

रा बँ. केरल/ 13 9185 /OM-28E/2025-26
NB. Kerala/ /OM-28E /2025-26

01 जनवरी 2026
01 January 2026

मेसर्स M/s

निविदा आमंत्रित करने की सूचना/NOTICE INVITING TENDER

प्रिय महोदय/Dear Sir

नाबार्ड क्षेत्रीय कार्यालय के लिए 01 अप्रैल 2026 से 31 मार्च 2028 की अवधि हेतु हाउसकीपिंग सेवाएँ प्रदान करने के लिए वार्षिक रखरखाव अनुबंध का निविदा

Tender for Annual Maintenance contract for providing housekeeping services for NABARD Regional Office for the period 01st April 2026 to 31st March 2028

राष्ट्रीय कृषि और ग्रामीण विकास बैंक (नाबार्ड), केरल क्षेत्रीय कार्यालय 01 अप्रैल 2026 से 31 मार्च 2028 की अवधि के लिए एनएबीएआरडी क्षेत्रीय कार्यालय में हाउसकीपिंग सेवाएँ प्रदान करने हेतु वार्षिक रखरखाव अनुबंध प्रदान करने का इरादा रखता है। इसके लिए, GeM के अंतर्गत दो-स्तरीय बोली प्रक्रिया अपनाई जा रही है, अर्थात् तकनीकी-व्यावसायिक पहलुओं के संबंध में तकनीकी योग्यता और प्रतिस्पर्धी दरें। निविदा दस्तावेज़ हमारी वेबसाइट www.nabard.org पर निविदा कॉलम से 01 जनवरी 2026 से डाउनलोड किए जा सकते हैं। केवल GeM पर पंजीकृत ठेकेदार ही आवेदन कर सकते हैं।

National Bank for Agriculture and Rural Development (NABARD), Kerala Regional Office intends to award the **Annual Maintenance contract for providing housekeeping services for NABARD Regional Office for the period 01st April 2026 to 31st March 2028**. For this, a two stage-bidding process under GeM i.e. Technical Qualification with respect to Techno-Commercial aspects and Competitive Rates is being followed. Tender documents can also be downloaded from our website www.nabard.org under the tender column from **01 January 2026**. Contractors registered on GeM may only apply.

1. National Bank for Agriculture and Rural Development (NABARD) has its Kerala Regional Office at Punnen Road, Statue, Thiruvananthapuram – 695001. The total number of required manpower and the services to be provided are detailed separately in the tender.
2. Bidders are advised to go through the tender documents carefully before quoting the rates. The Bidders are advised to visit the site, conduct survey of the existing conditions so as to familiarize themselves with the nature and scope of works to be carried out and get all clarifications as necessary from NABARD before quoting their rates.

Date of issue of tender document	01.01.2026
Date and time of pre bid meeting	12.01.2026 at 11.00 hrs
Due date and time for submission of tender documents	22.01.2026 at 15:00 hrs
Date and time of opening of technical bids	22.01.2026 at 15:00 hrs
Date and time of opening of financial bids	Will be informed later

3. A Pre-bid Meeting shall be held on **12.01.2026 at 11.00hrs. in the office of NABARD, Kerala Regional Office, Punnen Road, Statue, Thiruvananthapuram**. You are also invited to attend the meeting after visiting the site for clarification of your doubts / queries, if any. The owner/representative attending the meeting should carry the Letter of Authorization.

4. Intending bidders have to arrange for execution of pre-contract Integrity Pact (as per relevant stamp act of Kerala) 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.

5. Tenders will be applied on GeM only. The PART-I (Technical Qualification Bid) of the tender shall contain Technical Qualification bid, along with proof of having submitted EMD to GeM, and terms & conditions in prescribed tender document. **The PART- II of the tender shall contain only the financial bid in the prescribed format in GeM.** No other terms & conditions should be there in the financial bid. If any terms & Conditions are stipulated in the tender document, the tender shall summarily be rejected.

6. The PART-I (Technical Qualification Bid) of the tender shall be opened first on **22 January 2026** as per GeM procedure. Based on the Technical Qualification bid/tender, the financial bids (Part-II) for competitive rates of eligible bids will only be opened/considered.

7. NABARD reserves the right to accept or reject any tender, in whole or in part and it is not binding on the part of the NABARD to accept the lowest (L1) or any tender.

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

9. Any discrepancies, omissions, ambiguities in the Tender Documents, if any, or

any doubt as to their meaning should be reported in writing to the “The Chief General Manager, National Bank for Agriculture and Rural Development, Kerala Regional at Punnen Road, Statue, Thiruvananthapuram – 695001” who will review the same and information sought if not clearly indicated or specified, NABARD will issue clarifications to all the Bidders which will become part of the Contract Document. NABARD will not be responsible if the discrepancies, omissions, ambiguities in the Tender Documents or any doubts as to their meaning are not brought to the notice of NABARD before three working days prior to the date of submission of the Tender. **The bidder must have registered office in Kerala.**

10. The Bidder shall deposit Earnest Money Deposit (EMD) amounting to **Rs.1,23,617/- (Rupees One Lakh Twenty-Three Thousand Six Hundred and Seventeen only), by directly crediting the amount in NABARD Account.** EMD of unsuccessful bidders would be refunded after the award of work to the successful bidders by GeM. MSME and other eligible organizations will be exempt as per prevailing Govt. instructions upon submission of proof. The details of NABARD Account is furnished below:

Account Name	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
Bank Name	NABARD
Branch Name	Head Office, Mumbai
VAN No	NABADMN30
IFSC Code	NBRD00000002

11. Validity of offer should be 90 days from the date of opening of price bids. However, the rates quoted by the successful bidder would remain firm until the end of the contract period i.e. up to **31st March 2028** except only if the minimum wages are revised and contract rates are different from the revised minimum wage rates or change in GST / statutory taxes and **subject to other terms & conditions mentioned elsewhere in the tender.**

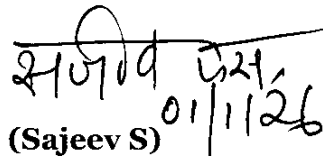
12. The minimum Service charge to be quoted by bidders is **3.85 %**. Bidders quoting service charges less than 3.85 % will be rejected. The maximum Service charge to be quoted by bidders is **7.0 %**. Bidders quoting service charges more than 7.0 % will be rejected.

13. **The Performance Bank Guarantee shall be 2% of the accepted value of the tender (as per Construction Department Guidelines) to be submitted by the vendor within 15 days of intimation of acceptance of his tender**

14. This Notice Inviting Tender (NIT) shall also form part of the Tender Document. In case of contradiction between the rules / provisions of this tender document and those of GeM portal, preference shall be given to the rules / provisions given in our tender document.

The bidders are required to sign all the relevant documents of the tender and upload in the GeM portal in additional details link.

Yours Faithfully,


(Sajeed S)
Deputy General Manager

FORM OF TENDER

Tender for Annual Maintenance contract for providing housekeeping services for NABARD Regional Office for the period 01st April 2026 to 31st March 2028.

Please Note: Works/Work here and elsewhere in the tender shall mean **Annual Maintenance contract for providing housekeeping services for NABARD Regional Office for the period 01st April 2026 to 31st March 2028.**

The Chief General Manager,
National Bank for Agriculture and Rural Development,
Kerala Regional Office,
Punnen Road,
Statue,
Thiruvananthapuram-695001

Dear Sir

1. Should this tender be accepted, I/We hereby agree to abide by and fulfil the terms and provisions of the said conditions of the Contract Agreement annexed thereto.

2. Our Bankers are: (i.)

(ii.)

3. Address of the firm :

Tel. No:

Fax:

Email:

Mobile No(s):

i) _____ ii) _____

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

i) _____ ii) _____

iii) _____

4. Name of the partner(s) of the firm authorised to sign the contract

i) _____ ii) _____

iii) _____

5. The names of the Partners/Directors of our firm are

i) _____ ii) _____

iii) _____

6. I / We have examined and understood the Scope of Works and Schedule of Quantities and Terms and Conditions relating to the Tender for the said works after having obtained the tender invited by you.

7. I / We have visited the site, examined the site of works specified in the Tender Document and acquired the requisite information relating thereto as affecting the Tender.

8. I / We hereby offer to execute and complete the works in strict accordance with the Tender Document at the rates quoted by me / us in the attached Financial Bid in all respects as per the Terms & Conditions and Scope of Works described in the Tender Document and the Annexures containing Terms and Conditions.

9. I / We agree to pay all Government (Central and State) Taxes such as trade tax, Excise Duty, Octroi, GST, Income etc. as applicable and other taxes prevailing from time to time and the rates quoted by us in the tender are inclusive of the same.

10. The rates quoted by me / us are firm and shall not be subjected to variations on account of fluctuation in the market rates or any other reasons whatsoever during currency of the contract period (i.e. up to 31st March 2028) except only if the minimum wages are revised and contract rates are lower than the revised minimum wage rates or change of GST.

11. I / We have already executed pre-bid pre-contract Integrity Pact as per the proforma given in the tender document (as per relevant stamp act of the state).

i) _____ ii) _____

iii) _____

NAME OF THE PERSON(s) AUTHORISED TO SIGN
AND SUBMIT THE TENDER

Documentary proof in respect of Letter of Authority / Power of Attorney enclosed along with
the Tender.

YOURS FAITHFULLY

(SIGNATURE OF THE BIDDER with Seal)

**NAME AND ADDRESS OF THE BIDDER
AND SEAL**

**DATE:
PLACE**

PRE CONTRACT INTEGRITY PACT

(To be submitted on Rs. 200 Kerala Stamp Paper only on first page and remaining document on normal A4 size pages duly signed by the bidder) (Tenders without Pre-Contract Integrity Pact on Rs.200 Kerala stamp paper shall be rejected out rightly)(The pre Contract integrity pact soft copy is to be uploaded on the web site & hard copy is to be submitted to NABARD Regional Office, Punnen Road , Statue, Thiruvanthapuram)

Between

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

And

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

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for **“Tender for Annual Maintenance contract for providing housekeeping services for NABARD Regional Office for the period 01st April 2026 to 31st March 2028.”**. The Principal values full compliance with all relevant laws of the land, rules, regulation, and economic use of resources and of fairness /transparency in its relations with its Bidder(s) and/or Contractor(s).

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

Section 1 – Commitments of the Principal

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

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

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

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

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

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

(1) The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s) / Contractor(s) commit themselves to observe the

following principles during participation in the tender process and during the contract execution : Notice Inviting **Tender for Annual Maintenance contract for providing housekeeping services for NABARD Regional Office for the period 01st April 2026 to 31st March 2028.**

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

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

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

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

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

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

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

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

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

Section 4 – Compensation for Damages

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

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

Section 5 – Previous transgression

(1) The Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process. Notice Inviting **Tender for Annual Maintenance contract for providing housekeeping services for NABARD Regional Office for the period 01st April 2026 to 31st March 2028.**

(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.

(1) Subletting of contract is not applicable.

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

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

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

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

Section 8 – Independent External Monitor

(1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement. The Independent External Monitor appointed for NABARD is **Shri Jagdeep Kumar Ghai PTA & FS(Retd) Flat No.1032, A wing, 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 principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation..

(4) The monitor is under contractual obligation to treat the information and documents of the Bidder(s) /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. Notice Inviting Tender for Annual Maintenance contract for providing housekeeping services for NABARD Regional Office for the period 01st April 2026 to 31st March 2028

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

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

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

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

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

Section 9 – Pact Duration

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

Section 10 – Other provisions

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

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

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

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

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

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

(For & On behalf of the Principal)

(For & on behalf of the Bidder/Contractor)

(Office Seal)

(Office Seal)

Place _____

Date _____

Witness 1: (Name & Address)

Witness 2: (Name & Address)

Place:

(SIGNATURE OF THE TENDERER)

Name:

Date:

Seal:

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

1. The work involved is **Tender for Annual Maintenance contract for providing housekeeping services for NABARD Regional Office for the period 01st April 2026 to 31st March 2028**. Scope of work and services to be provided are indicated in the “**SPECIAL TERMS AND CONDITIONS – Scope of Work (Part A)**” and “**Scope of work (Part B) – Illustrative**” of this tender. *The Bidders are advised to visit all the sites, conduct survey of the existing arrangements to familiarize themselves with the nature of works to be carried out and get all clarifications as necessary from NABARD before quoting their rates.*

2. The contractors should have experience of similar work during the last **7 years** (ending 31.03.2025) and who fulfill the following criteria are eligible to tender: -

a) Should have carried out **minimum 1 similar work** with Govt/PSUs with contract value (costing individually) not less than **₹ 49.44 lakh (without taxes)**.

OR

b) Should have carried out **minimum 2 similar works** with Govt/PSUs with contract value (costing individually) not less than **₹ 30.90 lakh (without taxes)**.

OR

c) Should have carried out **minimum 3 similar works** with Govt/PSUs with contract value (costing individually) not less than **₹ 24.72 lakh (without taxes)**.

d) The Bidders should have average Annual Turnover of **₹18.54 lakh** each year during the last three years ending 31 March 2025 supported by audited balance sheet or a registered Chartered Accountant certified statement of accounts.

3. The Bidders should have applicable registrations (PAN, TIN, TAN, GST, ESI, EPF, PSARA etc.) supported with documentary evidence and licenses, permissions, approvals issued by appropriate authorities such as Labour enforcement and other statutory authorities, wherever applicable and furnish copies of the same with tender (with the Pre-Qualifying Bid).

4. Agency should have a valid license/registration as per GOI instructions or from any other competent authority to operate a manpower agency in the State of Kerala and similarly registration with appropriate competent authority. Bidders to note that copies of licenses and registration are to be submitted with the pre-qualifying bid i.e. Part I. Tenders without required documents will be summarily rejected. **The agency should mandatorily have a registered office in Kerala**

5. Quoted rates should be workable, reasonable and should include incidental and all overheads and profits. The Tenderer will furnish Rate Analysis for scrutiny of the rates by NABARD, if required.

6. Contractors should be registered under ESI and EPF act and should have a valid PF code number and all the employees of the contractor to be deployed by them should be enrolled as member of EPF and should have a PF number. Documents relating to the same i.e. ESI & EPF should be submitted in the Technical Qualification bid i.e. Part-I of the tender in the additional details link on GeM portal.

7. **Should have a registered office in Kerala and ongoing worksite in Kerala (Supporting document of registered office to be submitted).** Bidders are requested to submit the following documents in **PART - I** (Technical bid) for examining their qualification/suitability. Opening of **PART - II** (Financial Bid) will be subject to satisfying the prescribed eligibility criteria: -

8. Copies of Work Orders and Satisfactory Service Certificates from clients for executing similar works for Central/State Government offices/Public Sector Undertakings/Public Sector Banks. **during the last seven years.** “Similar Works” means experience in executing Annual Maintenance contract for providing **housekeeping services** in similar Government / PSUs / Public Sector Banks / Autonomous Bodies, etc. **having registered office or such similar setup in Kerala/Thiruvananthapuram.**

9. IT returns of last three consecutive financial years – 2022-23, 2023-24 & 2024-25.

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

11. Intending Bidders are required to submit their full bio-data giving details about their organisation, experience, personnel in their organisation, spare capacity, competence and adequate evidence of their financial standing, etc. in the enclosed statement which will be kept confidential.

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

13. If required, the Bank will obtain reports on past performance of the Bidder from his clients and bankers and evaluate the said reports before opening of the PART-II (Financial Bid) of the tenders. If any Bidder is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers are found not satisfactory, the Bank reserves the right to reject his offer even after qualifying the PART-I (Technical Qualification Bid) of the tender and PART-II of the tender will be rejected. The Bank is not bound to assign any reason for rejecting the tender.

14. After scrutiny of Part-I (Technical Qualification Bid), if any of the Bidders is found not satisfying the required eligibility criteria, the tender submitted by him will not be

processed further and will be rejected.

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

16. While filling up the application with regard to the list of important projects completed or on hand, the applicants shall only include those works which individually cost not less than the specified amount.

17. Clarifications, if any required, may be obtained from National Bank for Agriculture and Rural Development, Kerala Regional Office, at Punnan Road, Statue, Thiruvananthapuram – 695001.

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

Date:

Place:

Address

Signature of the Bidder with seal

INSTRUCTIONS TO THE BIDDER

1. All the pages of the Tender Document shall be signed by the Bidder.
2. NABARD takes no responsibility for delay / loss in non-receipt of Tender Documents.
3. EMD amount of **Rs.1,23,617/- (Rupees One Lakh Twenty-Three Thousand Six Hundred and Seventeen only)** is to be remitted to GeM in their listed banks and the same will be reimbursed to the unsuccessful bidders by GeM.
4. The Tender / Quotation shall be submitted as per procedure of GeM as PART-I (Pre-qualification Bid) and PART-II (Financial Bid) as the case may be, should be submitted in the GeM portal.
5. Bids submitted by unauthorized agents and FAX / Posts shall not be entertained.
6. **Bidders are advised to visit the site at their cost, conduct survey of existing conditions so as to familiarize themselves with the site conditions, nature of works etc. and get all clarifications as necessary from NABARD before quoting the rates.**
7. If last date of receipt of Tender / Quotation and opening date is a holiday, then submission and opening of Tenders / Quotations shall be shifted to next working day without any change of time and venue.
8. The Bidders should quote their rates strictly adhering to Terms and Conditions stipulated in the Tender Document. Unsolicited correspondence after opening of the Tender shall not be entertained. Conditional / Deviational Tenders may be rejected without making any reference to the Bidders.
9. **No Bidder will be allowed to withdraw his Tender during the validity period. Subletting of the Contract is not permitted. In case any Bidder withdraws his/her tender during the validity period or is subsequently found to have sublet the same, the EMD amount received from such Bidders shall be forfeited.**
10. Rates should be filled in the Tender neatly and as far as possible, no correction shall be made. The rates quoted should be written legibly in words and figures. If on check, differences are observed between the rates given by the Contractor in words and figures or in the amount worked out by him, in such case the amount given in words will be considered final.
11. Notwithstanding anything stated above, NABARD reserves the right to assess the

Bidders capability and capacity to perform the contract, should the circumstances warrant such assessment in the overall interest of NABARD.

DECLARATION BY THE BIDDER

1. I/we hereby declare that I/we have read and understood the General instructions, General conditions of Contract, detailed specifications and the conditions of work, etc. and hereby agree to abide by them.
2. I/we hereby confirm that the tender shall remain in force and valid for acceptance for a period of not less than 90 (ninety) days from the date of opening of the financial bid.
3. I/we also note that any additions, clarifications, etc. which we would like to bring to your attention are put in a separate sealed covering letter. I/we have ensured that only relevant entries asked for are made in the tender documents. Entries other than the relevant entry shall make the tender invalid.
4. I/we hereby confirm we will abide by the minimum wages Act as per Govt. orders revised from time to time.

DATE:

SEAL & SIGNATURE OF THE BIDDER

PLACE:

GENERAL INSTRUCTIONS TO THE CONTRACTORS
AND GENERAL CONDITIONS OF CONTRACT

1. Bidders are advised to visit the site and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting.
2. Quoted Service Charges should be workable and reasonable and should include the following
 - a) **Incidental and all overheads and profits.**
 - b) Service Charge quoted should **include all Taxes** (Goods and Service Tax, VAT, IT, WCT etc.), Duties, Octroi, Levies, Wages as per relevant Act, Service Charges etc. as applicable and should be firm for the entire Contract period. Under any circumstances, no price escalation whatsoever shall be entertained during the contract period except revision in minimum wages & taxes.
 - c) **Cost of Uniform (Uniform shall be provided 2sets including shoes per Financial year)**
 - d) Cost of Tools and Machinery
The contractor would be required to furnish an analysis for scrutiny of the Service Charges, as and when called for, by NABARD.
3. If a bidder quotes impracticably low service charges i.e, less than **3.85%**, the bid shall be treated unresponsive and will not be considered for further evaluation and will be disqualified. Service charges should be written in percentage (%) and in figures
4. Monthly payment will be made based on bill submitted by the contractor and certified by the Assistant Care Taker/ Caretaker to the effect that the services are provided as per the contract agreement. The Contractor has to get the Signature of the ACT/CT (Assistant Caretaker/Caretaker) after completion of the respective work on the formats enclosed / given for respective work and should submit all these with the bill.
5. Separate orders will be issued by NABARD in respect of additional works (if any) which are not covered under the comprehensive monthly charges. The bills for the same are to be submitted within a period of one month after completion of the work. NABARD may reject any claim made after the stipulated period. The bills for the works carried out without proper work slips/ work order will be rejected and no further representation will be entertained.
6. **GST-TDS, Income Tax, Works Contract Tax, Goods and Service Tax and other taxes as applicable, will be deducted from total payment due to the Contractors.**
7. NABARD will not be under any liability to pay any compensation to the persons

deployed by the contractor if they sustain any injury etc., while discharging the duties in the said premises. The contractor shall get them insured against any liability or any accident at its own cost. The Contractor should arrange to obtain necessary insurance cover for his employees at his cost and should be responsible for the safety of persons employed by him. The Contractor shall be fully responsible and shall compensate NABARD in the event of any damage to person or material, injury /damage or death as the case may be, caused directly or indirectly due to the negligence of the Contractor or his agents and / or his employees or workforce.

8. Any damages caused to the building / premises during the execution of the work shall be made good by the Contractor and if necessary, through suitable Insurance cover at his cost.

9. The contractor shall deploy such minimum number of qualified and experienced staff as indicated in tender, to ensure that the work is attended in time as per the scope of work of the tender, to the satisfaction of NABARD.

10. All the Standard Conditions of the Contract shall be binding on the parties as per Indian Contract Act and other prevailing Rules.

11. The contractor shall pay the personnel deployed in NABARD, their wages in accordance with the minimum Wages Act, 1948 on a monthly basis. The contractor shall also make PF contribution, ESI contribution and or any other statutory contribution in respect of the personnel deployed in NABARD. Tenders/bids not complying with the minimum wages payment will be rejected.

12. The contractor shall, for all intents and purposes, be the “Employer” within the meaning of different Labour Legislations in respect of skilled and unskilled personnel so employed and deployed in NABARD and the manpower so employed and deployed in NABARD shall remain under the overall control and supervision of the contractor. The persons deployed by the contractor in NABARD shall not have claims of Master and Servant relationship (implicitly or explicitly) between him/her/them and NABARD nor have any principal and agent relationship with or against the NABARD. The contractor's personnel shall not claim any benefit/ compensation/absorption /regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 or any other act related thereto.

13. The Contractor shall comply with the provisions of Contract Labour (Regulation & Abolition) Act, 1970, Minimum Wages Act, 1948 and all other Labour Laws and other Statutory Regulations (both Central and State) that may be enforced from time to time by the appropriate authorities. NABARD shall not be responsible in any manner in the event of non-compliance with various labour laws in force by the contractor and the onus of compliance lies solely with the contractor. The contractor is advised to maintain attendance register of his staff employed at sites and wage register for payment (at least minimum wages

as per Centre Govt.) with all records up to date as per the labour regulations. The contractor may be asked to submit the monthly payment records to the staff employed by him. The contractor is advised to ensure that the payment is regularly credited to the bank account of the individual staff employed within the time schedule of Labour laws and pay slips for respective payments are duly issued regularly. NABARD may ask for past pay slips and payment records to be submitted along with the monthly bill.

14. The contractor should ensure payments to the employed personnel as per latest Minimum Wages Act and payment of bonus in terms of Bonus Act, 1965. Further, the payment to be disbursed to the contract staffs in their Bank account representative on or before seventh (7th) of every month irrespective of the fact that previous monthly bill is paid or not by NABARD.

15. Contractor shall pay the ESI & EPF contributions of all employees as per the prevailing Employees Insurance and Employees Provident Funds Acts under the contract, if ESI & EPF Act is applicable to the contractor as per law. The rates quoted by the contractor should be inclusive of employer's share of ESI & EPF contributions for this contract. The contractor should submit proof of payment (counterfoils) as and when called for by NABARD towards ESI & PF with monthly bill & other documents such as registration number, photo card etc.

16. The Contractor should be responsible to fulfil all the obligations in connection with the workers employed by the Contractor for the purpose of the Contract and all the Statutory and other liabilities, if any, including minimum wages, leave salary, uniform, ex-gratia, gratuity, ESI, Provident Fund, Workman Compensation, if any, etc. in connection therewith shall be on the Contractor's account and payable by the Contractor.

17. The contractor shall ensure regular payment to his staff posted for the captioned work and the payment made to his staff should not be less than the minimum wages notified by the Central Govt. from time to time and make available for inspection of the Bank the relevant records.

18. The manpower deployed by the contractor should be in neat uniform, polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of NABARD. Necessary grooming should be done by the contractor before posting the staff at site. He shall also comply with the provisions of all labour legislations. Receipt of any complaint in this regard shall be viewed seriously. No additional payment shall be made if contractor keep more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactorily as per the contract provision.

19. The manpower deployed by the Contractor should report to site supervisor as per timings agreed upon and decided by the Bank. A register will be kept at site on all the

locations showing attendance on day to day basis and which will be countersigned by the site supervisor at the time when contractor's worker arrives & sign at site. A copy shall be presented along with the Contractor's monthly bill.

20. The Contractor shall abide by all the requirements of maintenance from time to time and shall strictly follow the obligation required by NABARD.

21. The Contractor should obtain necessary permission that may be required for the purpose of this Contract from such authorities as may be prescribed by Law from time to time.

22. The Contractor or his authorised representative should visit the site frequently as required by NABARD and meet Officials for any clarifications and to receive instructions.

23. The Contractor shall have whole/ sole responsibility for any damage / loss of life and property of NABARD on the part of any employee engaged by the Contractor resulting in any loss to NABARD or any of its clients. The contractor shall fully compensate NABARD for such damage/loss. The decision of NABARD in this regard shall be final and binding.

24. Any act of indiscipline / misconduct / theft / pilferage on the part of any employee engaged by the Contractor resulting in any loss to NABARD or any of its clients in kind or cash will be viewed seriously and NABARD will have the right to claim damages or levy fine and / or terminate the Contract forthwith, if necessary without any notice.

25. In case of any default or failure on Contractor's part to comply with all / any one of the Terms / Conditions, NABARD reserves to itself the right to take necessary steps to remedy the situation including, inter-alia, the deduction of appropriate amount/s from dues otherwise payable to Contractor and / or by taking recourse to appropriate recovery proceedings.

26. If any dispute arises on any matter concerning this Contract, the decision of NABARD shall be final and binding.

27. The Contractor should not at any time do, cause or permit any nuisance on the site / do anything which shall cause unnecessary disturbances or inconvenience to the occupants / visitors at site or near the site of work.

28. The work should be carried out with least inconvenience to the staff members of NABARD. The workmen employed by the Contractor should abide by the Rules and

Regulations maintained by NABARD in the premises, especially in respect of working hours, entry of the workers to the premises, wearing of uniforms, interpersonal relation with the staff. The contractor shall provide photo identity card and uniform to its workers including

the leave reserves. Any workman not maintaining discipline / decorum inside the premises shall be immediately removed from site.

29. The Contractor should obtain approvals, if any, necessary for the work from the statutory bodies. The Contractor shall assist NABARD fully in respect of any liaison with the Municipal/Police or any other authority for necessary approval / permission with regard to the AMC works.

30. The Contractor shall provide documentary proof of police verification for each and every personnel deployed with NABARD and replacement, if any, shall also be brought into effect.

31. EXIT:

i) **First two months will be on a trial basis.** If the services of the contractor are not found to be satisfactory, the contractor will be given notice, with a notice period of 15 days, to improve his services. If the contractor fails to improve his services within the Notice period, NABARD shall have the discretion to terminate the contract either in part or in whole, any day after the expiry of the said notice period.

ii) **The contract is liable for termination by giving one-month notice by the Bank and three months' notice by the contractor.**

32. The contractor shall arrange to weekly meeting of all the personnel deployed at NABARD premises.

33. Contractors should provide on annual basis at least 2 sets of uniforms and one set of shoes of approved colour every year for the employees deployed in NABARD at his own cost. Uniforms should contain name of the agency. ID card to be provided to staff by contractor.

34. The contractor shall ensure to provide an alternate qualified manpower or replace with a standby in case any of the regular staff deployed is absent or on leave.

35. NABARD will not be responsible for contractor's materials.

36. The contractor shall provide everything necessary for the proper execution of the works.

37. The Contractor shall not directly or indirectly transfer, assign or sublet the Contract or any part of it, without written permission of NABARD.

38. No advance payment shall be made. Further, Contractor will not link payment to his

manpower with the settlement of bills by NABARD.

39. **VALIDITY OF TENDER:** 90 Days from the date of opening of the Tenders.

40. If in the opinion of NABARD the work done by the contractor is not satisfactory, NABARD may decide depending upon the merit of the work to deduct such amount from the monthly bill amount as it may deem fit.

41. The contractor shall use necessary safety equipment and maintain all safety measures during the execution of works and ensure compliance of Safety Code as per rules and Regulations in force.

42. Contractor shall extend necessary help to other Contractors engaged by NABARD under separate contract for their respective work.

43. Contractor shall be required to furnish NABARD, as and when required, the following:

- (i) The Power of Attorney, name and signature of his authorized representative, who will be in- charge of execution of this contract.
- (ii) Registration certificate copies.
- (iii) Wage Book, Muster Book pertaining to staffs engaged under this contract.
- (iv) Validity of Insurance Policies, Labour Contract License relating to staff engaged at NABARD site. The Contractor shall take all precautions necessary and shall be responsible for safety of work and risk involved in works carried out by their personnel.
- (v) Contractor shall vouch safe Bonafide's, conduct and fidelity of the staff employed by him. Any damage caused willfully or in negligence to the works executed, shall be borne by him. The penalties mentioned in Service Level Agreement (SLA) given in GeM portal shall be applicable.

44. The contractor shall remove from work any worker who is found to be failing in his duties or whose presence in premises is otherwise objectionable in the opinion of NABARD.

45. The manpower deployed by the contractor for discharging the contractual obligations under the contract shall be the employees of the contractor. NABARD shall in no way be connected with such manpower and they shall have no claim whatever against NABARD.

46. The Contractor shall at his own cost and expenses provide all the materials, labour, supervision tools, plant apparatus, ladders, trolleys, conveyance, uniforms etc. required for execution of the work covered by this contract to the entire satisfaction of NABARD.

47. Notwithstanding anything contained therein the labourers, workmen, supervisors and other employed persons by the Contractor for the purpose of the works shall for all purposes be regarded as the Contractor's employees. Therefore, neither the contractor nor

any of such employees shall have any right to complain or claim against NABARD. NABARD also shall have no concern with them and shall not be liable to make any payment to or any contribution on account of them.

48. The contractor should submit bill to NABARD before 2nd of every month.
49. Contractor should certify and produce proof of making statutory payments like EPF, ESI etc to the authorities .
50. Contractor should give salary slip to employees indicating, no. days present, wage calculation, deductions etc.
51. The contractor should have local office with dedicated staff and telephone.
52. a) The tender is neither an agreement nor an offer and is only an invitation by the Bank to the interested parties for submission of their bids/ offers.
- b) The information contained in this document or information provided subsequently to the bidders whether verbally or in documentary form by or on behalf of NABARD is provided to the bidders on the terms and conditions set out in this tender document and all other terms and conditions subject to which such information is provided.
- c) The purpose of this tender is to provide the bidders with information to assist the formulation of their bids/ proposals. This tender does not claim to contain all the information each bidder may require. Each bidder should conduct his own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender and, wherever necessary, may obtain independent advice.
- d) Bank makes no assertion or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this tender. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this tender.
53. The **contract shall be valid up to two years i.e, 01 April 2026 to 31 March 2028**. The bank also reserves the right/option to **extend the validity of this contract at the same rates for a period of 01 year** and on the same terms and conditions, with consent from the vendor.
- (vi) **Forfeiture clause:** In case of negligence/dereliction of duty by contractor's staff, the above contract shall be terminated without giving any notice by the Bank and the security deposit shall be forfeited.
- (vii) Recovery of GST-TDS, income tax, education cess, work contract tax, goods and service tax etc. as applicable & in force shall be deducted from the bill during the currency of the contract.

54. The Bank reserves the right to increase/decrease the quantity ordered by 25 per cent at any time, till final delivery date (or the extended delivery date), by giving reasonable notice even though the quantity ordered initially has been supplied in full before the last date of the delivery period (or the extended delivery period)

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

DATE:

PLACE:

ADDRESS

Signature of the Bidder

NAME AND SEAL

SPECIAL TERMS AND CONDITIONS: Scope of work

(I) Daily Cleaning

(A) Sweep and Clean

- Sweep and clean all floor areas except workstations in one floors.
- Damp moping of tiles, mosaic/vitrified floors, staircases, elevators, floor, doors, partitions, glass, sidewalls and podium entrance areas.
- Keeping the floors free of dirt, mud, sand, footprints, liquid spills and other debris.
- Moving and underneath cleaning of chairs, trash, receptacles.
- Cleaning more frequently as required during inclement weather. On completion, the floors and halls to have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of dirt remaining or standing water.
- Machine scrubbing of all granite floors/ mosaic floors, after sweeping.
- Sweep and clean of debris from walkways and driveways and clean them with water hose.
- Cleaning of artificial plants/ paintings etc.
- Dusting & cleaning with cloth of furniture, wall paneling, glass panels, glass etc.
- Perfume spraying in all cabins daily (supplying of standard approved perfumes also in the scope of works)
- Changing drinking water cans (Two times daily)

(B) Trash removal

- Emptying all waste paper baskets from all floor areas, and washing / wiping them clean with damp cloth, replacing plastic waste paper basket linings and returning items where they were located.
- Collection of waste from waste paper baskets and depositing in the building's waste containers.
- Segregating and disposal of waste safely outside the campus through governmental or non-governmental machinery of all dry and wet garbage/waste, kitchen remains, etc.
- Clean sweeping, collection and removal of dry leaves in the premises, etc.
- Waste collection within the premises must be carried out twice daily—once at 8:00 AM and again at 3:30 PM—to prevent rodent infestation
- Cleaning of all waste paper baskets/trash bins weekly.

(C) Glass surface cleaning (2 times a week)

- Cleaning (damp and dry) of all glasses at entrance doors/ glass partitions /glass paneling of the premises.
- Cleaning of all glass table tops, cabin doors, cabin partitions and glass accessories in all floors except two floors.

- Removal of grease marks or fingerprints from glass counters and partitions using all-purpose cleaner and lint free cloth or paper towels.
- Cleaning of ceiling fungus/ cobwebs/ dust / water dampness as required.

(D) Washroom cleaning (to be carried out thrice in a day)

- Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable non-abrasive cleaners and disinfectants (including supply of standard and approved materials).
- Cleaning the surface to be free of grime, soap mud and smudges.
- Cleaning of mirrors, glass doors, glass windows, etc.
- Supply of paper towels and liquid soap dispenser with liquid soap solution, in all bathrooms / washrooms/near wash basins.
- Daily checking the flush tank of EWC/cistern any damages in washroom about its functioning or not, if not it be reported to the Caretaker/Asst. Caretaker.
- Providing liquid soap /high quality wash soap in all toilets, daily
- Removal of the daily garbage from all washrooms/toilets and cleaning of the same.
- Providing garbage bags / mug/ plastic bucket etc as required in all toilets.
- Daily cleaning of dado wall/ door / wash basin /EWC etc .
- Regular cleaning of floor mats.
- Supplying for daily use of perfume, deodorant sprays, etc.,

(II) Weekly Cleaning

(A) Vacuuming

- Vacuuming with heavy industrial type vacuum cleaners of all carpets runners and carpet protectors, curtains, vertical blinds, chairs, computers, printers, telephone, tables etc. so that they are free of dirt, mud, etc.

(B) Deep Cleaning

- Stairways, surrounding common areas, terraces, generator rooms, AHU rooms, basements, car parking, etc.
- Ceilings, walls, partitions etc.
- Toilets and washrooms.

(C) Window Glass Cleaning

- Interior & Exterior glasses to be cleaned on both sides, throughout the building.
- Exterior cleaning of the glasses where accessible.
- Dusting windowsills and blinds.

(D) Sanitizing

- Thorough washing of all the walls and doors of all toilets with appropriate detergent and disinfectant (including supply of standard and approved materials).
- Cleaning and sanitizing office dust paper bins etc.

- Sanitizing all telephone instruments using disinfectants.
- Cleaning and sanitizing waste bins from pantry and cafeteria with disinfectant.

(E) Fishpond Cleaning

. Weekly one it has to be cleaned and twice in a month, the pond has to be scrubbed.

(III) Fortnightly Cleaning Services

(A) Dusting & Wiping

- Dusting and wiping light fixtures to be free from dirt, grime, dust and marks.
- Applying metal polishes to accessories or door handles, hand railings, lift walls, etc.
- Cleaning the compound wall.

(B) Scrubbing

- Scrubbing of all floor areas with scrubbing machines

(C) Contractor will also be done the following tasks:-

- Sweeping, mopping, machine scrubbing of all specified floor.
- Removing all garbage and replace cleaned bins. Garbage will be taken to the designated site at the complex from where the contractor will arrange for its disposal.
- Wipe cleaning of all glass doors and windows regularly.
- Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises.
- The quoted cost should include labour charge, material, machine, ladders, other equipment's, all taxes including GST, labour insurance cost, police verification cost, minimum wage, EPF, PF, uniform, etc.
- Maintenance of the labour attendance register.
- Daily material register to be maintained and the stock of materials to be approved by the bank.
- To provide mandatorily face mask and gloves to the contract staff deployed by the agency.

Place:

Date:

(SIGNATURE OF THE TENDERER)

Name:

Seal:

SPECIAL CONDITIONS OF THE CONTRACT

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

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

4. **Penalty clause:** In case of absence of workers proportional per day wages pertaining got the absent contract labour will be (minimum specified in the price bid), deducted. The contractor labour will be allowed weekly office on a Sunday. However, if NABARD requires the required manpower needs to be supplied during Sunday also, the expenditure incurred for the same will be paid as per the rate quoted in the tender.
5. If the contractor fails to deploy the number of manpower as required under the agreement / tender and such absence of manpower in each category of workmen exceeds 15% or more of total man days in a month, then a penalty of Rs. 550.00 per day shall be imposed on the contractor for all absent days including 15% of the absences during the month. The amount of penalty shall be adjusted from the amount payable to the contractor and shall not be deducted by the contractor from the wages payable to the workmen.
6. **Additional Penalty:** If the contractor continues to fail to engage sufficient workers and does not show sufficient progress in attending to the works, NABARD may, after issuing written notices, levy additional penalty at its discretion, which will be recovered from the Contractor's bill.
7. In case of emergency work, no extra payment for working in odd hour will be made.
8. The property will be handed over to the Contractor for housekeeping works on 'as is where is' basis and the contractor shall be required to carry out pending works at his cost

and continue to ensure proper service to a reasonably satisfactory level.

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

Declaration by the Contractor

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

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

Place:

Date:

(SIGNATURE OF THE TENDERER)

Name:

Seal:

SAFETY CONDITIONS OF THE CONTRACT

As part of the contract, the contractor must satisfy the under-mentioned safety requirements and must ensure at all time that these are followed without any deviation.

A. General

1. Smoking and chewing pan/ tobacco/ gutkha / any other drugs, consumption of alcohol etc. are prohibited in the building.
2. The contractor shall take all precautions to avoid accidents and causes of accidents. He must be careful regarding safety during working of his staff in the premises.
3. Staffs will not be allowed to stay overnight in the said premises after their duty hours and they will not be entitled to kitchen/Stay/housing facility in the said premises.
4. The contractor shall use necessary safety equipment and maintain all safety measures during the execution of works and ensure compliance of Safety Code as per rules and Regulations in force.
5. Penal action will also be taken if the contractor's supervisors and workmen/ work women do not wear the uniforms and photo identity cards issued by the contractor and thus pose a security risk to the safety of the Bank's establishments, its officers and the families of its officers residing in flats. The decision of the Bank in all such cases attracting penalties shall be final and binding on the contractor.
6. An adequate insurance coverage shall be arranged by the contractor for all employees/workmen against accident & the Bank shall not be responsible for any liability arising out of any accident / injury caused to the employees/workmen while executing the work.

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

Signature of the Bidder with seal and date:

SCHEDULE – I
Annexure I
Manpower Requirement

Area /location	Supervisor (Skilled)	Open space cleaning + garbage collection (sweepers /unskilled)	Remarks
NABARD Regional Office, Punnen Road, Statue, Thiruvananthapuram	1	9	Suggested staff strength
Total	1	9	

Note: Out of 9 sweepers, **5 shall be gents.**

(SIGNATURE OF THE TENDERER)

Place:

Name:

Date:

Seal:

Note: All the works indicated above will be from Monday to Saturday. One day weekly off should be given to the staff.

Option Clause: The tender rates shall be fixed and applicable for any **increase up to 25%** in the tendered quantities. The Employer can decrease any quantities to any extent as per requirements and the contractor will be paid the service charge only on the pro-rata basis calculation as indicated in the financial bidding. Nothing extra will be paid by the Bank on account of omission / deletion of items or decrease in the quantity of items. The Bank shall not entertain any claim whatsoever from the contractor on this account.

Annexure I (a)
List of Cleaning materials Monthly

Sl No.	Materials	Quantity	Units	Remarks
1	Facial tissue paper	20	Packs	Shall be placed in CGM, GM and DGM Cabins
2	Tissue paper rolls	120	Rolls	Shall be placed in Toilets
3	Fold Tissue Paper	48	Packs	Shall be placed beside wash basins
4	WET MOP CLOTH	10	Numbers	NA
5	EASY MOP CLOTH	10	Numbers	NA
6	FLOOR CLOTH	10	Numbers	NA
7	DUSTING CLOTH	10	Numbers	NA
8	HARD BROOM	5	Numbers	NA
9	SOFT BROOM	5	Numbers	NA
10	ODONIL	25	Numbers	NA
11	URINE SCREEN MAT	60	Numbers	NA
12	URINAL CAKE	84	Numbers	NA
13	GARBAGE BAG SMALL/BIG	8	Rolls	NA
14	SOAP OIL	10	litres	NA
15	PHENOL	5	litres	NA
16	LIBRA	8	Numbers	NA
17	R 6 - TOILET CLEANER	5	litres	NA
18	R 3 - GLASS CLEANER	5	litres	NA
19	R 5 -AIR FRESHNER	18	Numbers	NA
20	SOFT CARE STAR - HAND WASH	15	Numbers	NA
21	SPIRAL - FLOOR CLEANER	10	Numbers	NA
22	TOILET BRUSH	20	Numbers	NA
23	WASH BASIN BRUSH	5	Numbers	NA
24	TOILET WIPPER	5	Numbers	NA
25	GLOVES	20	Numbers	NA
26	GLASS CLEANING SET	2	Numbers	NA
27	WET MOP FULL SET	10	Numbers	NA
28	EASY MOP FULL SET	10	Numbers	NA
29	BUCKET	10	Numbers	NA
30	MUG	5	Numbers	NA
31	FLOOR WIPPER	5	Numbers	NA
32	BATHROOM WIPER	5	Numbers	NA
33	FLOOR BRUSH	5	Numbers	NA
34	GLASS GLEANING RUBBER	3	Numbers	NA

35	FLOOR WIPPER RUBBER	5	Numbers	NA
36	MOP SCREW	0	Numbers	NA
37	SPRAY CAN	15	Numbers	NA
38	UNIFORM SAREE, COAT, SHIRT	2	set	Per person per year
39	COWEB REMOVER	3	Numbers	NA
40	GREEN PAD	2	Numbers	NA
41	VACUUM CLEANER	1	Numbers	NA
42	FLOOR SCRUBBER	1	Numbers	NA
43	Flower Arrangements **	12	12	Fresh flower arrangements are to be placed in 12 cabins twice a week—once on Monday and again on Wednesday, replacing the previous ones

Note : Flower Arrangements Units **

1. Ground Floor: 01 Nos (Reception)
2. Second Floor: 02 Nos (2 Cabins)
3. Third Floor: 03 Nos (3 Cabins)
4. Fourth Floor: 03 Nos (3 Cabin)
5. Fifth Floor: 03 Nos (CGM Cabin, Entrance of CGM Cabin, Guest Cabin)

**Contractor shall specify the material details, including brand, star ratings and other parameters, quantity and unit price during the time of submission of Bill.

Service Level agreement (This format is only indicative, any conditions indicated within this tender document shall be incorporated during the execution)

THIS AGREEMENT is made at Thiruvananthapuram on this day of2026
BETWEEN

National Bank for Agriculture and Rural Development, a body corporate incorporated under the National Bank for Agriculture and Rural Development Act, 1981 having its Kerala Regional Office at Punnam Road, Statue, Thiruvananthapuram-695001, herein after referred to as “NABARD” (which expression shall unless repugnant to the context or meaning thereof be deemed to include its successor and assigns) of the ONE PART.

AND

Shri./M/s.....(Individual/Proprietorship/partnership firm/Company) incorporated/registered underAct, or R/o, and having its (place of business or Office) athereinafter referred to as ‘Vendor’ (which expression shall unless repugnant to the context meaning be deemed to include the legal heirs, legal representatives, administrators and executors) of the OTHER PART.

WHEREAS the NABARD is desirous of carrying out the work of **Tender for Annual Maintenance contract for providing housekeeping services for NABARD Regional Office for the period 01st April 2026 to 31st March 2028** and has caused specifications describing the work to be done and prepared by Kerala Regional Office, NABARD, Thiruvananthapuram.

AND WHEREAS the Vendor has visited the site and fully understood the existing conditions of site for execution of work.

AND WHEREAS the Vendor has agreed to execute upon and subject to the conditions set forth in the Price Bid and Conditions of Contract (all of which are collectively hereinafter referred to as “the said Conditions”) the work shown upon the said technical specifications, and included in the Price Bid at the respective rates therein set forth amounting the sum as therein arrived or such other sum as shall become payable thereunder (hereinafter referred to as “the said contract amount”).

NOW, THE AGREEMENT WITNESS THAT IT IS MUTUALLY AGREED BY AND BETWEEN THE PARTIES:-

1. In consideration of the said Contract amount to be paid at the times and in the manner set forth in the said conditions, the vendors shall upon and subject to the said conditions annexed, carry out, execute and complete the supply/work shown in the contract, described by or referred to in the schedule of quantities and in the said conditions.
2. The said Conditions and Appendix thereto and the documents attached hereto shall be read and construed as forming part of this Agreement and the parties hereto shall be respectively abide by, submit themselves to the said Conditions and the correspondence and perform the agreements on their part respectively in the said conditions and the documents contained herein.
3. The Scope of work and all the terms and conditions as enumerated in this tender is part and parcel of this agreement and binding on the parties. The vendor shall ensure that all items of work specified in the scope of work is attended to. In case of difference between the tender document and this agreement, the agreement will prevail.
4. This Agreement and documents mentioned herein shall form the basis of this contract.

5. NABARD reserves to itself the right of altering the nature/quantum of the work by adding to or omitting any items having portions of the same carried out without prejudice to this Contract.
6. The Vendor shall provide to NABARD a security deposit of Rs..... (Rupees Only) (Interest Free).
7. In case of breach of any terms and conditions attached to this contract, the Security Deposit of the Vendor will be liable to be forfeited by NABARD besides annulment of the contract.
8. In case any of the documents furnished by the Vendor is found to be false at any stage, it would be deemed to be a breach of terms of Contract making him/her liable for legal action besides termination of contract.
9. The NABARD shall pay the vendor the said contract amount, or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.
10. This contract is an item rate contract for the complete work to be paid for according to necessary installation carried out at site, at the rate contained in the Schedule of Rates or as provided in the said conditions.
11. All payments by the NABARD under this contract will be made only at Thiruvananthapuram.
12. The Vendor shall afford every reasonable facility for carrying out all works of other Contractors employed by the Employer and shall make good any damage done to walls, floors, etc. after the completion of such works.
13. The Vendor shall indemnify and keep indemnified, defend and hold good NABARD, its staff and agents against loss, damages or claims arising out of any violations of applicable laws, regulations, guidelines during the contract period and for the breach committed by the Vendor or their personnel on account of misconduct, omission and negligence by the Vendor or his staff.
14. The Vendor shall ensure proper conduct of its personnel in NABARD's premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
15. NABARD shall not be responsible for any damages, losses. Claims, financial or other injury to any person/s engaged by Vendor in the course of their performing the functions/works, or for payment towards any compensation.
16. Time shall be considered as the essence of this contract, and the Vendor hereby agrees to commence the work/ job on the next day of receipt of the work order as provided for in the said conditions and to complete the entire work within the time period prescribed below reckoned from the date of receipt of such work order subject nevertheless to the provision for extension of time.
17. NABARD reserves the right to withdraw/relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.
18. DISPUTE RESOLUTION
 - (a) In case of dispute regarding the quality of work and product / unsatisfactory services etc., the final authority will rest with the Chief General Manager, NABARD, RO, Thiruvananthapuram and the same will be binding on the Vendor.
 - (b) In the event of any claim, difference, dispute or controversy and questions whatsoever arising between the parties under this agreement and subsequent agreement shall in the first instance, be attempted to be resolved between the parties themselves.
 - (c) If the dispute cannot be resolved through consultations between the Parties within 30 (thirty) days after 1(one) Party has served a written notice on the other Party requesting the commencement of such discussions, any Party may thereafter in writing, demand that the dispute be finally settled by an arbitration comprising of sole arbitrator mutually appointed by the Parties in accordance with the Arbitration and Conciliation Act, 1996 or

any modifications thereof. The arbitrator shall be a person of professional repute who is not directly or indirectly connected with any of the parties to this Agreement and shall have prior experience as Arbitrator. The arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996. The seat and venue of arbitration shall be Thiruvananthapuram. The language of arbitration shall be English.

(d) The award of the arbitrator/s so appointed shall be final and binding on the parties.

(e) Work under the contract shall be continued by the Vendor during the arbitration proceedings unless otherwise directed in writing by NABARD. No payment due, or payable by NABARD, to the Vendor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof

19. If the vendor becomes insolvent or found to have offered any bribe in connection with the contract or the Vendor fails to observe or perform any condition of this contract then notwithstanding any previous waiver of such default or action being taken under any other clause hereof NABARD may terminate the contract and forfeit the said security deposit and recover from the Vendor any loss suffered by NABARD on account of the contract being terminated.

20. This agreement is being executed in duplicate, NABARD shall keep the original and the Vendor shall keep the duplicate.

21. The Vendor shall bear the expenses for stamp duty on this agreement for both the original and the duplicate copy.

22. That the several parts of this contract have been read by the Vendor and fully understood by the Vendor.

IN WITNESS WHEREOF the NABARD and Vendor have set their respective hands to these presents and two duplicates hereof the day and year first herein above written.

IN WITNESS WHEREOF the NABARD has set its hand to these presents through its duly authorized official and the Vendor has caused its common seal to be affixed hereunto and the said two duplicates hereof to be executed on its behalf, the day and year first herein above written.

SIGNATURE CLAUSE:

SIGNED AND DELIVERED BY the National Bank for Agriculture and Rural Development by the hand of.....

Signature

Name & Designation

In the presence of.....

Signature

Name & Address

Signed and sealed by the vendor by the

Hand of Shri/Smt.and duly constituted attorney. If the Vendor signs under its common seal, the signature clause should tally with the sealing clause in the articles of association. If the vendor is signing by the hand of power of attorney, then whether a company or individual to be specified:

Signature of the Vendor

Name of the authorized official Address:

In presence of Shri/Smt.

Signature

Name & Address

Annexure II
Letter of Indemnity and Undertaking
 (To be submitted by the successful bidder)

To
 The Chief General Manager,
 National Bank for Agriculture and Rural Development
 Kerala Regional Office,
 Punnan Road,
 Statue, Thiruvananthapuram-695001.

Sir

Subject: Letter of Indemnity and Undertaking

WHEREAS the National Bank for Agriculture and Rural Development, a corporation established under the National Bank for Agriculture and Rural Development Act, 1981 (hereinafter referred to as 'NABARD') has expressed desire to avail Housekeeping services at NABARD Kerala Regional Office, Thiruvananthapuram as per this tender and which are hereinafter for brevity sake referred to as Housekeeping services, subject to our furnishing declarations and indemnity as contained hereafter.

NOW THEREFORE THIS LETTER OR INDEMNITY WITNESSETH THAT:

We, the _____ (contractor/bidder) hereby declare and certify that we are the rightful owners/ licensees of the said service offered to NABARD and that the sale of the said service to NABARD by us and the use thereof by NABARD does not infringe the property or other intellectual property or copy rights of any other person and that the same does not infringe the Copy of Rights Act, 1957 or any other Act for the time being in force.

We, the said _____ (contractor/bidder) hereby agree to indemnify and keep indemnified and harmless NABARD, its Officers, servants, agents and other authorized persons against any action that may be brought against us for infringement of the right of property or other intellectual property or copy rights in respect of the said systems package supplied by us to NABARD and will defend the same at our cost and consequences and will pay or reimburse NABARD, its officers, servants, agents and other authorized persons from all costs and other expenses that they may be put to or incur in that connection in accordance with the terms as provided for within the end User License Agreement that accompanies the said systems.



We, the said _____ (contractor/bidder) hereby also agree to indemnify and keep indemnified and harmless NABARD, its Officers, servants, agents and other authorized persons against any third party claims in respect of any damages

or compensation payable in consequences of any accident or injury sustained or suffered by our employees or agents, or by any other third party resulting from or by any action, omission, or operation conducted by or on behalf of us and against any and all claims by employees, workmen, contractors, sub-contractors, suppliers, agent(s), employed, engaged, or otherwise working for us, in respect of any and all claims under the Labour Laws including wages, salaries, remuneration, compensation or like.

Yours faithfully

(Name and Designation) of **Authorized Official**
Signature

PREAMBLE TO SCHEDULE OF QUANTITIES

The Annual Maintenance contract is for providing housekeeping services for NABARD Regional Office for the period 01st April 2026 to 31st March 2028.

1. Preamble to schedule of quantities form a part of schedule of quantities for contractual purpose and should be studied carefully prior to filling up the schedule of quantities.
2. Schedule of quantities supersedes Technical specifications, General and Particular conditions of Contract in case there are any discrepancies between any of these sections.
3. Items are described to the best possible extent in schedule of quantities. However, should there be any clarifications required about any item, the same should be done by the bidder prior to quoting final rate for a particular item. No claim for any unclear and missing information shall be entertained after opening of the financial bid and also once the contract is awarded.
4. If no rate/amount is mentioned against any of the items in Financial Bid, the same shall be considered to be covered in the quoted items, or the tender may be rejected at the discretion of NABARD.
5. Notes given in the Financial Bid should be read carefully before quoting the rates.
6. All quoted rates shall be inclusive of all taxes including goods and service tax, wages, etc. as per minimum wages Act etc. unless otherwise stated. No other claim whatsoever in this respect shall be entertained.
7. Income Tax, Works Contract Tax or any other Tax as applicable will be deducted from any payment due to the Contractors. The Contractor shall furnish necessary documentary evidence related to PAN and Certificate for Registration under Works Contract Tax/ Goods and Service Tax.

(Name and Designation) of **Authorized Official**
Signature

Penalties

1. If in the opinion of NABARD the work done by the contractor is not satisfactory, NABARD may decide depending upon the merit of the work to deduct such amount from the monthly bill amount as it may deem fit.
2. Contractor shall vouch safe bonafides, conduct and fidelity of the staff employed by him. Any damage caused willfully or in negligence to the works executed, shall be borne by him. The penalties mentioned in Service Level Agreement (SLA) given in GeM portal shall be applicable.
3. **Forfeiture clause:** In case of negligence/derelection of duty by contractor's staff, the above contract shall be terminated without giving any notice by the Bank and the security deposit shall be forfeited.
4. Recovery of GST-TDS, income tax, education cess, work contract tax, goods and service tax etc. as applicable & in force shall be deducted from the bill during the currency of the contract.
5. The liquidated damages shall be fixed as under: -

The quantum of liquidated damages per week shall be 0.25% of the Tender accepted cost, subject to a maximum of 5% of the accepted tender amount

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

DATE:

PLACE:

Signature of the Bidder

NAME AND SEAL

Annexure II FINANCIAL BID: (To to be filled)

(Per Month Calculation (26 days) as per applicable category)

To be enclosed with price bid/s only. The filled in Annexure II should be uploaded along with the price bid in the location indicated for the same.

Sl. No.	Description	Details	Unskilled (Rs.)	Semi-Skilled (Rs.)
A	Minimum wages (as per Central Govt. or Kerala State Govt. whichever is higher) inclusive of Special Allowance / VDA.		674.00	760.00
B	Monthly	(A*26 days)	17524.00	19760.00
C	EPF	EPF @13% on 'A' (On Max Limit 15000)	1950.00	1950.00
D	ESI Contribution	ESI @3.25% on 'A' (On Max Limit 21000)	570.00	643.00
E	Total for 9 Unskilled labour (The total value is inclusive of Bonus component 8.33% per month)	(B+C+D)*9	193536.00	NA
F	Total for 1 Semi-skilled labour (The total value is inclusive of Bonus component 8.33% per month)	(B+C+D)*1	NA	₹ 24000.00
G	Total for 9 unskilled labour and 1 Semi-skilled labour (E+F)		₹ 2,17,536.00	
H	Consumables including cleaning cloths, garbage collection and Flower Arrangement at Office premises, charges (Monthly)	Monthly amount in (Rs.)	₹ 40,000.00 (*The price mentioned is provisional and subject to change. Final billing will be based on the submission of the material bill at	

			Maximum Retail Price (MRP)).
I	Total	(G+H)	₹ 2,57,536.00
J	Total for 2 years	(I*24)	₹ 61,80,864.00
K	Service Charges (Range should be 3.85% to 7%)% of J
L	Total	(J + K)
M	GST	18 % of (L)
N	Grand Total	(L+M)
O	Grand Total (in words)		

**** The estimated number and value of items are indicated in the Serial number “H” of the above price bid are indicated in the Annexure-I (a) of this tender document.**

**** The vendors are allowed to quote only “K”, “L”, “M”, “N” and “O” of this price bid**

Sno	Description	Example
Serial number “K”	All the decimal values are to be rounded off to the next integer	For example, if service charge is 3.85% then the value shall be ₹ 2,31,495.264, then the value of “K’ should be ₹ 2,31,496
Serial number “M”	All the decimal values are to be rounded off to the next integer	For example, the GST is 18% then the value shall be rounded off to the next integer similar to rules applicable in Serial number “K”

Note 1: - Rates shall be quoted as “Total Cost per Housekeeping staff”. GST will be paid as per the prevalent GST rates for the service.

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

Note 3: - Duty timings to start from 7.30 AM (Indicative, shall be changed based on the NABARD's requirements)

Note 4: - No change shall be allowed in this table.

Note 5: - Sl. No. C, & D above shall be paid as per Central Govt. Acts/Notifications including amendments.

Note 6:-Basic Wages plus VDA at Sl No. A are as per Central Govt. Minimum Wages w.e.f. 01 October 2025 for Housekeeping works (Skilled and Semi-skilled).

Note 7: - Rates quoted would be applicable for the entire period i.e. up to 31st March 2028. However, revision in rates would be considered only if the minimum wages & taxes are revised.

Note 8:- For Sl. No. (K) of financial bid, Service Charges claimed by contractor should include premium towards insurance cover for the workers employed, premium towards third-party insurance cover, other incidental administrative costs like provision of uniforms to workers, Overhead Profits, TDS deductions, management and supervisory charges including Contractor's Profit, materials required on monthly basis wherever the tender requires the contractor to bear the cost of materials, tools and equipment as per requirement, uniform for labours, other overheads, etc. Contractors are advised to quote service charges after due diligence which should be reasonable and workable.

If a bidder quotes impracticably low service charges i.e. less than 3.85%, the bid shall be treated unresponsive and will not be considered for further evaluation and will be disqualified. If a bidder quotes impracticably high service charges i.e. more than 7 % the bid shall be treated unresponsive and will not be considered for further evaluation and will be disqualified. Service charges should be written in % and in figures

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

Date:

Signature of the Bidder with seal

Place:

KYC: Details of Bank Account

1.	Name of the Vendor/Firm	
2.	Name of the Account Holder	
3.	Address of the Vendor/Firm	
4.	Name of the Bank, Branch and Address	
5.	Bank Code and Branch Code	
6.	IFS Code of the Bank Branch	
7.	Type of Account (Saving/Current/Cash Credit)	
8.	Account Number	

Note: Please also enclose a CANCELLED CHEQUE in respect of above account number.

Signature of the Bidder with seal and date:
