



**NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT  
TRIPURA REGIONAL OFFICE  
Shilpa Nigam Bhawan, VIP Road, Khejurbagan, Agartala – 799006  
Phone No.0381-2419633**

## **Tender**

NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT (NABARD), Tripura Regional Office, Agartala invites sealed offers from established Vendors / Bidders for the work of providing the services of **‘House Keeping/Cleaning of Office premises’**.

1	Date and time of Commencement of /issue of tender	<b>5<sup>th</sup> March 2025 at 2.00 pm</b>
2	Date and Time for Pre-Bid Meeting with Tenderers	<b>12<sup>th</sup> March 2025 at 3.00 am</b>
3	Last Date and Time for submission of quotation	<b>26<sup>th</sup> March 2025 at 2.00 pm</b>
4	Date and time of opening of technical bids	<b>26<sup>th</sup> March 2025 at 2.00 pm</b>
5	Date and opening time of Financial Bids	<b>Subsequent to opening of the technical bids</b>
6	Earnest Money Deposit (EMD)	<b>Rs.8,076/-</b>

## NOTICE INVITING TENDER (NIT)

Ref. No. NB(TRIP)/NIT/ /DPSP/2024-25

Date:

Madam / Dear Sir/s,

### **Tender for Annual Contract for providing House Keeping / Cleaning services for NABARD, Tripura Regional Office, Agartala-799006**

National Bank for Agriculture and Rural Development (NABARD) is a body corporate established under the National Bank for Agriculture and Rural Development Act, 1981 having its Head Office at Plot No. C-24, Block 'G', Bandra-Kurla Complex, Bandra (East), Mumbai - 400051 and Regional Offices (ROs) / Training Establishments (TEs) in different cities across the country.

NABARD invites sealed tenders for Bank's Regional Office Building, Agartala-799006 (Tripura) under Two-Bid system from reputed agencies, either by themselves or as a joint venture/consortium/partnership having capacity to provide the required number of uniformed, trained manpower for the house keeping / maintenance services to its campus situated at the above address.

Tender document can be downloaded from NABARD's website: [www.nabard.org](http://www.nabard.org) and also available from NABARD, Tripura Regional Office, Shilpa Nigam Bhawan, VIP Road, Khejurbagan, Agartala-799006. Only sealed cover tenders will be accepted which would be deposited in the box kept in the office of NABARD, Tripura Regional Office, Shilpa Nigam Bhawan, VIP Road, Khejurbagan, Agartala-799006 for the said purpose. The tender deposited /received in any other mode like fax, e-mail, by post, courier etc. will not be accepted.

Last date for submission/receipt of tender(s) is **26<sup>th</sup> March 2025 till 14.00 hours** and will be opened by the Tender / Local Purchase Committee in the presence of tenderers or their authorized representatives who wish to be present on the same day at **15.00 hours** in the Office of NABARD, Tripura RO, Agartala-799006. In case, any holiday on the day of opening, the tenders will be opened on the next working day at the same time but the tender box will be sealed on same day and time, as scheduled above. The tenders received after the above said scheduled date and time will not be considered.

sd/-

(Anil S Kotmire)  
General Manager / Officer-in-Charge

## SCHEDULE OF EVENTS

Sl.No.	Description	Remarks
1	Tender No.	NB/TRIP/Housekeeping/2025 Dated 03 February 2025
2	Bid Document Availability	Bidding document can be downloaded from website : <a href="http://www.nabard.org">www.nabard.org</a> <a href="https://eprocure.gov.in">https://eprocure.gov.in</a> OR collected from NABARD, Tripura Regional Office, Agartala
3	Estimated Cost of Tender	<b>₹ 4.04 Lakhs</b>
4	Earnest Money Deposit (EMD)	<b>Rs.8,076/-</b> in favour of "NABARD" payable at Agartala
5	Date and time of Commencement of /issue of tender	<b>5<sup>th</sup> March 2025 at 2.00 pm</b>
6	Date and Time for Pre-Bid Meeting	<b>12<sup>th</sup> March 2025 at 3.00 AM</b>
7	Address of Pre Bid tender meeting	NABARD, Tripura Regional Office, Shilpa Nigam Bhawan, VIP Road, Khejurbagan, Agartala-799006
8	Last Date and Time for submission of quotation	<b>26<sup>th</sup> March 2025 at 2.00 pm</b>
9	Last date and time for receipt of pre integrity pact	<b>26<sup>th</sup> March 2025 at 2.00 pm</b>
10	Date and time of opening of tender bids	<b>26<sup>th</sup> March 2025 at 3.00 pm</b>
11	Validity of Bid	90 days from the date of opening of technical bid
12	Address for submission of Bid documents	The General Manager / Officer-In-Charge, NABARD, Tripura Regional Office, Shilpa Nigam Bhawan, VIP Road, Khejurbagan, Agartala-799006

**Note: 1. All the documents should be attached with bid document as mentioned in the above with seal and signature.**

**2.** The bidder should submit self-attested photocopy of the requisite documents in this regard

**3. No technical evaluation will be done in absence of any of the listed documents as above.**

Place:

Date:

Signature of Bidder with Seal

**Part – I**  
**Technical Bid**



(For receiving payments against bills of works / services):

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

(ii) Name of the partner of the firm authorized to sign tender / agreement:

(Specimen Signatures)

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/Authorized person

(Signature and addresses of witnesses)

(1)

(2)

## 2. BASIC INFORMATION OF TENDERER

Technical bid will be evaluated on these parameters

Sr. No.	Certificates/Documents	YES/NO
1	Type of Firm and Registration details : The intending bidder should be registered firm in India under company/society registration act as applicable, capable of carrying out the subject work as stated above. They should also be registered with Central/Sate Govt., semi Govt./PSUs / Local Govt. body etc.	
2	Registration (Please submit copy of requisite documents)	EPF ESI GST
3	Labour license from Labour Dept., GOI/ State Govt.: The organization has to submit a valid labour license with the state or central labour department	
4	PAN card with ITCC certificate	
5	The bidder should possess Registered Power of Attorney	
6	Experience in the similar field, if any (Enclosed Copy)	
7	Earnest Money through NEFT(please submit requisite documents)	
8	If MSME mentioned please submit requisite documents	
9	Bank a/c details	
10	Copy of cancelled cheque	
11	PAN Details	
12	The firm should have Office in Agartala	
13	An undertaking by the proprietor/financial director of the company/ firm/agency indicating that no criminal case/legal proceeding or industrial dispute is pending or contemplated against the company/firm/agency	
14	A copy of company profile	
15	<b>Pre Contract Integrity Pact</b> as per format on a Rs.100/- Non judicial Stamp Paper signed by the Agency/ Contractor	
16	Yearly turnover of the company for the last 2/3 years	

**Note: 1. All the documents should be attached with bid document as per sequence mentioned in the above check list.**

**2.** The bidder should submit self-attested photocopy of the requisite documents in this regard

**3. No technical evaluation will be carried out in absence of any of the listed documents as above.**

**Place:**

**Date:**

Signature of Bidder with Seal

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### 3. 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. Selection of Bidder

i. Bidder has to qualify in Technical Bid. Price bid of bidder will be opened only if found eligible in Technical Bid.

ii. Only those bidders whose firm has registration of ESI, EPF, GST etc., are eligible to apply.

iii. The PART-I (Pre-qualification Bid) of the tender shall contain Pre-Qualification bid, along with proof of having submitted EMD; and terms & conditions in prescribed tender document. **The PART- II of the tender shall contain only the financial bid in the prescribed format.** No other terms & conditions should be there in the financial bid. If any terms & Conditions are stipulated in the tender document, the tender shall summarily be rejected.

iii. Selection will be based on Grand Total quoted at the price bid by the bidder.

vi. The decision of NABARD will be final in selection of bidder.

3. The bidder should have experience of similar works.

4. The estimated cost of the work is Rs.4.04 lakh per annum.

5. **The EMD of Rs. 8,076.00** is required to be deposited through NEFT to the following account:

Name of Account: National Bank for Agriculture and Rural Development (NABARD)

Bank : Axis Bank Ltd.

Branch Name: Agartala Branch, Agartala

Account No : 27601020002776

IFSC Code: UTIB00276

**After depositing the EMD amount through NEFT, the tenderer is advised to send an email to [agartala@nabard.org](mailto:agartala@nabard.org) with the details of the transaction.**

6. 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. RMD will be released after the defect liability period, which is one year from the date of completion of services.

7. 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 2 years i.e. from 01/04/2025 to 31/03/2027** 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.

8. Validity of **offer shall be 90 days** from the date of opening of price bid. No Tenderer will be allowed to withdraw his Tender during the validity period. Subletting of the Contract is not permitted. In case any tenderer withdraws his/her tender during the validity period or is subsequently found to have sublet the same, the EMD amount received from such tenderers shall be forfeited.

**9. Intending bidders have to arrange for execution of pre-bid pre-contract Integrity Pact (as per relevant stamp act of the state) failing which the tender will be rejected. All prospective bidders / vendors have to enter into an Integrity Pact with the Bank otherwise, they will not be eligible to participate in the tendering process. The pre-contract Integrity Pact should be submitted in original to “The General Manager / Officer-in-Charge, NABARD, Tripura Regional Office, Shilpa Nigam Bhawan, Khejurbagan, Agartala, Pin-799006 on or before 26<sup>th</sup> March 2025.**

10. Tenders containing tenderer’s own conditions are liable to be rejected.

11. The address of the premises where the AMC is to be carried out are:

<b>Sl. No.</b>	<b>Details</b>	<b>Address</b>
<b>1.</b>	<b>Office Premises</b>	<b>Shilpa Nigam Bhawan, Khejurbagan, Agartala, Pin-799006</b>
<b>2.</b>	<b>Single Room Accommodations (SRAs)</b>	<b>07 SRAs at Agartala</b>

#### 4. Instructions for filling the Price bid

1. Quoted rates should be workable and reasonable and should include:
  - a. Payment to all the contract workers engaged by contractor as per minimum wages as notified by Labour Commissioner, GoI from time to time. **The minimum wages must cover Central Government wage as indicated by Central Labor Commission. TDS will be deducted as per guidelines.**
  - b. ESI & EPF benefits (Employer's contribution towards ESI & EPF). EPF/ ESI has to be paid to worker considering the base full amount of applicable minimum wages prescribed by the Labour Commissioner from time to time.
  - c. Allowance for maintenance of two sets of uniform.
  - d. Charges towards safe disposal of waste from NABARD premises in safe municipal dumping ground
  - e. Incidental expenses and all overheads and profits
2. The contractor is advised to visit the premises before quoting the rates and get all clarifications.

#### 4. The following procedure shall be followed in the event of multiple L1 bidders after opening of Price Bids:

- a) Quality and Cost Based Selection (QCBS) criteria shall be incorporated for evaluation wherein multiple L1 bids are received. The work then will be awarded to the bidder having the highest marks in QCBS among the L1 bidders **(format of scoring model is given in part 10)**.
  - b) Evaluation of marks based on the scoring model will be triggered only when multiple bidders are found to be L1. Accordingly, L1 will be decided based on the highest marks obtained in scoring model based on technical parameter / matrix **out of total 50 marks**.
  - c) In case multiple L1 bidders get same marks in QCBS also, then the Purchase Committee of NABARD shall, at their discretion, visit the work sites of the bidders and award marks to the work being carried out at site adopting an objective criteria. The work then shall be awarded to the bidder with highest marks.
  - d) In case of multiple L1 bidders getting equal marks even after field visits, the final selection shall be done based on draw of lots, as may be decided jointly by the NABARD and select bidders, or by pulling the highest number from a box containing 30 numbers.
5. Rates shall have to be quoted in both words and figures.

## 5. General Terms and Conditions

1) Distribution of manpower among Staff Quarters and Office Premises:

S. No	Details	Address	No. of Manpower	Working Week	Working Time
1.	Office Premises	Shilpa Nigam Bhawan, Khejurbagan, Agartala, Pin-799006	01 worker	Monday to Friday at Office premises	0730 hr. to 1530 hr for 01 worker
			01 worker		0730 hr. to 09.30 hr for
2.	Single Room Accommodations (SRA) / Quarter	(i) 07 SRAs at Agartala	01 workers	Saturday & Sunday	10.30 hr to 15.30 hr

**1. For the office premises at least two female workers per day are to be deployed and for the SRAs /Quarters one female workers to be deployed as given above.**

**2. One of the workers shall work as the nodal person for all the workers.**

3. 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).

4. The successful tenderer shall make regular and full payment of wages, salaries, EPF and any other payment due to his employee(s) and furnish necessary proof.

5. If applicable, the successful tenderer shall obtain the necessary labour 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 bank whenever asked to do so.

6. The successful tenderer shall comply with all acts, laws under Contract Labor (R&A) Act 1970 and EPF & EIS 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.

7. 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.

8. 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.

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

10. 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.

11. 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.

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

13. All works shall be carried out in accordance with the provision of the Statutory acts and laws and bureau of Indian Standards regarding fire systems in India, electricity act, local laws and by-laws as amended up to date. Contractor shall be solely responsible for following and adhering to the proper fire and safety precautions while carrying out any job.

14. 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, display sign boards, DG set, interior and exterior sanitary contracts etc.

15. The Party shall pay the ESI & EPF contributions of all employees as per the prevailing Employees Insurance and Employees Provident Funds Acts under the contract. The contract value quoted by the Party is inclusive of Employer's share of ESI & EPF contributions and no separate charges shall be payable by us on this account. Monthly payment will be done on production of proof of payment towards ESI & EPF(counterfoils) & other documents such as registration number, photo card etc. As per requirements of Contract Labour (Regulation & Abolition) Act 1970, the payments of wages to the employees to be made by the contractor in presence of official of NABARD who will sign the payment register.

16. 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.

17. The vendor has to supply all cleaning materials and equipment as mentioned in the scope of work.

18. The rate quoted for the said contract shall include the cost of manpower, cost of supervisor, cost of tools, equipment, consumables, cleaning material etc. as mentioned in the scope of work.

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

**20. The workers employed by the contractor shall be above 18 years and below 50 years age.**

**21. Payment:**

\* The Party should ensure payments to the workers as per latest minimum wages act and other statutory regulations on or before 7<sup>th</sup> of every month irrespective of fact that previous monthly bill is paid or not by the NABARD.

\* The payment for deployment of manpower 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.

\* The Contractor may ensure payment of minimum wages as stipulated by Ministry of Labour, Govt. of India and all other statutory payments thereof. The proof for such payments/certificates shall be produced by the Contractor along with the monthly bills.

\* Bill shall be submitted by the Contractor in the first week of every month for the work carried out during the previous month.

\* The bill should be accompanied with documents/ certificates indicating payment details (i) EPF, ESI etc. duly signed by the contractor (ii) copy of e-passbooks of workers (iii) Attendance sheet. Payment to workers to be made through bank only and necessary documents like copy of e-passbooks are to be submitted by the contractors. **Attendance sheet of workers shall be enclosed with the bill.** Bills without these documents will not be accepted for payment and the contract may be liable to be terminated and EMD/RMD will be forfeited.

\* Work slips 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.

22. The Party shall employ the required number of workers and keep the attendance record properly so that same can be inspected by the competent authority.

23. 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.

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

25. 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.

26. 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.

27. 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.

28. 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.

### **29. Period and renewal of contract**

a) The Contract period will be for a period of two years i.e. from **01/04/2025 to 31/03/2027** 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.

30. The contractor shall deploy his manpower **three days in advance** from the date of start of the contract to acquaint himself / his staff with the complete work at no extra cost to bank and take charge of complete system and inventory.

31. 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 at no extra cost to bank. 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.

### **32. Resolving Disputes**

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

### **33. Rates and Prices**

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

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

35. 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.**

36. Attendance of workers as indicated in the scope shall be maintained in the premises and the same shall be verified before settlement of bills. In case of absence, proportionate value of contract pertaining to the days of absence shall be deducted from the monthly payment.

### **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 General Manager / Officer-in-Charge, NABARD, Tripura Regional Office, Shilpa Nigam Bhawan, Agartala-799006 shall be final and binding upon the parties. The place of arbitration shall be at Agartala. 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:

## 6. Scope of work for housekeeping services

- (1) Clearing and cleaning of litter bins and segregating dry and wet waste – **daily basis, in the morning**
- (2) Sweeping staircases on **daily basis**.
- (3) Mopping/wet-cleaning/scrubbing of the staircase of Office building on - **daily basis**.
- (4) Sweeping of open area - **daily basis**.
- (5) Clearing of garbage accumulated on **daily basis**.
- (6) Removal of cobwebs (outside/inside) **weekly**.
- (7) Cleaning of Toilets of office – **minimum twice daily**
- (8) Cleaning of Toilets of occupants of SRA / Quarter : **weekly**
- (9) Cleaning of toilets/ wash basins/bathrooms /conference hall: **daily**
- (10) Cleaning of Canteen area, utensils etc.
- (11) Any other related works, as and when instructed.
- (12) Dumping of garbage in the municipality dumping ground
- (13) The vendor has to supply all cleaning materials and equipment as indicated in

### Appendix-I.

The quantity of cleaning material purchased and quantity of cleaning material used shall be duly recorded in the inventory register & shall be verified regularly by Caretaker and P&SO/any other Officer of the Bank. The inventory register shall have to be submitted along with the cleaning material bill every month.

- (13) Cleaning of Toilets/ bathrooms of, with all cleaning materials,
  - i. All the occupied SRAs (total no of toilets – 10, may increase or decrease) - **once a week**
  - ii. Office Premises (total 3 toilets/bathrooms, may increase or decrease) - **daily**

## Appendix to – I to Scope of Work

### List of Cleaning Material for Housekeeping Services

Sl. No.	Items
1	Table Duster (Small)
2	Table Duster (Big)
3	Floor Duster (Big)
4	Detergent (Surf Excel, Nirma or similar)
5	Handwash Refill for Office Premises (Dettol, Lifebuoy or similar)
6	Brooms (Laxmi or similar good quality)
7	Mop (Gala, Scotch Brite or similar)
8	Floor Wiper (Gala/Scotch Brite or similar)
9	Garbage Bag Small (pack of 30)
10	Garbage Bag Big (pack of 30)
11	Floor Cleaner (Lizol or similar)
12	Toilet Cleaner (Harpic or similar)
13	Room Freshener (Godrej, Airwick or similar)
14	M Fold Paper Towels for Washrooms in Office Premises - 3 layer (Origami or similar)
15	Tissue Paper Box (Origami or similar)
16	Soap (Dettol, Lifebuoy or similar)
17	Bleaching Powder
18	Washing Soap (Rin, Surf Excel etc.)
19	Toss Block (Urinal)

**7. Pre-Contract Integrity Pact  
(in Rs.200/- Stamp paper)**

**INTEGRITY PACT**

**Between**

**National Bank for Agriculture and Rural Development (NABARD)**

**hereinafter referred to as “General Manager / Officer-in-Charge”**

**And**

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

**Preamble**

The General Manager / Officer-in-Charge intends to award, under laid down organizational procedures, Annual Maintenance contract/s for Housekeeping works at Staff Quarters/SRAs and Office Premises of NABARD Tripura Regional Office at Agartala. The General Manager / Officer-in-Charge 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 General Manager / Officer-in-Charge 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 “General Manager / Officer-in-Charge”**

(1) The General Manager / Officer-in-Charge commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

a. No employee of the General Manager / Officer-in-Charge, 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 General Manager / Officer-in-Charge will, during the tender process treat all Bidder(s) with equity and reason. The General Manager / Officer-in-Charge 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 General Manager / Officer-in-Charge will exclude from the process all known prejudiced person.

(2) If the General Manager / Officer-in-Charge 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 General Manager / Officer-in-Charge 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 General Manager / Officer-in-Charge's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

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

c. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s) / Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the General Manager / Officer-in-Charge 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 General Manager / Officer-in-Charge is entitled to disqualify the Bidder(s) /Contractor(s) from the tender process.

## **Section 4 – Compensation for Damages**

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

(2) If the General Manager / Officer-in-Charge has terminated the contract according to Section 3, or if the General Manager / Officer-in-Charge is entitled to terminate the contract according to Section 3, the General Manager / Officer-in-Charge 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 General Manager / Officer-in-Charge Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.

(2) The General Manager / Officer-in-Charge will enter into agreements with identical conditions as this one with all Bidders and Contractors

(3) The General Manager / Officer-in-Charge 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 General Manager / Officer-in-Charge 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 General Manager / Officer-in-Charge has substantive suspicion in this regard, the General Manager / Officer-in-Charge will inform the same to the Chief Vigilance Officer.

### **Section 8 – Independent External Monitor**

(1) The General Manager / Officer-in-Charge 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, PTA & FS (Retd),  
Flat 1032, AWing, Vanashree Society,  
Sector 58 A & B, Palm Beach Road,  
Nerul, Navi Mumbai, Pin: 400 706.

(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 General Manager / Officer-in-Charge 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 General Manager / Officer-in-Charge 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 General Manager / Officer-in-Charge 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 General Manager / Officer-in-Charge 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 General Manager / Officer-in-Charge 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 Tripura Regional Office of the General Manager / Officer-in-Charge, i.e., Agartala.
- (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 General Manager / Officer-in-Charge)  
(Office Seal)

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

Place :

Date

Witness 1 :  
(Name & Address)

Witness 2 :  
(Name & Address)

## 8. FORMAT OF AGREEMENT TO BE SIGNED

### Agreement

This agreement made at Agartala this \_\_\_\_\_ day of \_\_\_\_\_ 2022 (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 Shilpa Nigam Bhawan, Khejurbagan, VIP Road, Agartala – 799006, 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 works of ANNUAL MAINTENANCE OF HOUSEKEEPING WORKS at NABARD Staff Quarters/SRAs at Agartala and NABARD Office Premises at Shilpa Nigam Bhawan, Khejurbagan, VIP Road, Agartala – 799006 (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 NABARD in consideration of the conditions and covenants to be observed by the party has agreed to permit the party to carry out the Housekeeping 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 HOUSE KEEPING SERVICES in the said premises from 01/08/2022 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 Rs. \_\_\_\_\_/ (Rs. \_\_\_\_\_ only) per month, Basic Rate.....

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 General Manager/Officer-in-Charge 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 General Manager/Officer-in-Charge 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 General Manager/Officer-in-Charge 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 General Manager/Officer-in-Charge.

(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 General Manager/Officer-in-Charge 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 months` 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 General Manager/Officer-in-Charge in this agreement and the schedules hereto annexed shall mean the General Manager/Officer-in-Charge holding, charge of General Administration Department for the Tripura Regional Office at Shilpa Nigam Bhawan, Khejurbagan, VIP Road, Agartala-799006 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 1-8, 10 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 NABARD 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 NABARD.

..... 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

**9. INDEMNITY BOND**

(On Rs. 100/- Stamp Paper)

KNOW all men by these presents that I, Shri..... of M/s .....do 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-KurIa Complex, Bandra (E) Mumbai-400051 and Regional Office at Shilpa Nigam Bhawan, Khejurbagan, VIP Road, Agartala – 799006 and M/s.....having their office at ..... on this ..... day of..... 2022.

WHEREAS NABARD have appointed M/s.....as the Contractor for their proposed work relating to **“Annual Maintenance of HOUSE KEEPING Services at NABARD Staff Quarters/SRA and NABARD Office Premises, Agartala”**.

**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 ..... 2025.

SIGNED AND DELIVERED BY THE AFORESAID M/s

IN THE PRESENCE OF WITNESS:

(1) .....

(2) .....

Signature of the authorized signatory of the contractor / Tenderer

## 10. QCBS Scoring Model

Scoring model for deciding the L1 in case of tie (multiple L1 bidders)

Sl. No.	Description	Score
<b>1.</b>	<b>Legal Structure</b>	<b>20</b>
	Private Ltd./Public Limited	<b>02</b>
	Partnership	<b>15</b>
	Proprietorship	<b>10</b>
<b>2.</b>	<b>Work experience in the relevant field of work</b>	<b>10</b>
	>3 years	<b>10</b>
	Less than 3 years but more than 10 years	<b>5</b>
	Less than 2 years but more than 5 years	<b>2</b>
<b>3.</b>	<b>Average Turnover during the last 03 years ending 31.03.2024</b>	<b>10</b>
	More than Rs. 4.00Lakh	<b>10</b>
	Less than Rs. 4.00 lakh but more than Rs. 2.0 lakh	<b>5</b>
	less than Rs. 2.00 lakh but more than Rs. 1.00 lakh	<b>2</b>
<b>4.</b>	<b>No. of works in Public /Private institutions handled in India in the last 05 years (as on date of bid submission)</b>	<b>5</b>
	More than 6	<b>5</b>
	Less than 6 but more than 4	<b>3</b>
	Less than 4 but more than 2	<b>1</b>
<b>6.</b>	<b>Quantum of Area of the building /work performed for the last 5 years</b>	<b>5</b>
	More than 100%	<b>5</b>
	Less than 100% but more than 60%	<b>3</b>
	Less than 60% but more than 40%	<b>1</b>
	<b>Total marks</b>	<b>50</b>

**Evaluation of marks based on the scoring model will be triggered only when multiple bidders are found to be L1. Accordingly, L1 will be decided based on the highest marks obtained in scoring model based on technical parameter / matrix out of total 50 marks.**

**Part – II**

**Price Bid**

## Part – A : Price BID

### Annual Maintenance Contract for Housekeeping services at NABARD Office Premises and SRA / Staff Quarter

Type	Zone	Rate	No. of Days	Gross Salary per month = (A)*(B)	Statutory Dues (EPF 13%) per month	Statutory Dues (ESIC 3.25%) Per month	Overall Cost per worker per month	Service charge = (F)* X%	GST@ 18%	Overall Cost per worker per month incl. GST = F+G+H	No. of worker	Overall cost per month = I*J	Cost Per Year = J*12
		(A) ^	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)	(K)	(L)
	C	₹ 526.00	22	₹ 11,572.00	₹ 1,504.00	₹ 376.00	₹ 13,452.00				2		
Unskilled worker	# The Service Charge quoted (X) shall not be less than the 9% (including transaction & uniform charges) ** Subject to CLC Minimum Wages ^ Minimum Wages. (File No. 1/27(3)/ 2024 LS-II, Govt. of India, Ministry of Labour & Employment, Office of the Chief Labour Commissioner (C), New Delhi dated 25.09.2024). Minimum wage for unskilled workers per day -Rs.350.00 (Basic Wages) + Rs.176.00 (VDA) for 22 days i.e. Rs.526/- per day as per Central Govt Rules												

**Note:**

1. Minimum wages amount will be revised as and when notification for revision in minimum wages is issued by concerned statutory authority.
2. Any other statutory obligations, if applicable, in addition to the above-mentioned items may also be claimed by the agency provided, they submit the evidentiary documents for the same.
3. The Service Charges quoted by the Bidder shall remain unchanged for the entire period of contract irrespective of the change in Minimum Wages.
4. Quoting of Service charge below the prescribed limit of 9% in the financial bids shall not be accepted.
5. The Bidder, while quoting the service charge shall carefully consider the charges/amount incurred towards statutory taxes, provision for two sets of uniforms every year to the personnel etc. and then quote the service charge.
6. In case, any holiday on the day of quotation opening, they will be opened on the next working day at the same time.
7. The payment for Cleaning Material will be made on actual consumption basis.

8. The Service Charges quoted above may include a premium towards insurance cover for the workers employed, premium towards third-party insurance cover, other incidental administrative costs like provision of uniforms to workers etc. These costs (or percentage) are to be solely decided by the bidder for the purpose of this quotation.

**DECLARATION**

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation is found in the above statement at any stage, the Company/ Firm shall be blacklisted and shall not have any dealing with NABARD in future.

Signature of Owner/ Managing Partner/ Director

Full Name:

Owner /Company / Firm's Seal:

Date:

Place:

**Part – B** (rates quoted should be exclusive of taxes)

**Cleaning Material for Housekeeping Services per month**

<b>Sl. No.</b>	<b>Items</b>
1	Table Duster (Small)
2	Table Duster (Big)
3	Floor Duster (Big)
4	Detergent (Surf Excel, Nirma or similar)
5	Handwash Refill for Office Premises & VOF (Dettol, Lifebuoy or similar)
6	Brooms (Laxmi or similar good quality)
7	Mop (Gala, Scotch Brite or similar)
8	Floor Wiper (Gala/Scotch Brite or similar)
9	Garbage Bag Small (pack of 30)
10	Garbage Bag Big (pack of 30)
11	Floor Cleaner (Lizol or similar)
12	Toilet Cleaner (Harpic or similar)
13	Room Freshener (Godrej, Airwick or similar)
14	M Fold Paper Towels for Washrooms in Office Premises - 3 layer (Origami or similar)
15	Tissue Paper Box (Origami or similar)
16	Soap (Dettol, Lifebuoy or similar)
17	Bleaching Powder
18	Washing Soap (Rin, Surf Excel etc.)
19	Toss Block (Urinal)

**Place:**

**Date:**

**Name**

Signature of the authorized signatory of the contractor / Tenderer