आगंतुक अधिकारी निवास (वीओएफ़) एवं आगंतुक कर्मचारी निवास (वीईएफ़) के वार्षिक रखरखाव अनुबंध के लिए निविदा (01/04/2021-31/03/2024)

राष्ट्रीय कृषि और ग्रामीण विकास बैंक, राजस्थान क्षेत्रीय कार्यालय, आगंतुक अधिकारी निवास (वीओएफ़) के लिए पात्र निविदाकर्ताओं से दो भागों में मुहरदंड निविदा एवं आमंत्रित करता है। निविदा में उल्लिखित नियमों और शर्तों के अनुसार | निविदाएं हमारी वेबसाइट www.nabard.org से मुफ्त में डाउनलोड की जा सकती हैं।

| निविदा जारी करने की तिथि | Date of Commencement of issue of tender | 04/03/2021 |
| ब्याजन राशि | Earnest Money Deposit | Rs. 22000.00 |
| री टेंडर मीटिंग | Pre tender Meeting | 1100 hours on 12/03/2021
Venue: VOF, Nabard Staff Qtr, Balaji Mod, Model Town, |
| निविदा की प्रारंभ के लिए अंतिम तिथि और समय | Last date and time for receipt of Bids | 1400 hours on 24/03/2021 |
| निविदा खोलने की तिथि और समय | Date and time of opening of tender bids. | 24/03/2021; 1500 hours for technical bid
26/03/2021; 1100 hours for price bid |
| निविदा जमा करने का पटा | Address for submission of Bid | 3rd Floor, NABARD, Lal Kothi, Tonk Road, Jaipur-302015 |

नाबार्ड के पास निविदा में उल्लिखित तारीखों को बदलने का अधिकार सुरक्षित है, जो कि उपरोक्त वेबसाइट पर, शुद्धिपत्र (corrigendum) के रूप में प्रदर्शित किए जाएँगे।

कृपया ध्यान दें कि वांछित सभी जानकारी, निविदाकर्ता द्वारा निर्दिष्ट स्थरों में प्रदान करने की आवश्यकता है। निविदाकर्ता, निविदा की तैयारी और प्रस्तुत करने से संबंधित सभी लागतों को वहन करेगा | निविदा का परिणाम जो भी हो, किसी भी स्थिति में नाबार्ड किसी भी तरह के लागतों के लिए जिम्मेदार या उत्तरदायी नहीं होगा | इस टेंडर डॉक्यूमेंट में बताए अनुसार टेंडर ऑफर के साथ अनेक मनी जमा करनी होगी। ईएमडी के बिना प्राप्त प्रस्तावों को अस्वीकार कर दिया जाएगा।
निविदा प्रस्ताव प्रस्तुत करने के लिए विनिर्देश (Specifications), नियम और शर्तें (Terms and Conditions), कार्य का दायरा (Scope of Work) और प्रोफार्मा आदि निविदा दस्तावेज और उसके परिशिष्ट / बिवरण में वर्णित हैं।

निविदा प्रस्ताव को उन निविदाकारों या उनके प्रतिनिधियों की उपस्थिति में खोला जाएगा जो उपयुक्त निविदा पर निविदा खोलने के लिए उपस्थित होना चाहिए हैं。

भवदीय

ह०/-

गौतम वर्मन

सह महाप्रवधक

संलग्नक –

1. Letter from the tenderer
2. Check list for the tenderer
3. Annexure I: General Instruction to the tenderer
4. Annexure II: Instructions for filling the price bid
5. Annexure III: Basic information
6. Annexure IV: Bank Details
7. Annexure V: General terms and conditions
8. Annexure VI: Scope of work
9. Annexure VII: Format for agreement
10. Annexure VIII: Format for Indemnity Bond
Letter from the tenderer

Place:- Jaipur
Date:-

The Chief General Manager
National Bank for Agriculture and Rural Development
Rajasthan Regional Office
3, Nehru Place
Tonk Road
Jaipur – 302 015

Dear Sir

TENDER FOR AMC FOR VOF and VEF AT NABARD, JAIPUR

I/We have read and understood the Notice Inviting tender and contents in the tender document such as Eligibility criteria of applicants, Instructions to the applicants, Services to be rendered, Terms and Conditions of the contract, instructions etc. I/We do hereby declare that the information furnished by me/us in the tender documents are correct to the best of my/our knowledge and belief.

Name of the partner/ owner of the firm authorized to sign:

OR

Name or person having Power of Attorney to sign the contract

Seal and sign of the tenderer
Check List

Technical bid will be evaluated on these parameters

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description of Enclosure</th>
<th>Please √ or write</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Type of Firm and Registration detail</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Registration (please submit requisite documents)</td>
<td>GST</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ESI</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PF</td>
</tr>
<tr>
<td>2</td>
<td>Audit Report (please submit audit reports for these three years)</td>
<td>2017-18</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2018-19</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2019-20</td>
</tr>
<tr>
<td>3</td>
<td>Turnover: should be more than Rs. 3.28 lakh (please submit CA certificates)</td>
<td>2017-18</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2018-19</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2019-20</td>
</tr>
<tr>
<td>4</td>
<td>Experience in same field i.e. maintaining of guest house/hostel/officers’ mess/canteen etc. during the last 7 years i.e. from January 2014-December 2020. (Please submit experience certificate/completion certificate)</td>
<td>3 works of Rs. 4.37 lakh or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 works of Rs. 5.46 lakh or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 work of Rs. 8.74 lakh</td>
</tr>
<tr>
<td>5</td>
<td>Earnest Money through NEFT: please submit requisite documents</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>If MSME mentioned please submit requisite documents</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Bank a/c details</td>
<td>PAN</td>
</tr>
<tr>
<td>10</td>
<td>copy of cancelled cheque</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Past Experience in the similar field i.e. maintaining of guest house/hostel/officers’ mess/canteen etc.</td>
<td>Years</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Organisation</td>
</tr>
</tbody>
</table>
Annexure I

General Instructions to the Tenderer

1. The Tenders may be submitted after visiting the site and conducting survey of the existing conditions so as to familiarize themselves with the nature of works to be carried out and get all clarifications as necessary from NABARD before quoting their rates.
2. The envelopes containing the Tender document complete in all respects, duly signed by the tenderer in each page and sealed as necessary, should be dropped in the Tender Box kept at the reception area before 1400 hours on 24/03/2021. No other mode of tender will be accepted.

Envelope: 1 should contain:
1. Technical bid
2. NEFT Receipt for EMD
3. Experience certificates
4. Bank details
5. Balance sheet for the years 2017-18, 2018-19 and 2019-20
6. Any other documents

Envelope 2 should contain only the price bid. No other documents should be kept in the envelope no.2

Both the envelopes should be kept in a bigger envelope and the name of the tenderer, name of the work should be mentioned in that envelope.

3. Opening of Bid
Envelope 1 and Envelope 2 will be opened on separate dates as mentioned earlier. Price bid (envelope 2) of bidders will be opened only if found eligible in technical bid.

4. Selection of Bidder

- Bidder has to qualify in Technical Bid (submitted in Envelope 1). Envelope 2 i.e. price bid of bidder will be opened only if found eligible in Technical Bid.
• Selection will be based on Grand Total quoted at the price bid by the bidder.
• If two or more bidders quote the same amount, the bid will be evaluated on the basis of their average annual turnover or experience. In such case, the decision of NABARD will be final and binding to all the bidders.

5. The bidder should have experience of similar works like maintaining of guest houses/ hostels/ officer’s mess/ canteen etc. during the last 7 years. NABARD may visit such institution where the agency has rendered its services.

The annual turnover of the bidder during each of the last 3 years should be at least 30% of the estimated cost of tender.

The firm should have done at least:

i) three similar works valuing not less than 40% of the estimated cost; or
ii) two similar works valuing not less than 50% of the estimated cost; or
iii) One similar work valuing not less than 80% of the estimated cost.

6. The estimated cost of the work is Rs. 10.92 lakh p.a.

7. The EMD of Rs. 22000.00 is required to be deposited through NEFT to the following account:

   Name of Account: National Bank for Agriculture and Rural Development
   Bank : NABARD
   Branch Name: Head Office, Mumbai
   Account No (VAN) : NABADMN16
   IFSC Code: NBRD0000002

   After depositing the EMD amount, the tenderer is advised to send an email to dpsp.jaipur@nabard.org with the details of the transaction.

8. The EMD of the Contractor selected for award of the Annual Maintenance Contract will retained by NABARD as Retention Money Deposit (RMD) till expiry of the Contract and will not carry any interest. The successful bidder has to deposit an amount @5% of the yearly tender amount as RMD, in such case the EMD amount already deposited will be adjusted.

9. NABARD reserves the right to divide and distribute the work to more than one Contractor at its sole discretion. The tenderers are advised to ensure strict observance of commercial aspect of this Tender and also the following points:

   (a) The Contract period will be for a period of 01/04/2021 to 31/03/2024 subject to annual review and renewal on satisfactory performance each year.

   (b) The contract period may be extended further depending upon the discretion of the Bank.
(c) However, the Bank reserves the right to terminate the services of the agency by giving one-month notice if the services are found to be unsatisfactory.

10. Validity of offer should be three months from the date of opening of price bid.

11. Tenders containing tenderer's own conditions are liable to be rejected.

12. The rates may be quoted in the Price BID.

13. The address of the premises where the work is to be carried out are

<table>
<thead>
<tr>
<th>SI No</th>
<th>Details</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Staff Qtr.</td>
<td>Balaji Mod, Malviya Nagar, Jaipur 302017</td>
</tr>
</tbody>
</table>

Signature of the authorized signatory of the contractor / Tenderer
Annexure II - Instructions for filling the Price bid

1. Quoted rates should be workable and reasonable and should include:
   a. Payment to workers engaged by contractor
   b. Cost of equipment/machinery, if required
   c. Allowance for maintenance of two sets of uniform.
   d. Charges, if any, towards safe disposal of waste from NABARD premises in safe municipal dump
   e. Incidental expenses and all overheads and profits

2. The contractor may be required to furnish Rate Analysis, along with the price-bid, for the rates quoted by him/her in this tender, if required.

3. The contractor is advised to visit the premises before quoting the rates and get all clarifications.

Rates shall have to be quoted in both words and figures

Signature of the authorized signatory of the contractor / Tenderer
### Annexure III
**Basic information**

<table>
<thead>
<tr>
<th>A. General Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Name of the applicant organization/ vendor/ supplier/ service providers</td>
<td></td>
</tr>
<tr>
<td>2. Address for communication and contact details</td>
<td></td>
</tr>
<tr>
<td>3. Telephone number (landline) Telephone number (mobile)</td>
<td></td>
</tr>
<tr>
<td>4. E mail ID</td>
<td></td>
</tr>
<tr>
<td>5. Type of the organization (whether sole proprietorship, partnership, private limited or limited company or cooperative society, etc.)</td>
<td></td>
</tr>
<tr>
<td>6. Name of the proprietor/partners or directors in the organization</td>
<td></td>
</tr>
<tr>
<td>7. Details of Registration — (whether partnership firm, company, society, etc.) Registering Authority, Date, Registration No., etc., mentioning the business/activity of the firm (A copy to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>8. Whether empaneled with Government/Semi Government/ Municipal Authorities or any PSU and if so, give the details of the same and nature of contract (copy to be enclosed)</td>
<td></td>
</tr>
<tr>
<td>9. Number of years of experience in the field/ trade. A list of important assignments may be indicated for the same along with supporting</td>
<td>_____ Years (as on 31/12/2020)</td>
</tr>
</tbody>
</table>
documents (copy of proof of completion/work order) **Minimum 7 years of experience as on 31/12/2020**

10. Have you in the past carried out any works for NABARD? If yes, give details

11. Address of Jaipur Office through which the proposed work will be handled. The name, designation and contact details of the officer in charge.

**B. Financial Information**

1. Permanent Account Number (PAN) of the proprietor/partnership firm/private limited company/limited company/cooperative society (Copy of PAN to be attached)

2. GST No. (enclose copies of relevant documents)

3. Balance sheet and profit & loss statement for the previous three years, duly certified by a practicing Chartered Accountant in support of Annual Turnover OR Banker’s Solvency Certificate in proof of having adequate financial standing.

4. Annual turnover during the last three years (Pl. attach CA certificate)
   - 2017-18 (Rs. ............)
   - 2018-19 (Rs. ............)
   - 2019-20 (Rs. ............)

5. Indicate if involved in any litigation at present in similar type of contracts

6. Any civil suit arisen in the contracts of works executed, if any, please give brief details

7. Number of supplementary sheets attached

**Place:**

**Date:**

**Signature of the Applicant**
Annexure IV

Details of the Bank’s Account

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of the Vendor / Firm / Contractor</td>
</tr>
<tr>
<td>2.</td>
<td>Name of the Account Holder</td>
</tr>
<tr>
<td>3.</td>
<td>Registered Address of the Vendor / Firm</td>
</tr>
<tr>
<td>4.</td>
<td>Name of the Bank’s branch and Address</td>
</tr>
<tr>
<td>5.</td>
<td>Bank’s Code and Branch’s Code</td>
</tr>
<tr>
<td>6.</td>
<td>IFSC Code of the Bank’s Branch</td>
</tr>
<tr>
<td>7.</td>
<td>Type of Account (Current/Saving/Cash credit)</td>
</tr>
<tr>
<td>8.</td>
<td>Account Number</td>
</tr>
<tr>
<td>9.</td>
<td>PAN Number</td>
</tr>
<tr>
<td>10.</td>
<td>Other details, if any</td>
</tr>
</tbody>
</table>

Note: A copy of cancelled cheque in respect of the above account which is operated by the vendor must be enclosed

(Signature and Full Name of the authorized person with seal on behalf of Firm/Agency/Contractor)

Place:

Date:
Annexure V

General Terms and Conditions

1. Bank will have no liability whatsoever concerning the persons deployed by the tenderer for the purpose. The successful tenderer shall keep the bank indemnified against all losses of damages or liability arising out of or imposed in the course of employment of persons(s) by him.

2. The successful tenderer shall make regular and full payment of wages, salaries, PF and any other payment due to his employee(s).

3. If applicable, the successful tenderer shall obtain the necessary labor license from the Licensing Authority under the Contract labor (R&A) Act and Contract Rules framed there under and produce the same to the authorized representative of the bank whenever asked to do so.

4. The successful tenderer shall comply with all acts, laws under Contract Labor (R&A) Act 1970 and EPF & ESI act, payments of wages act, minimum wages act or any other statutory rules regulations with their related amendments, by-laws applicable or which might become applicable with regard to the performance of work included herein or touching this contract from time to time and take such necessary steps as may be deemed necessary in this regard. The successful tenderer shall keep the bank indemnified against all penalties, claims and liabilities of every kind for any violation of such acts, Laws or Regulations etc. by him / her, his / her agents or his / her staff.

5. If at any time during the period of the contract, it is observed by the bank or by its authorized representatives that the services rendered by the tenderer's personnel are not to the satisfaction of the bank or any terms of the contract are violated, the bank reserves the right to terminate the contract by giving one month notice.

6. It shall be entirely, the responsibility of the successful tenderer to ensure that no unlawful act is done by his person(s) while on duty.

7. In case of loss of the Bank's property due to the negligence or carelessness of the person(s) deployed by the successful tenderer he will be responsible and shall make good the same.

8. The successful tenderer shall be solely responsible for settling / resolving any dispute/claim of his / her personnel during the contract. No liability shall accrue to the bank under the circumstances during / after expiry of the contract.

9. The contractor shall indemnify bank against any payments to be made under and for observance of the above mentioned various laws and rules. In the event of there being any increase of workmen's compensation under any law or any additional payment or new liability under the labour laws being imposed on the contractor at any time, the additional
expenditure incurred by the contractor shall be borne by the contractor and no claim will be considered and no claim will be entertained by bank on any account.

10. The contractor shall not subcontract the whole or any part of this contract to another person/vendor.

11. All works shall be carried out in accordance with the provision of the Statutory acts and laws.

12. During the tenure of the contract, the contractor has to coordinate the work with other agencies working inside or outside. Also in case of emergency or major problems, the contractor has to provide complete support and assistance to any other agency or for jobs of electrical maintenance, LPG system, display sign boards, DG set, electrical substation, interior and exterior sanitary, carpentry contracts etc.

13. The staff deployed should be available 3 days prior to commencement of the contract to ensure smooth handing over / taking over from the existing contractor.

14. The rate quoted for the said contract shall include the cost of manpower, cost of supervisor, cost of tools and equipment etc. as mentioned in the scope of work.

15. The services should be provided on Sundays and holidays also, for which no extra payment will be made.

16. Contractor has to comply with all relevant statutory regulations and labour laws.

17. Payment:

   a) The payment for up-keeping of the premise will be made on monthly basis and on submission of the bills for the same. The bill shall be certified by the Caretaker/Asstt. Caretaker and Protocol and Security Officer.

   b) Work slips/ work order will be issued for extra works and they are to be submitted on a consolidated basis as a single bill in a month for settlement.

18. The Party shall employ the required number of workers.

19. Mobile phone of the supervisor deputed may be intimated to us.

20. The Party should provide uniforms of approved color and quality to the employees deployed for the job at NABARD and also safety shoes, at your own cost.

21. The Party shall observe all the necessary safety precautions for the safety of the labour and the employees of NABARD/residents of the colony during execution of works. The Party would be responsible for the safety of persons employed by the Party as also the safety of employees of NABARD / residents of the colony.

22. The Party shall take all precautions to avoid accident and causes of accident. The Party must be careful regarding safety during working of the Party worker in the premises/colony.
23. NABARD shall not bear any responsibility in case of any accident to the Party worker in the premises/colony due to no fault of NABARD’s working but merely due to negligence of the Party worker or lack of safety provided to them by you.

24. **Period and renewal of contract**

   a) The Contract period will be for a period of **01/04/2021 to 31/03/2024** subject to annual review and renewal on satisfactory performance each year.

   b) Bank may, at its discretion, extend the contract period depending upon the satisfactory performances.

   c) However, the Bank reserves the right to terminate the services of the agency by giving one month notice if the services are found to be unsatisfactory.

25. Contractors All Risk policy and work man compensation insurance policy for 1.25 times the contract value is to be taken by the agency for the workmen engaged and the same is to be submitted within 15 days of the work order.

26. The contractor shall deploy his manpower for three days after the date of expiry of the contract to enable the incoming contractor and his staff to acquaint with the complete work and schematics. Also the contractor will hand-over the items covered in scope of work in working order and the details of inventory of bank’s incoming contractor as advised by the bank.

27. **Resolving Disputes**

   For all disputes relating to this contract, Arbitration Conciliation Act will be applicable.

28. **Rates and Prices**

   The rates will be firm and all-inclusive (taxes, duties, etc.) for the entire period of the contract. No additional charges on account of transportation of men and material, lunch, tea and conveyance, uniform etc. of workers will be given. In the case of any change of statutory charges, the vendor shall bring it into the notice of NABARD immediately. GST will be paid extra.

   Before submitting the bid, the bidder should visit the existing facilities and seek clarifications, if any, from NABARD.

   29. The bank will be deducting the mandatory deductions i.e. taxes etc. from the payments due to the contractor.

   30. However, the Bank reserves the right to terminate the services of the agency by giving one month notice if the services are found to be unsatisfactory.
Penalty Clause

a. In case of absence of any person deployed for the purpose of this contract, if no suitable replacement is provided then deduction will be made from the payments to the successful tenderer

b. Non-attendance or non-rectification of the faults coming under the scope of work and terms and conditions of the contract will entitle the bank to get the job done from any other vendor at the risk and cost of the successful tenderer. The decision of the officer of the bank in this regard will be final and binding on the contractor.

c. In case of noncompliance of contract obligations and also in case of any damages, breakage and loss or theft to the building fittings, assets and equipment attributable to staff or labour deployed by the contractor, the contractor will be responsible for repairing / replacing the same at his cost failing which the actual cost incurred towards repair/ replacement with suitable penalty shall be imposed on the contractor by the bank.

d. In the event of any accident/ damage etc. caused due to negligence of staff deployed will be debited to the inefficiency of the contractor and he has to make good the loss.

e. All the workmen deployed under the contract should have valid Identity Card issued by the Agency and should be in proper uniform having Agency/Firm/ Company’s Name & Logo, embossed/embroidered on it.

f. In the event of contractor’s staff not attending to a specific item of work required under the contract, pro-rata amount will be deducted from contractor’s bills.

Arbitration

In the event of any difference or dispute in connection with the agreement over the right of obligations of the parties, the decision of Chief General Manager, NABARD, Rajasthan Regional Office, 3, Nehru Place, Tonk Road, Jaipur-302015 shall be final and binding upon the parties. The place of arbitration shall be Jaipur. The Indian laws shall be applicable to the arbitration.

Declaration by the Contractors

I have read and understood all the instructions/ conditions give above and I have taken into account the above instructions/ conditions while quoting the rates.

Date : Signature:

Place : Name & Address:

Seal of the Contractor:
Annexure VI

Scope of work / Terms and Conditions

A. Maintenance and Housekeeping

(1) Providing the services for up keeping of the Visiting Officer's Flat (VOF) and Visiting Employee's Flat (VEF) of NABARD located at Staff Quarters, Malviya Nagar, Jaipur.

(2) The contract shall include providing workers at VOF and VEF who will receive the guests, allot rooms as per the instructions from the office, provide all amenities as indicated from time to time, provide bed-tea, breakfast/lunch/dinner/snacks at the rate approved by NABARD.

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

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

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

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

(7) The Contractor’s workmen shall not seek any tips or favor from the guests for the services rendered. During stay, the guest’s miscellaneous needs like laundry, medical etc., to be attended to. The charges for these services may be collected from the guest on actual basis, providing relevant bills. In cases where these services are to be rendered at NABARD’s cost, the same will be intimated to the
Contractor.

(8) Tea and Coffee, Breakfast, Lunch and Supper etc., to be provided on payment basis as per the menu and rates decided by the lounge committee of NABARD in consultation with contractor. The menu may be altered for specific guests / special occasions / programs / functions the overall scope of the menu. For any extra item, not covered in the menu the Contractor may charge additionally on the mutually agreed rates.

(9) The number of rooms to be maintained are as below
   i. VOF at Staff Quarters, Malviya Nagar, Jaipur Flat A1 & A2 comprising of
      ➢ 10 Rooms +Toilets
      ➢ 1 Kitchen
      ➢ 2 Dinning area
      ➢ 2 Waiting area
   
      ii. 2 Rooms of VEF

VOF:

(10) The workers should sweep & wet mop the common areas of VOF – Twice Daily
The rooms are to be swept & Wet mopped – Daily Basis
The linen to be changed once in two days but if there is change in occupancy then the linens are to be changed post vacation of the room by the earlier guest.
Dusting and removal of cobwebs etc. from the common areas – Weekly
Collection of garbage / waste from each room/common areas and disposal of the same – Daily
Cleaning the toilets in the rooms and common toilet on a - daily basis and as also whenever there is a change in guests occupying the VOF.
The linen and other items such blankets and other fabrics are to be washed regularly / dry cleaned through laundry service and kept ready.

Maintenance of the VOFs flat will be ensured by proper cleaning, swabbing, change of linen periodically as advised by NABARD for a hygienic and clean environment.
Room fresheners and deodorants facilities to be made available in all the rooms, toilets, lounges and all common toilets.
The Contractor's men shall take care of miscellaneous requirements like replacement of batteries for clocks, remote units of TVs and ACs etc. provided in the VOF rooms and other places.
Rooms to be regularly checked for bed linen, hand towel, bath towel, soap, shampoo, water, functioning of TV, refrigerators, ACs, geysers and bath room fittings, bulbs etc. and maintain regular reports.
The Contractor shall ensure the proper functioning of all systems in the VOFs such as electrical, electronics, sanitary and water supply.

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

- Soap (small): 1 no.
- Shampoo sachet – 2 nos
- Coconut Oil: 50 ml
- Tooth Paste: 15-20 gm
- Tooth brush soft: 1
- Moisturizer/ cream: 1 disposable sachet
- Shaving Cream- small: 1
- Shaving Razor: 1 twin blade set
- Talcom Powder: 50 gm
- After Shave Lotion: 1 Small bottle (for CGM and above)
- Small Comb: 1

**Facilities Provided by the Bank Includes:**

- Kitchen with all necessary facilities like gas stoves, cylinders, grinder, mixers, refrigerator, microwave, cupboard for storage of linen and facility for storage of crockery / food grains etc. However, cost of LPG refilling, raw materials will be borne by the contractor.
- Crockery, cutlery and all cooking utensils/pans, pressure cookers etc.
- Furniture in rooms, dining halls, lounges, office rooms, etc.
- Linen for all bed rooms/rooms.
- Appliances like TV, ACs, Geysers, Washing Machines, and Water Purifier etc.
- Water and electricity, (however indiscriminate use of the same is discouraged)

All the available equipment will be given on as-is, where-is condition.
(13) The Contractor has to place a Suggestion/Complaint register in the front office for the guests.

(14) The contractor has to monitor the electrical, plumbing and carpentry installations of VOF and VEF.

(15) The contractor has to supply the cleaning materials and ensure the regular cleaning of linen, upholstery, kitchen equipment and cutlery/crockery.

(16) The contractor has to ensure the provision of tea/coffee and toiletry kits.

(17) The contractor has to ensure the provision of battery/ cells for Clocks, AC Remote, TV Remote etc.

(18) Best quality cleaning products are to be provided by the contractor as approved by NABARD.

(19) The contractor has to maintain the occupancy records in the prescribed format and to collect the occupancy charges and remit to NABARD on fortnightly/monthly basis as decided by NABARD.

(20) Operation of washing machine for washing guests’ laundry only, the same should not be used for washing the linen.

(21) The rates for breakfast, lunch, dinner, snacks and tea/coffee shall be decided in consultation with NABARD and the same may be charged from the guests once the rates are approved by NABARD.

(22) Any other related works, as and when instructed.

(23) VEF: the VEF is required to be cleaned properly daily. It is to be maintained like VOF as mentioned above.

(24) The agency has to employ sufficient manpower for the work.

(25) The linen/Blankets and other upholstery of VEF and VOF are to be cleaned/drycleaned regularly and kept in hygienic condition. NABARD reserve the right to get the linen/blanket and other upholstery cleaned through third party and deduct the charges from the bill of the contractor.

(26) Any items procured over and above the scope of work can be claimed with overhead charges at 15%, upon the submission of material supply receipt.
B. Catering Work

1) The contractor has to provide the required skilled manpower for cooking and catering.

2) The contractor shall charge directly from the guests for all catering services provided to them, for which, the menu and rates shall be decided by NABARD lounge committee in consultation with the contractor.

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

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

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

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

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

8) Other room service shall be provided to Executive Guests on request and other guests in case they are not able to reach Dining Hall due to medical reasons. The Contractor shall provide efficient and prompt service to all members.

9) The food preparation is to be done in a strict hygienic environment and matching process without any compromise. The staff is also expected to be reporting for duty
with good health and hygiene wearing washed & ironed uniforms. The Contractor should ensure total cleanliness and regular cleaning of facilities in the kitchen. The Contractor shall perform the Service to the satisfaction of NABARD officials. If any shortcoming is found then on instruction from NABARD officials, the Contractor shall rectify the shortcoming immediately.

10) The Contractor shall ensure that he appoints well qualified & experienced cooks in all types of food preparation. No separate payment will be made for the cook. The attendant may work as cook without hampering the primary duty and responsibility.

11) If NABARD asks for procurement of any outside preparations, the Contractor shall arrange for the same and claim the expenditure in his regular bills.

12) The contractor shall attend to any or all catering requirements whether covered contractually or otherwise, at a pre-determined price laid out in the contract or mutually agreed upon thereafter.

13) The Contractor may inspect the kitchen equipment, crockery and cutlery, etc. available with NABARD. For any additional requirement, the Contractor may bring his own equipment. Routine cleaning and proper handling of kitchen equipment required for food production will be the contractor's responsibility. All cooking fuel costs will be borne by the contractor. The contractor shall coordinate the booking & procurement of cylinders in time.

Signature of the authorized signatory of the contractor / Tenderer
Annexure VII

Agreement

This agreement made at Jaipur this _____________________ day of ________ 2021 (in words) between the National Bank for Agriculture and Rural Development a body corporate incorporated under the National Bank for Agriculture and Rural Development Act, 1981 having its Regional Office at 3, Nehru Place, Tonk Road, Jaipur – 302 015, herein after referred to as 'NABARD' (which expression shall unless repugnant to the context or meaning thereof be deemed to include its successor and assignees) of the ONE PART and (this will undergo change when the party is partnership firm or Company) Shri............... son of ...... ........................ aged presently residing at __________ and carrying on similar work under the name and style of M/s ____________________ and having their place of business at __________ hereinafter referred to as ‘the party’ (which expression shall unless repugnant to the context or meaning be deemed to include the legal heirs, legal representatives, administrators and executors) of the OTHER PART.

WHEREAS the National Bank is desirous of outsourcing the work of ANNUAL MAINTENANCE OF VOF and VEF at NABARD at NABARD Staff Quarters, Malviya Nagar Extension, Jagatpura Road, Jaipur-302017. (herein after referred to as the said premises)

AND WHEREAS the party has offered to undertake the work as per the scope of work and details indicated in the special instructions

AND WHEREAS the National Bank in consideration of the conditions and covenants to be observed by the party has agreed to permit the party to carry out the Electrical Maintenance work hereinafter set out.

NOW, THIS AGREEMENT WITNESS THAT IT IS MUTUALLY AGREED BY AND BETWEEN THE

PARTIES:-

NABARD hereby awards the contract of ANNUAL MAINTENANCE OF VOF and VEF in the said premises from 01/04/2021 to 31/03/2024, subject to annual review and renewal on satisfactory performance each year. The contract period may be extended further depending upon the discretion of the Bank.

As compensation for the work, the party shall be reimbursed an amount of ` ________/ (` __________ only) per month, Basic Rate plus GST as applicable.

2. The compensation shall be payable to the party by NABARD within 02 weeks from the date of receipt of the bill for the month for which services have been rendered to the satisfaction of the Bank.

3. (a) The party shall comply with the municipal and other laws, obtain license, permission as required under the contract labour laws and cover all the employees under his charge with all statutory requirements like minimum wages, PF, ESIC etc. The party shall indemnify and keep
indemnified the Bank against any lapse on the party’s part in complying with these conditions or any other statutory requirements in connection with the work.

(b) The quality of maintenance work shall be of good standard subject to the satisfaction of the Chief General Manager of the Bank.

c) The party shall keep, at a conspicuous place in the said premises a complaint/ suggestion register in which complaints and suggestions, if any, could be recorded by the concerned and the complaint/suggestion register shall be open to inspection by the Chief General Manager or any other officers of the Bank so deputed by him. The party shall put up the complaint register once in a week on Monday mornings and if Monday were to be a public holiday or by any other reasons the National Bank remain closed on any Monday the same shall be submitted on the next working day immediately following that day. The Chief General Manager will take such action in respect of each complaint or suggestions as the case may be and the party shall be obliged to take remedial / rectification measures as instructed by the Chief General Manager.

d) The party shall ensure that no loss or damage is caused by an act or default on his part or his employees and agents to the Bank`s furniture, fixture and fittings and other articles.

e) This agreement shall stand automatically terminated in the event of insolvency, death or mental disorder of the party.

(f) If the Chief General Manager so considers that the situation so warrants then he shall be entitled to terminate this agreement without giving any prior notice and also without assigning any reason in writing and the party shall not be entitled to any compensation in the event of such termination. **However, in normal course the agreement can be terminated by the party by giving three month’s notice and by the Bank by giving one month`s notice.**

(g) On the expiry or earlier termination of this agreement the party shall remove himself and his employees/servants and agents from the premises and all articles belonging to him, or to his employees or agent.

(h) If any dispute arises on any matter concerning this agreement, then the decision of NABARD shall be final and binding in respect of such dispute.

(i) The reference to the Chief General Manager in this agreement and the schedules hereto annexed shall mean the Chief General Manager holding, charge of General Administration Department for the Rajasthan Regional Office at 3, Nehru Place, Tonk Road, Jaipur – 302015 and shall include, in respect of any powers exercisable by him or NABARD under this agreement any officers of the Bank designated by him in that behalf from time to time.
(j) Annexure I, II, III, IV, V, VI, VII, VIII of the tender document giving terms and conditions of the contract, NIT, corrigendum, check list, price bid etc. of the tender documents shall form part of this agreement.

(k) This agreement shall be executed in duplicate. The Bank shall retain the original and party the duplicate. Stamp duty on original and duplicate shall be borne by the party.

IN WITNESS WHEREOF the National Bank has set its hands to these presents and a duplicate hereof through its authorised official and the party has set his hands to these presents and the duplicate on the day/month and year first hereinabove written. Signed and delivered by the within named National Bank

........................................... by the hand of its
authorised official

(Name and Designation) in the
presence of

(i)_____________________________________
(ii)_____________________________________

Signed and Delivered by Shri
-------------------------------------
-------------------------------------

In the presence of
(i)_____________________________________
(ii)_____________________________________

Signature of the authorized signatory of the contractor / Tenderer

Annexure I, II, III, IV, VI, VII, VIII
Annexure VIII

INDEMNITY BOND
(On Rs. 100/- Stamp Paper)

KNOW all men by these presents that I, Shri.............................................................. of M/s .............................................................. hereby execute Indemnity Bond in favour of National Bank for Agriculture and Rural Development (NABARD), having their Registered Office at C-24, G Block, Bandra-Kurla Complex, Bandra (E) Mumbai-400051 and Regional Office at Lal Kothi Tonk road, Jaipur – 302015 and M/s........................................................................... having their office at .............................................................. on this ............. day of........................ 202

WHEREAS NABARD have appointed M/s..................................................as the Contractor for their proposed work relating to “Annual Maintenance of VOF and VEF at NABARD staff Quarters, Jaipur”.

THIS DEED WITNESSETH AS FOLLOWS:-

I/We  M/s .............................................................. hereby do Indemnify, and same harmless NABARD against and from

1. any third party claims, civil or criminal complaints liabilities, site mishaps and other accidents or disputes and/or damages occurring or arising out of any mishaps at the site due to faulty work, negligence, faulty construction and/or for violating any law, rules and regulations in force, for the time being while executing/executed works by me/us,
2. any damages, loss or expenses due to or resulting from negligence or breach of duty on the part of me/us or any sub-contractor/s if any, servants or agents.
3. any claim by an employee of mine/ours or of sub-contractor/s, if any, under the Workmen Compensation Act and Employers Liability Act, 1939 or any other law, rules and regulations in force for the time being and any Acts replacing and/or amend the same or any of the same as may be in force at the time and under any law in respect of injuries to persons or property arising out of and in the course of the execution of the contract work and/or arising out of and in the course of employment of any workmen/employee.
4. Any act or omission of mine/ours of sub-contractor/s if any, our/their servants or agents which may involve any loss, damage liability, civil or criminal action.

IN WITNESS WHEREOF THE M/s .............................................................. has set his/their hands on this .............day of ............. 202

SIGNED AND DELIVERED BY THE AFORESAID M/s
IN THE PRESENCE OF WITNESS:

(1) ...........................................

(2) .........................................

Signature of the authorized signatory of the contractor / Tenderer
Part II

PRICE BID
Annexure A

Price BID

SCHEDULE OF QUANTITIES

Annual Maintenance Contract for Visiting Officer Flat (VOF) and Visiting Employee Flat (VEF) at NABARD Staff Quarters at Malviya Nagar, Jaipur

Amount per Month

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description</th>
<th>Quantity (A)</th>
<th>Unit Rate in Rs. (B)</th>
<th>Total Amount per month in Rs. C= (AXB)</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Maintenance &amp; Housekeeping of the VOF &amp; VEF</td>
<td>Lump sum</td>
<td></td>
<td></td>
<td>As per Scope of work in Annexure VI of Part I</td>
</tr>
<tr>
<td>2a</td>
<td>Toiletry Kit (i)</td>
<td>30</td>
<td></td>
<td></td>
<td>As per Annexure I Of part II</td>
</tr>
<tr>
<td>2b</td>
<td>(ii)</td>
<td>20</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Tea/ coffee Kit</td>
<td>50</td>
<td></td>
<td></td>
<td>As per Annexure II of Part II</td>
</tr>
<tr>
<td>4</td>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total in Word:

*GST will be paid extra on the rates quoted as above, as per law.
The number of linen to be washed on a monthly basis should be estimated by the contractor before quoting the same.

Place:
Date:
Name, address

Signature of the authorized signatory of the contractor / Tender
### Annexure I

#### Toiletry Kit

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Item</th>
<th>Brand</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bath Soap small 50-60 gm: 1</td>
<td>Dettol/Lux/ Cinthol</td>
</tr>
<tr>
<td>2</td>
<td>Shampoo: 2 Sachet</td>
<td>Pantene/Sunsilk/Dove/Clinic Plus</td>
</tr>
<tr>
<td>3</td>
<td>Coconut Oil 1: appx 50 ml</td>
<td>Dabur/ Bajaj/Parachute</td>
</tr>
<tr>
<td>4</td>
<td>Tooth Paste 15-20 gm: 1</td>
<td>Colgate/Closeup/ Pepsodant</td>
</tr>
<tr>
<td>5</td>
<td>Tooth Brush Soft: 1</td>
<td>Colgate/Oral B/ Pepsodant</td>
</tr>
<tr>
<td>6</td>
<td>Moisturizer/ cream: 1 disposable pouch</td>
<td>Ponds/Nivea</td>
</tr>
<tr>
<td>7</td>
<td>Shaving Cream 1: small</td>
<td>Gillette/Palmolive/Old spice/Park Avenue/ Dettol</td>
</tr>
<tr>
<td>8</td>
<td>Shaving Razor: 1 disposable set</td>
<td>Gillette/7’ O clock</td>
</tr>
<tr>
<td>9</td>
<td>Talcum Powder 1: appx 50gm</td>
<td>Ponds/Godrej/Nivea</td>
</tr>
<tr>
<td>10</td>
<td>Small Comb: 1</td>
<td>Lily or equivalent</td>
</tr>
<tr>
<td>11</td>
<td>After Shave Lotion: 1 small bottle for DGM and above</td>
<td>Gillette/Old spice/Park Avenue</td>
</tr>
</tbody>
</table>

**Cost per Toiletry Kit as described above:-**

**a. For items indicated above at Sr. no. 1 to 10**: Rs.

**b. For items indicated above at Sr. no. 1 to 11**: Rs.
Annexure II

**Tea / Coffee Kit**

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Item</th>
<th>Brand</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>White Sugar Sachet 5 packets</td>
<td>Daurala or equivalent</td>
</tr>
<tr>
<td>2</td>
<td>Tea Bags: 4 Nos</td>
<td>Tetley, Taj</td>
</tr>
<tr>
<td>3</td>
<td>Coffee Powder: 2 nos.</td>
<td>Nescafe, Bru</td>
</tr>
<tr>
<td>4</td>
<td>Milk Powder: 5 nos</td>
<td>Amul, Nestle</td>
</tr>
<tr>
<td>5</td>
<td>Green Tea: 2 Nos.</td>
<td>Tata, Lipton, organic india</td>
</tr>
</tbody>
</table>

Cost per Tea / Coffee Kit as described above: Rs.

Place :
Date :
Signature of the authorized signatory of the contractor / Tenderer

Name, address