Tender for Annual Maintenance Contract for Cleaning, Sweeping and Maintenance for National Bank for Agriculture & Rural Development (NABARD) Odisha Regional Office, Residential Quarters Bhubaneswar

**NABARD**

Odisha Regional Office
Ankur 2/1, Nayapalli Civic Centre, IRC Village Bhubaneswar, Odisha - 751015

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Part 1- Technical bid
1. **NOTICE INVITING TENDER**

Ref.No. NB.OD.DPSP/ 1014 / AMC/ 2022-23

18 July 2022

M/s

Dear Sir

**Notice inviting Tender (NIT) – Annual Maintenance Contract for cleaning, sweeping, maintenance and housekeeping for NABARD, Odisha Regional Office and Residential Quarters, Bhubaneswar**

NABARD invites tenders from empanelled contractors only for **Annual Maintenance Contract (AMC)** for cleaning, sweeping, maintenance and housekeeping to be provided at its following locations:

a. Odisha Regional Office, Nayapalli, Bhubaneswar - 751015
b. NABARD Officers’ Quarters, Chandrasekharpur, Bhubaneswar - 751016 and
   NABARD Staff Quarters, Chandrasekharpur, Bhubaneswar - 751023

This NIT (tender document) can be downloaded from our website at https://www.nabard.org/English/Tenders.aspx. No separate hard copy of this tender shall be issued by NABARD.

2. The Contract period will be from **1st September 2022 to 31st March 2024 with a provision of review of completion of each year.** The same may be renewed for two more years (one year at each time), if services are found satisfactory as per mutual agreed terms and conditions. The renewal shall be on sole discretion of NABARD.

3. Following services are to be provided under AMC:

   a. **Cleaning, Sweeping, Maintenance and Housekeeping at NABARD, Odisha Regional Office, Bhubaneswar**
   b. **Cleaning, Sweeping, Maintenance and Housekeeping at residential quarters (Officers/Staff), Bhubaneswar**

   **AMC Contract shall be done for individual service. Bidder may quote for any or all of the above services individually in the Price bid. L1 will be considered for each category of service separately.**

4. Please note that to submit e-tender through electronic mode, interested bidders should have Digital Signature Certificates (DSC) to login NABARD’s e-Procurement portal (https://nabard.eproc.in/)

5. Tenderers are requested to submit their bids through e-tendering (e-bid) mode by login e-Procurement portal of NABARD (https://nabard.eproc.in/) for the aforesaid Tender as per detailed technical specifications and other requirements as mentioned more specifically elsewhere in this e-tender document. For this purpose, tenderers will be required to register themselves on e-Procurement portal of NABARD and create user ID and Password. For more information regarding e-bid process and procedure of submission of e-bid, bidders may follow 'Bidding Manual' available on e-Procurement portal of NABARD or seek assistance of Help Desk / Support Team of M/s C1 India Pvt. Ltd., the facilitating agency, engaged by NABARD for e-procurement process (contact details are given on next page).
6. The e-tender will be available to the bidders /contractors on e-Procurement portal of NABARD (https://nabard.eproc.in/) for download from 7.00 PM on 18 July 2022 also on NABARD's website (for reference purpose) https://www.nabard.org/ as well as from Central Public Procurement Portal. There will be no charges for downloading the tender documents from the web site.

7. Tenderers are advised to submit e-tender (e-bids) through e-Procurement portal of NABARD (https://nabard.eproc.in/) only, after carefully following the instructions related to systems and procedures as indicated on the link and step-wise tutorials (Vendor Guide) provided for submission of e-bids. Tenderers can upload their tender documents directly from their PC in the designated folder created for them in On-line Bid form. Please refer the section on uploading various Tender documents in the help guide provided in the Bidding Manual (Vendor Guide) available in the home page at NABARD e-Procurement portal. In case of any further guidance, help and support while submission of e-bids, NABARD has engaged M/s C1 India Pvt. Ltd. as a facilitating agency who have created exclusive 'Help Desk' / 'Support Team' for facilitation of bidders. Their contact details are mentioned as under:
   i. Fairlin Jivin 0124-4302000 ext 112, email- fairlin.jivin@c1india.com
   ii. Ujwala Shimpi 0124-4302000 ext 114 , email id- ujwala.shimpi@c1india.com
   iii. Saranraj Naicker 0124-4302000 ext 110, email id-saranraj.naicker@c1india.com
   iv. Sachin Toraskar 0124-4302000 ext 200, e-mail-sachin.toraskar@c1india.com
   v. All the email to be CC marked to dpsp.bhubaneswar.nabard.org
   vi. Any clarification with regards to the tender or tender uploading may also be contacted at 0674-2374306.

8. The tenderer/bidder shall submit two separate e-bids for the captioned Tender i.e. Technical Bid and Financial/Price Bid which should be completed in all respect. The same can be downloaded online from the NABARD's e-Procurement website viz. https://nabard.eproc.in.
9. Instructions regarding Technical Bid, Financial Bid, electronic bid (e-bid) submission process and description & scope of work and the services required have been elaborated in the Terms and Conditions of the tender and other parts of the tender document.
10. It must be noted that the only Bidders who are willing to enter into Integrity Pact (IP) with the Bank on every stage of bidding, will be eligible to participate in the bidding process. Tenderer must implement Integrity Pact (IP) in the prescribed format (Schedule H) in all phases of the contract. (http://www.cvc.nic.in)
11. e-Tenders must be submitted online not later than 10.30am on 08 August 2022. Tenders received after stipulated date and time shall not be entertained. Bidders are requested to make note of dynamic time being displayed on e-Procurement portal of NABARD to ensure that the bids are submitted on time.
12. The Technical Bids will be opened online on 08 August 2022 at NABARD Odisha Regional Office in presence of the interested bidders who choose to be present or in any eventuality, on the date and time as decided by NABARD. All the bidders are advised in their own interest to be present on the specified date. No separate intimation will be given in this regard. Please note, not more than two representatives from each bidder shall be entertained. The representative has to furnish an authorization letter from the respective bidder on their letter head for participating in the technical bid opening.
13. The Financial Bid shall be opened on 09 August 2022 after detailed evaluation of the technical bid. In case of change in date of opening of Financial Bid it will be intimated separately to the technically qualified bidders only.
14. The Financial Bid should not contain any conditions whatsoever and any such conditional bids received shall be rejected.
15. NABARD does not bind itself to accept the lowest bid (L1).
16. The decision of the bank shall be final and binding with regard to technical and financial bids and the e-tendering process.
17. The decision of the bank shall be final and binding with regard to technical and financial bids and the e-tendering process.
18. The bids shall remain valid and open for acceptance for 3 months from the date of opening of price/financial bid.
19. All documents that comprise the offer should be signed and sealed by the bidder, as a token of acceptance to the terms and conditions specified in the tender.
20. NABARD reserves the right to accept or reject any/all tender/s in part or whole of any firm/firms without assigning any reasons whatsoever. The decision of the Bank in this regard shall be final. In the event of intending tenderers failure to satisfy the bank, the bank reserves the right to reject the tender.
21. Last date for the submission of tender is 08 Aug 2022 by 10.30 am and the technical bids shall be opened on same day at 11.00 am in our office premises. Representatives of the bidders may be present during the tender opening process. Price bids shall be opened after scrutiny of the Technical bids on 09 Aug 2022 after detailed evaluation of the technical bid. In case of change in date of opening of Financial Bid it will be intimated separately to the technically qualified bidders only.
22. Bidder shall submit Earnest Money Deposit (EMD) as per the amount mentioned here:

<table>
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<tr>
<th>Sr. No</th>
<th>Services</th>
<th>EMD Amount (Rs)</th>
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<tr>
<td>1</td>
<td>Cleaning, Sweeping, Maintenance and Housekeeping at NABARD, Odisha Regional Office, Bhubnaeswar</td>
<td>Rs. 45,000.00</td>
</tr>
<tr>
<td>2</td>
<td>Cleaning, Sweeping, Maintenance and Housekeeping at residential quarters (Officers/Staff), Bhubnaeswar</td>
<td>Rs. 50,000.00</td>
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EMD is exempted for MSEs certificate holder for manpower category as defined in MSE Procurement Policy issued by GoI or bidders who are registered with Central Procurement Organizations.

The Quotation without EMD shall be rejected out rightly. Bidder has to submit separate EMDs, as per above table, individually for all the services out of the 3 services, for which he is applying. You will be required to enclose EMD payment proof to designated account No.NABADMNO5 (IFSC: NBRD0000002). No interest shall be paid on the EMD thus collected. EMD of the successful bidder shall be refunded after the successful completion of the work, whereas EMD of the unsuccessful bidders will be refunded upon the issuance of work order to and acceptance of the same by the successful bidder.

23. All the bidder who are unsuccessful in price bid but qualified the Technical bid will be empanelled for the respective categories. Separate quotations/bids will be called from these empanelled vendors for future works which are not covered under this maintenance contract as and when necessary.
24. PRE-CONTRACT INTEGRITY PACT: Pre-contract Integrity Pact as per the format given below may be filled and submitted along with the Technical Bid, failing which the tender will not be considered. 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, 2/1 Civic Centre, Nayapalli, Bhubaneswar. To be submitted on Rs. 100/- Stamp Paper only on first page and remaining document on normal A4 size pages duly signed by the bidder.
The Name of the Independent External Monitor (IEM) Shri Sanjay Kumar Panda, IAS (Retd.)
515, Ward No.3, Sideshwar Sahi, Cuttack City, Cuttack District, Odisha-753008 as published.

25. **Technical bid shall contain:**
   a) “Technical bid” of tender with every page signed and stamped by bidder.
   b) Proof of EMD payment.
   c) List of services for which vendor has quoted its price.
   d) Power of attorney authorizing the person to sign the tender.
   e) Checklist duly signed.
   f) Integrity Pact by tenderers quoting services applied for.
   g) Work Experience

**Price Bid shall contain:**
   a. Price Bid.
   b. Calculation sheet (separate for each service) as prescribed in the tender.
   c. shall not contain any condition whatsoever and any conditional bids shall be rejected.
   d. will be opened on 09 August 2022 or on a designated date decided by NABARD which will be communicated separately who qualify the technical bids.

26. If the last date of receipt or opening of the tenders happens to be a holiday for NABARD, then the receipt and opening of the tenders shall be shifted to next working day without change of time and venue.

27. The EMD of successful tenderer shall be retained by NABARD towards Security Deposit (SD). The quantum of security deposit shall be 3% of the annual contract amount. The successful tenderer has to submit the balance amount of security deposit within 10 days of acceptance of work order. Security Deposit will be refunded after the expiry of the contract period. SD will not bear any interest.

28. A pre-bid meeting will be held at **NABARD, ODISHA REGIONAL OFFICE, Bhubaneswar at 3.00 pm** on 25 July 2022 with the prospective bidders, to clarify any issues pertaining to the tender. The bidders are expected to thoroughly read the tender document before being present for the pre-bid meeting, so as to understand all aspects of the work.

29. The tenderer should quote the rates in figures as well as in the words. In case, discrepancy is found in the rates in words and figures, then the rates quoted in words shall be taken as correct.

30. The tender document must be filled in English. If any of the documents are missing or unsigned in price bid, the tender shall be considered invalid. In case of technical bid, the details of incomplete or missing documents will be intimated to the tenderer and the tenderer has to submit all those documents within 4 days after communicating the same, in case the tenderer fails to submit the required documents within 04 days the tender will
33. The tender may be rejected if any bidder proposes any deviation from the prescribed requirement NABARD reserves the right to accept or reject any/all tender/s in part or whole of any firm/firms without assigning any reasons for doing so.

34. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the tenderer who resort to canvassing will be liable to rejection.

35. Before quoting, the tenderer shall inspect the site, to fully acquaint himself about the condition in regard to accessibility of the site, working condition of site, locality including installations of tools and plants (T&P) and local authority regulations/restrictions if any, conditions affecting accommodations and movement of personnel etc. required for the satisfactory execution of the work contract. No claim whatsoever on such account shall be entertained by the NABARD in any circumstances.

36. NABARD does not bind itself to accept the lowest or any tender at all. NABARD also reserves the right to negotiate or partly accept any tender or all tenders received without assigning any reasons thereof.

37. Any discrepancies, omissions, ambiguities in the tender documents, if any, or any doubt as to their meaning should be reported in writing to CHIEF GENERAL MANAGER, NABARD, ODISHA REGIONAL OFFICE, Ankur 2/1, Nayapalli Civic Centre, IRC Village, Bhubaneswar, Odisha - 751015 who will review the queries and if information sought is not clearly indicated or specified, NABARD will issue clarifications to all the tenderers which will become part of the Tender 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 last date of submission of the tender.

38. NABARD also reserves the right to divide and distribute the work to more than one tenderer at its sole discretion.

39. The successful bidder(s) shall execute an agreement at its own cost on non-judicial stamp paper of Rs.100/- with NABARD in accordance with the standard format provided by NABARD within 10 days from date of issue of work order.

40. For any clarification you may please contact Shri S N Roy (Assistant General Manager) at 0674- 2374306.

Sd/-

(C Udayabhaskar)
Chief General Manager
2. FORM OF TENDER

The Chief General Manager
National Bank for Agriculture and Rural Development
Odisha Regional Office
Ankur 2/1, Nayapalli Civic Centre, IRC Village, Bhubaneswar,
Odisha - 751015

Dear Sir/Madam

Notice Inviting Tender – “Annual Maintenance Contract for cleaning, sweeping, maintenance and housekeeping for NABARD, Odisha Regional Office and Residential Quarters, Bhubaneswar”.

1. I / We have examined the Scope of Works, Schedule of Quantities and Terms and Conditions relating to the tender for the said works after having obtained the Tender document invited by you and are submitting our offer for the following services:

a. ____________________________________________

b. ____________________________________________

2. 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.

3. I / We agree to deposit interest-free EMD along with tender’s technical bid by Demand Draft / Pay Order payable at Bhubaneswar in favour of NABARD.

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

5. In the event of this tender being accepted, I/We agree to enter into and execute the prescribed Agreement with NABARD as per the prescribed format.

6. The rates quoted by me/us, excepting for the items where payment is for supply of skilled/semi-skilled/unskilled labour, are firm and shall not be subjected to variations on account of fluctuation in the market rates, or any other reasons whatsoever for the captioned period. The payment of items in respect of skilled / semi-skilled/ unskilled labour will be revised as per the periodical revision in minimum wages published by State / Central Govt. from time to time.

7. I / We agree to deposit all taxes, levies, Cess etc., on account of service rendered by me to NABARD, to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter. I/We agree to pay all Government (Central and State) Taxes.
such as Excise Duty, Income Tax, GST, contribution to EPF & ESI (wherever applicable) etc. and other taxes prevailing from time to time. Rates are excluding taxes and valid for the currency of the contract. Even if the contracts are extended, the rates will not be changed by us.

8. I/we further agree to pay any fine or statutory dues imposed by any statutory authority in course of execution of subject contract, for which the tender is being submitted. I/We will be responsible for any legal/Quasi legal matters arise due to non-compliance of statutory obligations, and indemnify NABARD from any complications, all expenditure in this regard will be borne by me/us.

9. We hereby certify that all the statements made and information supplied in the tender Document and accompanying statements are true and correct.

10. Should this tender be accepted, I/we hereby agree to abide by and fulfil all the Terms and Conditions and Provisions of the said Contract Document annexed hereto.

Name of the person authorized to sign and submit the Tender

I) .........................................................................................................................................................

II) .............................................................................................................................................................

Yours faithfully

Place

Date

Seal

Signature
3. **PRE-QUALIFICATION CRITERIA**

Service wise Minimum Eligibility Criteria for pre-qualification of tenderers is as follows:

The Bidding Firm/Company:-

1. Should have reasonable experience in the respective field(s) individually in which bidder is quoting.
2. Copy of work experience - Work wise
   a) 3 similar work during last 3 years of value
      i. Cleaning and Sweeping at office : Rs. 8.97 lakhs
      ii. Cleaning and Sweeping at Residential Quarters : Rs. 9.95 lakhs
   b) 2 similar work during last 2 years of value
      i. Cleaning and Sweeping at office : Rs. 11.21 lakhs
      ii. Cleaning and Sweeping at Residential Quarters : Rs. 12.44 lakhs
   c) 2 similar work during last 1 year of value
      iii. Cleaning and Sweeping at office : Rs. 17.94 lakhs
      iv. Cleaning and Sweeping at Residential Quarters : Rs. 19.90 lakhs
3. Should have successfully completed or currently providing Cleaning and Sweeping services in last 05 Years, in the respective field individually, in which bidder is participating, for government buildings, Banks/FIs premises, reputed private organizations etc.
4. Work/Purchase orders and Completion certificates issued by the client should be enclosed along with technical bid and need to be produced before NABARD, whenever called for verification purposes.
5. Should submit audited balance sheets / P&L account and Income Tax Return certificates for the last 3 financial years, as applicable.
6. Should submit list of all tools and plants and Technical personnel employed.
7. Should have their own office within the city / suburban areas of Bhubaneswar city in Odisha. Related documents should be submitted.
8. Should submit ESIC and PF registration certificates, if applicable.
9. Pre-contract Integrity Pact should be filled and submitted along with the Technical Bid by the tenderers quoting for services, failing which the tender will not be considered.

**Note:** Any false and/or inadequate information may result in rejection of the tender.
4. GENERAL CONDITIONS OF THE CONTRACT

1. Tenderers are advised to visit the sites and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting.

2. 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.

3. Rates should be excluding all taxes in accordance with various statutory enactments and should be firm for the entire Contract Period. No increase in rates will be allowed during the entire Contract Period on this account, even in the extended periods of the contracts. The rates will be considered for revision only in case of revision of minimum wages or other statutory rates.

4. Materials used should conform to relevant BIS Codes. BIS and CPWD Specifications and method of measurements shall be followed as applicable. However, in the absence of the same, the decision of NABARD will be final.

5. Validity of Offer: 90 days from the date of opening of the price bids.

6. Monthly/ Quarterly/ Periodical payments will be made based on the bills submitted by the Contractor for Office and Residential quarters separately (In case of same bidder is awarded different works). All bills are to be certified by the concerned ACT/Site Supervisor to the effect that the works/complaints recorded in the registers/software are attended and rectified as per the scope of the work. The Contractor has to get the Signature of the ACT/CT (Assistant Caretaker/ Caretaker) after completion of the respective works on the formats prescribed by NABARD for respective work and should submit all these with the bill. Payments will be made only after producing the E-payment sheets (both in soft and hard form) and wage register for countersigning by NABARD and successful deposit/transfer of dues to EPFO, ESI, Payment of Bonus (wherever applicable) including of any other statutory requirement in force from time to time and submit the proof of such payments along with claims. The contractor has to submit half-yearly EPFO return and Annual Labour Dept Return and any other returns required by the statutory authorities.

7. Any discrepancy in settlement of bills may be brought to the notice of NABARD within a period of one month after the settlement of the Bills. NABARD will not entertain any claim regarding any dispute in settlement of the bills after stipulated time.

8. IT and GST-TDS and other statutory deductions, as applicable, will be deducted from total payment due to the Contractors.

9. All works, complaints/instructions given by the respective authorities covered under the Annual Maintenance Contract are to be attended on the same day. In case of delay in attending the work in time, NABARD will be at liberty to get the work done through any other agency and the cost therefor shall be recovered from the Contractor at the discretion of NABARD.

10. If any work or material used at site is found to be unsound, imperfect or inferior from what is specified in the contract, the Contractor shall be advised to rectify or re-execute the work or remove the material as the case may be, within a reasonable time depending upon the nature of work. If the Contractor fails to do so, the work shall be got redone or rectified or the material replaced through any other agency at the risk and cost of the Contractor.
11. The Contractor should have valid license relating to his Contract as per the existing laws should be efficient and have highly technically skilled man power, the workmen employed by the Contractor should also have the experience in their trade.

12. The Contractor should arrange to obtain necessary insurance cover i.e. (i) Workmen Compensation policy and (ii) Contractors All Risk Policy (CAR policy) for his employees at his cost and should be responsible for the safety of persons employed by him. The original Insurance Policy should be submitted to NABARD immediately after award of work. The CAR policies are required to be at least 1.25 times of the contract value.

13. (Calculation sheet for supply of manpower and minimum wages) is required to be submitted duly filled along with the Price bid/BOQ. Tenders/bids not complying with the minimum wages payment are liable to be rejected which will be ascertained on the basis of Calculation sheet submitted by the contractor. Bank will ascertain whether the contractor will be able to pay the minimum wages and other components from Calculation Sheet. Calculation sheet should not be submitted with Technical Bid. If Calculation sheet is submitted with technical bid, then tender will be out rightly rejected.

14. The Contractor shall be fully responsible and shall indemnify NABARD with suitable Insurance cover in the event of any damage to men or material, injury / damage or death as the case may be, caused directly or indirectly due to the negligence of the Contractor or his agents and / or his employees or workmen. The decision of NABARD in this regard shall be final and binding.

15. The contractor shall pay the personnel deployed in NABARD premises, their wages in accordance with the Minimum Wages Act, 1948 (amended time to time) on a monthly basis. The contractor shall also make PF contribution, ESI contribution, bonus payments and or any other statutory contribution in respect of the personnel deployed by them in NABARD. Contractor shall indemnify NABARD for this. Contractor shall present the proof of the same along with the bill.

16. The contractor will be responsible and ensure timely payment to its personnel deployed in the premises and compliance of all statutory provisions relating to minimum wages, Provident Fund and Employees State Insurance, etc. in respect of the persons deployed by them in NABARD and under intimation/in the presence of NABARD officer. The Contractor shall be responsible to fulfil all the obligations in connection with the workers employed by it for the purpose of the Contract and all the Statutory and other liabilities if any including minimum wages of Central/ State Govt. (whichever is higher shall be applicable),conformity to labour laws, leave, salary, uniform, identity cards, ex-gratia, ESI, Provident Fund, Workman Compensation, if any, etc. (as applicable) in connection therewith shall be on the Contractor account and payable by the concerned Contractor. The contractor shall liaise with Labour Deptt. of State Govt. / Central Govt. and comply with all necessary regulations/instructions in this regard.

17. All the Standard Conditions of the Contract shall be binding on the parties as per Indian Contract Act and prevailing Rules. The Contractor shall comply with all the applicable Acts, Rules, Regulations and Law(s) for entering into Maintenance Contract and the Bank will not in any way be liable or responsible for any default / irregularities. Any penalty imposed on NABARD by any statutory authority on this account shall be directly recovered from contractor’s any bill or earnest money deposited with NABARD. The contractor shall indemnify NABARD of any responsibility on this account and or any penalties imposed on the Contractor’s part.
The following requisites are to be fulfilled by the contractor:

a) Time schedule of works.

b) Presence of required number of the persons at the site as per contract.

c) Maintain desired quality of the work as per specification

**The penalties for not complying with the above are indicated in Special Conditions of contract.**

18. 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.

19. The Contractor shall comply with the provisions of Contract Labour (Regulation and Abolition) Act, 1970, Minimum Wages Act and all other Labour Laws and other Statutory Regulations (both Central and States) that may be enforced from time to time by the Appropriate Authorities. NABARD shall not be responsible for any penalty on failure on the part of contractor to comply with any Labour Regulations. The contractor shall maintain attendance register of his staff employed at various sites and wage register for payment (at least minimum wages as per Center or State Govt. whichever is higher shall be paid) with all records up to date as per the labour regulations. The contractor shall submit the monthly payment records to the staff employed by him.

20. The contractor shall ensure that the payment is regularly credited to the bank account of the individual labour employed at Bank’s premises and pay slips for respective payments are duly issued regularly. NABARD will ask for present/past pay slips and payment records related to ESI/PF to be submitted along with the monthly bill. In extraordinary case of wages being disbursed in cash, the same may be done in the presence of authorized representative of NABARD as required as under relevant law.

18. The manpower deployed by the contractor should be polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of NABARD. Necessary grooming should be done by the contractor before posting the staff at site. He shall also comply with the provisions of all labour legislations. Receipt of any complaint in this regard shall be viewed seriously.

19. No additional payment shall be made if contractor keeps more staff at site for completing the pending work or if the minimum staff strength is not able to perform satisfactorily as per the contract provision.

20. The Contractor or his authorised representative should visit the site as per requirement and meet NABARD’s Engineer with prior appointment for any clarifications and to receive instructions, etc. at the site.

21. The Contractor’s workmen should report to ACT/ Site supervisor as per timings mentioned elsewhere in this document. A register will be kept at site on all the locations showing attendance on day to day basis and which will be countersigned by the security guard on duty the time when contractor’s worker arrives & signs at site. The same shall
also be signed by ACT & the same or copy shall be presented along with the Contractor’s monthly bill.

22. The workers / staff employed should wear colour code uniforms displaying contractor firm’s name and must carry ID card issued by the contractor during the working hours. The Contractor should not employ any person who is prohibited by Law from being employed for fulfilling obligations under this Contract. Any indecent behaviour / suspicious activities of the staff employed shall be viewed seriously and a suitable penalty shall be imposed on contractor. The contractor is also required to submit the list of workers with photo ID, educational qualification, address proof, etc. before deputing the workers. An attendance register shall be maintained at site indicating number of persons deployed for the inspection by NABARD officials/ representative.

23. Any act of indiscipline / misconduct / theft / pilferage on the part of any employee engaged by the Contractor resulting in any loss to NABARD in kind or cash will be viewed seriously and NABARD will have the right to levy damages or fine and / or even terminate the Contract forthwith, if necessary.

24. In case of any default or failure on Contractor's part to comply with all / any one of the Terms / Conditions, NABARD reserves the right to take necessary steps to remedy the situation including, inter-alia, the deduction of appropriate amount/s from dues otherwise payable to Contractor and/or by taking recourse to appropriate recovery proceedings. The contractor shall keep NABARD indemnified against all claims whatsoever in respect of the manpower deployed by it in NABARD. In case any employee of the contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the contractor to contest the same. In case NABARD or its employee is made party and is supposed to contest the case, NABARD will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses which shall be paid in advance by the contractor to NABARD or any person authorized by NABARD, on demand. Further, the contractor will ensure that no financial or any other liability comes to NABARD or its employee in this respect of any nature whatsoever and shall keep NABARD or any employee of NABARD indemnified in this respect.

(a) For any dispute, the decision of NABARD shall be final and binding upon the contractor. However, any dispute or difference whatsoever arising on any matter concerning this contract between the parties out of or relating to the services, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled through court of law in Bhubaneswar.

25. 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.

26. The personnel deployed by the Contractor can use the common facilities such as drinking water, toilet, etc. if any, provided at the premises. However, it should be ensured that the same should be kept in hygienic condition.

27. The work should be carried out with minimum inconvenience to the occupants. The workmen employed by the Contractor should abide by the Rules and Regulations maintained by NABARD in the premises, especially in respect of working hours, entry of the workers to the premises, interpersonal relation with the occupants, etc.
28. The contractor shall promptly and timely obtain all such consents, permissions, approvals, licenses etc., as may be necessary or required, in accordance with this Tender. The Contractor should obtain approvals, if any, necessary for the work from the Statutory Bodies on behalf of the NABARD.

29. The Contractor shall assist the NABARD fully in respect of any liaison with the Municipal or any other Authority for necessary approval / permission with regard to the maintenance works. The fees and other statutory charges, if any, will be reimbursed to the Contractor based on the original receipts produced to the NABARD.

30. The Contractor shall ensure that the employed staff shall not undertake any private work inside or outside NABARD’s residential/Office premises.

31. The engaged staff shall also undertake other specific work related with/without housekeeping works and other works during working hours as per instruction of ACT/Engineer, if required.

32. **Termination of agreement:** “If the services of the contractor are not found to be satisfactory, the contractor will be given a notice, with a notice period of 30 days, to improve his services. If the contractor fails to improve his services within the Notice period, NABARD shall have the discretion to terminate the contract either in part or in whole, on any day after the expiry of the said notice period if
(a) in the opinion of the Bank (which shall not be called in question by the contractor and shall be binding on the contractor) the contractor fails or refuses to implement this agreement to the Bank’s satisfaction and/or
(b) the contractor commits a breach of any terms and conditions of this agreement and/or
(c) the contractor is adjudged an insolvent or a compromise is entered by him with his creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of contractor and/or
(d) for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement and/or
(e) there is any variation in the ownership/partnership or management of the contractor or his business without the prior approval in writing of the Bank to such variation.

33. In the event of termination of this agreement for any reason whatsoever, the contractor/ or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.

34. In case the Contractor desires to terminate the Contract, he may do so by giving the Bank a notice period of three months.

35. On site storage space will be provided to the Contractor subject to availability. However, the Contractor may erect temporary sheds for storage purposes at his cost with the permission of the NABARD. NABARD will not be responsible for Contractor's materials. The Contractor may be required to vacate the storage space and sheds as per exigency without any extra cost to NABARD. If any statutory charges are required to be paid for erection of sheds, the same should be borne by the Contractor.
36. The Contractor shall not directly or indirectly transfer, assign or sublet the Contract or any part of it, without written permission of NABARD. But he can engage various licensed agencies/agencies for carrying out different works.

37. While submitting the monthly bill for AMC, the contractors have to submit all the required documents / statements as desired by NABARD. Contractor will not link payments to his labours with the settlement of his bill by NABARD.

38. It is the contractor’s responsibility to coordinate with other service providers viz. companies, municipality etc. for completion of the work, if required and attending to the work along with liasioning with local bodies including making payments to statutory bodies. Bank shall reimburse the payments for such works on production of valid receipts. No other charges for such works shall be payable. Further, for smooth functioning the contractor will have to coordinate with other external agencies to whom related AMC work assigned by NABARD.

39. It is the contractor’s responsibility to provide skilled worker, sweepers, both male and female workers, whose identity is duly verified by the Police, to ensure that the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank.

40. The contractor should have efficient and highly skilled technical staff.

41. All the bidder who are unsuccessful in price bid but qualified the Technical bid will be empaneled for the respective categories. Separate quotations/bids will be called from these empaneled vendors for future works which are not covered under this maintenance contract as and when necessary.

42. Minimum Establishment/ Administrative cost should not be less than 1% (1 percent).

43. Bids with Service charge is 2% (2 percent) can be considered as responsive and such bids can be considered for further evaluation. Service Charges claimed by contractor should include 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 labourers, other overheads, etc. Contractors may be advised to quote service charges after due diligence which should be reasonable and workable.

44. Further, the proof of statutory payments such as Minimum Wages, EPF and ESI to contract workers for the preceding month are to be produced by contractors for settlement of bills of succeeding month.

45. Contractors shall, wherever applicable, pay Bonus at Govt. approved rate (prevailing rate @ 8.33% of Minimum Wages) to the eligible contract workers and the same is payable to contractor on reimbursement basis on production of proof of payment.

46. Material charges, Overhead charges including insurance and other risk coverage of labours to be quoted in the Price Bid. All requisite materials required for a month to be deposited in advance with NABARD.
47. In order to ensure the above statutory requirements, ROs / TEs may comply with the following while inviting fresh tenders / entering into labour service contracts for various services at Office Buildings and Residential Colonies:

i. The bidder shall hold valid license under the provisions of the Contract Labour (Regulation and Abolition) Act, 1970 and the Contract Labour (Regulation and Abolition) Central Rules, 1971 and shall fulfil all conditions required under the Act/Rules as amended from time to time.

ii. The bidder shall, irrespective of number of persons employed, be registered under the relevant provisions of Employees' Provident Funds and Miscellaneous Provisions Act, 1952 and Employees State Insurance Act, 1948 respectively.

iii. The bidder shall be registered with Income Tax and Goods & Services Tax (GST) authorities.

iv. An affidavit to the effect that bidder has not defaulted in payment of statutory dues like EPF/ESI/Service Tax and Income Tax to be submitted.

v. Bids quoted with administrative/service charges less than or equal to the applicable TDS (IT-TDS and/or GST-TDS) would be treated as unresponsive and invalid, which are liable for rejection.

vi. Bids, if not submitted in Bank's approved bid format shall be treated as invalid and are liable for rejection.

vii. Non-compliance of any of the conditions (i to vi) mentioned above by the bidder will amount to non-eligibility for the service for which tender has been invited and such bids shall be summarily rejected.

viii. Selection Criteria for Awarding of Contract in case of Multiple L1 Bidders will be based on guidelines of Quality and Cost Based Selection (QCBS) criteria issued by NABARD Head Office as on date of tender opening.

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

Signature of the Tenderer:

Name and Seal:

Place:

Date:

Address:
5. SPECIAL CONDITIONS OF THE CONTRACT

1) NABARD does not bind itself to accept abnormally low bids. The rates quoted by the tenderer/bidder should be able to demonstrate the capability of the tenderer/bidder to deliver the contract at the offered price. Abnormally low bids/rates will be subject to analysis by NABARD. If required, NABARD may call written clarification from bidder, including detailed price analysis of the bid price in relation to scope, schedule, allocation of risks and responsibilities and any other requirements of the bid document and tenderer/bidder shall have to furnish Rate Analysis for the scrutiny of rates by NABARD within stipulated time. NABARD reserves the right to reject the bid if bid is found to be abnormally low to deliver/perform the contract.

2) Contractor shall follow the prescribed formats/procedures for official documentation like registers, etc. as stipulated by NABARD from time to time.

3) Contractor shall maintain job cards and a proper Record/Register indicating reasons for not attending to any particular work time schedule. The periodicity and expected schedules are given in the scope of work. Time is the essence of the contract and for any pending/incomplete work as well as for any substandard work, the amount of deduction/penalty per week shall be calculated at 0.25% of the accepted tender amount, subject to a maximum of 5% of the accepted tender amount. The responsibility of engaging and maintaining adequate/sanctioned strength of workers lies with the Contractor in view of timely attention and completion of the routine works within the given time frame. In case of non-attendance or non-timely attendance or non-timely completion or below-standard carrying out of any work by the contractor, the Bank shall get the work satisfactorily carried out through its other agencies at the risk and cost of the contractor. Apart from making payments to the said other agencies from the dues of the contractor, the Bank shall also levy a penalty as above.

4) In case of emergency work, no extra payment for working in odd hour will be made.

5) The property will be handed over to the Contractor on 'as is where is' basis and the contractor shall ensure proper service to a reasonably satisfactory level.

6) NABARD reserves 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 AMC works in the entire Office premises / Colony (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.

Sign
Date & Place
Address
6. **Scope of Work**

1. **Cleaning/Sweeping/Maintenance/Housekeeping (Office)**

   a. Cleaning of all toilets (both ladies and gents) and passage outside the toilets including sweeping/mopping/wet cleaning of floors, clearing and cleaning of litter bins, cleaning of mirrors etc. minimum four times daily or more. Cleaning of washbasin and W/C from inside and out with specified chemicals and soap four times during their shift and whenever else need arises.

   b. Cleaning (sweeping/mopping) of the passage outside the toilets thrice daily. All cleaning tools and material shall be provided by the contractor at no extra cost. As per the previous experience the cleaning material required at office is about Rs.25,000/- per month. The material of BIS standard has to be kept with ACT one month in advance.

   c. Sweeping and mopping would automatically include cleaning cobwebs, flooring, wall tiles and skirting in the said areas.

   d. Sweeping and wet sponge cleaning all staircases twice daily and mopping / wet cleaning/scrubbing bi-weekly.

   e. Cleaning of roof terrace at least once fortnightly or as per requirement and washing as directed by the Bankengineer/ACT.

   f. Daily sweeping of parking space (ground floor) and weekly washing and drying.

   g. Sweeping of open areas and pedestrian strips twice daily and washing as directed by the Bank engineer/ACT.

   h. Cleaning of all the glasses of windows of all the floors (Ground+ 3 Floors) at Office Premises (Monthly). Contractor shall provide for all jhulla and abseiling kit etc. for cleaning of windows.

   i. Proper safety equipment as per relevant IS Codes should be used by the agency for cleaning glasses of the windows including material for cleaning.

   j. Cleaning as per the need in all above places. No extra payment will be made for the same.

   k. Any other cleaning works in the office building as per the instructions of the Bank. If the works are not attended on the same day/ next day a pro-rata recovery will be effected as per Special conditions of this tender.

   l. Collection of waste and disposal on daily basis.

   m. Keeping towels/Replacement of tissues in each toilet (ladies/gents), cleaning and changing of towels every day in all toilets and providing hand wash liquid soap in each toilet, of high quality (BIS Mark).

   n. Cleaning of all work stations, Senior officers’ cabin, computers, key boards, printers other related items at Office premises on daily basis before start of office hours.

   o. Providing water and tea to all staff.
p. If the above services are not attended as per the above mentioned time period pro-rata recovery will be effected as per Special conditions of this tender.
q. If required Serving water and tea to all staffs in the office on all working days.

**Special Instruction:**

a. You will provide sufficient manpower both males and females as well as supervisor to ensure that the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank, so that first sweeping / cleaning is completed before 9.00 AM in the morning.
b. Supervisor must ensure proper and effective supervision of the cleaning work as specified in the tender document.
c. Sufficient number of lady sweeper may be deployed for cleaning of ladies toilets.
d. The manpower provided by you should be available from 07.30 Hrs to 19.30 Hrs with proper splitting of work hours. While majority of the manpower will be deployed up to the close of Office i.e. 17.15 Hrs, a few personnel should be available up to 19.30 Hrs. The deployment of manpower may be flexible and could be changed depending upon the work requirements. The deployment of manpower should be in conformity to the prevalent provisions of labour and other laws.
e. The contractor to provide substitute in case of absentees.
f. The rate quoted by the contractor for the AMC work will include the cost of manpower (including supervisors), cost of equipment/machinery/brooms, mops, sticks, gloves, gum boots etc. and the cost of cleaning and other materials. The cleaning materials of high quality (BIS Mark) to be provided are:
   i. Phenyl solutions
   ii. Deodorized detergent for mopping
   iii. Room Fresheners in Bathrooms
   iv. Urinal screen mats.
   v. Naphthalene balls
   vi. Sanitary cubes
   vii. Toilet Rim Blocks
   viii. Liquid soap
   ix. Any other cleaning material required.
g. Housekeeping staff must be suitably trained and must be in proper uniform all the time.
h. The housekeeping staff shall be responsible for cleaning of the washrooms/toilets to ensure that the same is spic-and-span.

2. **Cleaning/Sweeping/Maintenance/**

**Housekeeping (Quarters)**

a. Collections of waste from each flat and disposal on daily basis.
b. Sweeping and cleaning of all the open spaces within the colony such as lawn, garden area, foot path, road, shoulder portion of road, garage area, area surrounding each building, duct area of the buildings, entrance portico portion on both sides of buildings etc. say between 6.30 a.m. to 9.30 a.m. Cleaning the entire staircase of each building, landing portion of
staircases, entrance lobby area of each flat, stilt / parking area & lobby of each building everyday (say between 2.00 p.m. to 2.30 p.m.) and any other common area. Removal of all the dry leaves, dried branches of plants / trees, polythene bags, sand, stone pieces, earth, broken bricks, moorum etc. or any other foreign materials / garbage falling on the open spaces every day.

c. Sweeping of all open areas garden etc. daily,

d. Sweeping and cleaning of floors, toilets and bath rooms of all the common areas in both OQ & SQ, i.e. ACT/CT offices, pump rooms, area surrounding water pump room and sump, VOF, VEF, dispensaries, area surrounding the transformer yard, Residents Welfare Association room, staff community hall in the staff quarters and other common areas etc. everyday. Special attention should be given for ensuring optimum cleaning and hygiene of VOF and VEF.

e. All cleaning tools and material shall be provided by the contractor at no extra cost. As per the previous experience the cleaning material required at office is about Rs.25,000/- per month. The material of BIS standard has to be kept with ACT one month in advance.

f. Daily Cleaning of Common toilets.

g. Cleaning of terrace weekly.

h. Any other item of cleaning work as advised by ACT / other Bank officials.

i. Monthly cleaning of vacant flats / SRAs / Store Room.

j. Weekly cleaning of toilets in all residential occupied flats.

k. Cleaning of Fans, cobwebs inaccessible spots and Netlon mesh – Quarterly

l. Cleaning of Room in occupied flats – Yearly.

m. Cleaning, sweeping, mopping of vacant flats and make them ready for possession as and when required.

n. If the above services are not attended as per the above mentioned time period pro-rata recovery will be effected as per Special conditions of this tender.

o. Cleaning, Sweeping and mopping would automatically include cleaning cobwebs, tilesflooring, walls, wall tiles, windows, railings and skirting in the said areas.

p. Cleaning of Toilets and Bathrooms once in week in all occupied flats. This work will be carried out by the regular sweepers. The work includes all activities required for cleaning.

q. Except the above, the contractor may have to remove any other materials such as broken window glass, rusted wooden / iron door or window frames, broken parts of wooden doors or windows, broken branches of trees after cutting into pieces during storm or low pressure, broken glass bottles etc. from inside the colony campus along with the other garbage as indicated above.

r. Lifting of garbage from all the premises in both the quarters and dumping them in the respective garbage bins and lifting the garbage from the bins either by liaising with municipal authorities or by making other private arrangements, so that perishable solid waste is not left to rot in the bins causing unhygienic condition in the premises.
PERIODICAL CLEANING WORKS: -

1. Cleaning the open terrace area of each building both in officer’s quarters and staff quarters once in every month.
2. Cleaning of all the floor, walls and OWC or EWC and seat cover of toilets / bath rooms in all the flats once in every week with toilet cleaner / toilet floor cleaner.
3. Cleaning of walls & ceilings of cobwebs, cleaning of fans, other inaccessible spots of each flat (such as bed rooms, hall, kitchen, balcony, ceiling area at the entrance lobby of each flat etc.) are to be done once in every three months in both the quarters.
4. Cleaning of floors, kitchen platform, tile dado of kitchen platform and sink, shelves below kitchen platform, wash basin dado etc. in other rooms to be done with mopping cloth, floor cleaner so as to remove any oil spot, sticking of any organic materials etc. once in a year.
5. The washing and cleaning of the netlons in all the flats once in every three months.
6. The vacant flats (if any) in both officer’s quarters and staff quarters should be washed & cleaned once in every month. All the fans, cupboards, windows, kitchen, floors, toilets and baths etc should be cleaned properly.

Special Instructions

1. Contractor to provide as many workers and at least one supervisor in colony for above work as may be required to complete the above works to the satisfaction of NABARD.
2. Contractor to supervise the above work on a daily basis.
3. Contractor to provide substitute in case of absentees.
4. Contractor shall provide necessary registers to keep record of day to day progress of work.
5. The above list is illustrative and not exhaustive.

Declaration by the Contractor
We / I have read and understood the Scope of Work and special terms and conditions of the tender we / I have taken into account the above while quoting the rates. We / I accept all the above points without any reservation from our / my side, in all respects. Further, we / I also declare that no prohibitive things/banned chemicals will be used, which are harmful to human life.

Place: Date

(Signature of the Tenderer)

Address
Description of Properties

A. NABARD Office premises, Nayapalli, Bhubaneswar
The premise consists of Commercial building consisting of East and West Wings used for Official purposes. It has Ground + 3 floors and common / open area with additional rooms DG Set operation, Store rooms, Record rooms, Parking Space for Two wheelers and four wheelers etc.

B. Officers’ Quarters, Chandrasekharpur, Bhubaneswar
   i) 3 blocks of 12 flats each of 3 BHK with ground floor + 2 floors
   ii) 3 blocks of 12 flats each of 2 BHK (8 flats in block 10 which is exclusive of VOFs and Medical flat) with ground floor + 2 floors
   iii) 6 VOFs and one Medical Flat in block 10 (VOF numbers are subject to modification)
   iv) Security rooms, Dispensary, ACT room, 2 wheeler and 4 wheeler parking, garden area, children’s park area, pump house etc.

Staff Quarters, Chandrasekharpur, Bhubaneswar
   v) 3 blocks of 12 flats each of 2 BHK with ground floor (Parking) + 3 floors
   vi) 1 block of 12 flats of 1 BHK with ground floor (parking) + 3 floors
   vii) 1 block of 14 flats of 1 BHK (Block A excluding two VEFs) with Ground floor + 3 floors with 2 VEFs (VEF numbers subject to modification with proposed plan for addition of medical flat
   viii) Security rooms, garden area, children’s park area, pump house, Community Hall etc.
7. MINIMUM REQUIREMENT OF MANPOWER

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Service</th>
<th>Area</th>
<th>Skilled</th>
<th>Semi-Skilled</th>
<th>Unskilled</th>
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<td>1</td>
<td>8</td>
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<tr>
<td>2</td>
<td>Cleaning, Sweeping, Maintenance, Housekeeping</td>
<td>NABARD Officers’ Quarters, Bhubaneswar</td>
<td>1</td>
<td>9</td>
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<tr>
<td></td>
<td></td>
<td>NABARD Staff Quarters, Bhubaneswar</td>
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<td>NABARD Staff Quarters, Bhubaneswar</td>
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</table>

Note: The contractor shall visit the site and ascertain the man power requirement as per the scope of work and submit the bid accordingly.
8. SAFETY CODE

1. The Contractor shall maintain in a readily accessible place first aid appliances including adequate supply of sterilised dressings and cotton wool.
2. An injured person shall be taken to a public hospital without loss of time, in cases where the injury necessitates hospitalisation.
3. No portable single ladder shall be over 8 metres in length. The width between the side rails shall not be less than 30 cm. Clear and the distance between two adjacent rungs shall not be more than 30 cm. When a ladder is used an extra mazdoor shall be engaged for holding the ladder.
4. It is entirely the responsibility of the contractor to follow the safety procedures such as using safety belts, life lines, helmets, rubber gloves etc. depending upon the nature of works. Contractor is free to approach NABARD for any suggestion in this regard. However any lapse in this regard will be viewed seriously.
5. A penalty of Rs. 1,000.00 shall be levied for violation of safety norms including non-use of personal protective equipment. A penalty of Rs. 2,000.00 shall be levied if violation is repeated.
6. Penal action will also be taken if the contractor’s supervisors and workmen do not wear the uniforms and photo identity cards issued and thus pose a security risk to the safety of the Bank’s establishments, its staff and the families of its staff
7. The decision of the Bank in all such cases attracting penalties shall be final and binding on the contractor.
8. An adequate insurance coverage shall be arranged by the contractor for all employees/workmen against accident & the Bank shall not be responsible for any liability arising out of any accident/injury caused to the employees/workmen while executing the work.

Declaration by the Contractor

We / I have read and understood the Safety code for the AMC works in the entire colonies (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.

Place:

Date: (Signature of the Tenderer)

Address:

Name and Seal:
9. **Proforma for Electronic Payment**

Details of Bank account to be furnished by the contractors/service providers for effecting payment

Name and address of contractors/service providers with phone nos.

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<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of the account holder (As appearing in the Bank account)</td>
</tr>
<tr>
<td>2</td>
<td>Name of the Bank</td>
</tr>
<tr>
<td>3</td>
<td>Name of the Branch</td>
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<tr>
<td>4</td>
<td>Account Number</td>
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<td>5</td>
<td>IFS Code</td>
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<td>6</td>
<td>Type of account (Savings, Current, etc.)</td>
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<td>7</td>
<td>PAN Number</td>
</tr>
<tr>
<td>8</td>
<td>GSTN Number</td>
</tr>
</tbody>
</table>

Signature

Please attach (1) one original cancelled cheque leaf of the above Bank account and (2) copy of PAN Card and (3) allotment letter/registration letter under GSTN (4) Copy of address proof
# 10. Basic Information about Bidder

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Particulars</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Name of the Applicant/Organisation and address of their registered office</strong></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td><strong>Type of the Organization (whether Sole Proprietorship/Partnership/Private Limited/ Limited or Cooperative Body etc)</strong></td>
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</tr>
<tr>
<td>2</td>
<td><strong>Name of the Proprietor/Partners/Directors of the organization</strong></td>
<td>(a)</td>
</tr>
<tr>
<td>3</td>
<td><strong>Details of Registration (Whether Partnership firm, Company, etc.) - Registering Authority, Date, Registration No., etc. mentioning the business/ activity of the firm</strong></td>
<td>(b)</td>
</tr>
<tr>
<td>4</td>
<td><strong>Experience in the field of Building Renovation works (Years)</strong></td>
<td></td>
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<tr>
<td>5</td>
<td><strong>Technical personnel available in the organization (Details to be furnished in Part III)</strong></td>
<td></td>
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<tr>
<td>6</td>
<td><strong>Address of office through which the proposed work of National Bank for Agriculture and Rural Development(NABARD) will be handled and the name and designation of the Officer-in-Charge</strong></td>
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<td>7</td>
<td><strong>Adequate and satisfactory evidence to indicate financial capacity of the Organisation to undertake the said work with names of Bankers and their full address. (Solvency certificate from the Bank and Income Tax clearance certificate shall be attached.</strong></td>
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<td></td>
<td>Details of factory and its location, machinery, Technical Personnel employed</td>
<td>Attach a separate sheet</td>
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<td>9</td>
<td>Yearly turnover of the company during last 3 years (Year-wise) – Attach balance sheet/P&amp;L a/c statement and IT returns of the firm of last three years.</td>
<td></td>
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<tr>
<td>10</td>
<td>Whether any Civil Suit/Litigation arisen in the contracts executed during the last 5 years/being executed. If yes, please furnish the name of the project, employer, nature of work, contract value, work order and date and brief details of litigation</td>
<td></td>
</tr>
</tbody>
</table>
### 11. Work Experience

#### a) Previous Experience

**List of important works done in last five years (as per the pre-qualification criteria mentioned in this tender)**

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Name &amp; Location of work</th>
<th>Cost of work</th>
<th>Name of owner</th>
<th>Full address of owner</th>
<th>Name of the contact person from owner's side for whom work was executed</th>
<th>Contact no. of the contact person of the owner (Mandatory)</th>
<th>Email id of the contact person (Mandatory)</th>
<th>Completion period</th>
<th>Whether the work was left incomplete (reasons if any for delay in completion of work) or contract was terminated from either side (give full details)</th>
<th>Any other relevant Information</th>
</tr>
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</tbody>
</table>

**Note:** - The supporting documents like work order, experience certificate, completion certificate shall be enclosed mandatorily.
### b) Ongoing Projects

**List of important works on Hand.**

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name of work</th>
<th>Location of owner</th>
<th>Name</th>
<th>Full address</th>
<th>Name of contact person</th>
<th>Phone no. of the contact person</th>
<th>Email id of the contact person</th>
<th>Completion period</th>
<th>Whether the work was left incomplete</th>
<th>Any other relevant information</th>
<th>Stipulated Act. Period</th>
<th>Contract was terminated from either side (give full details)</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>
c) Technical personnel and special experience

a). List of your technical personnel, giving details about their technical qualifications and experience including that in your establishment.

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name</th>
<th>Age</th>
<th>Qualifications</th>
<th>Work experience</th>
<th>Nature of works handled</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>
12. AFFIDAVIT ON A NON JUDICIAL STAMP PAPER OF RS. 100/-DULY NOTARIZED

DECLARATION

I, sole proprietor/partner/authorized signatory of M/s ________________________________

Proprietorship/partnership firm/public/private limited company, having its principal place of business/registered office at.................................................................(Full Address) do hereby solemnly affirm and declare as under:-

That I am the sole proprietor of M/s ________________________________

Or

That ours is partnership firm having partners as under:-

Full Name of partners.
(a)
(b)
(c)
(d)

Or

That ours is a private limited/public limited company incorporated in terms of the provisions of the Companies Act,1956/Companies Act,2013.

(Delete which is not applicable while typing affidavit)

If proprietorship, a registration certificate for the same/if partnership Firm, partnership deed is to be enclosed, if private limited/public limited company, Certificate of incorporation and Memorandum & Articles of association to be submitted. All the partners/directors should sign the affidavit or the person authorized by all the partners or one of the Directors duly authorized by Board Resolution in case of Company can sign with authority letter from all the partners/or Board Resolution in case of Company is to be enclosed.

2. That I hereby confirm and declare that my/our firm/company M/s..............................................is not blacklisted/delisted or debarred or on Holiday list with any company of Private/Public Ltd. or Government Company/Govt. deptt. from participating in the tender as on date.
3. I know that to swear a false affidavit is a crime under the law and with such knowledge only I have swear this Affidavit.

   (Signature of the Proprietor/ Managing Partner/Director with Seal)

DEPONENT

Verified at ......................... on.................... that the contents of paras 1 to 5 of this affidavit are true and correct and no part of this is false and nothing material has been concealed or falsely stated therein.

   (Signature of the Proprietor/ Managing Partner/ Director with Seal)

DEPONENT

(Signature & Seal of Notary)
13. PRE CONTRACT INTEGRITY PACT

(To be submitted on Rs. 100 Stamp Paper only on first page and remaining document on normal A4 size pages duly signed by the bidder)

Between

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

And

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

Preamble

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

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

Section 1 – Commitments of the Principal

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

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

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

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

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

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

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

a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal’s employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
b. The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce 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 Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

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

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

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

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

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

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

Section 4 – Compensation for Damages

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

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

Section 5 – Previous transgression

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

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

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

(1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.
(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors

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

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

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

Section 8 – Independent External Monitor

(1) The Principal appoints competent and credible Independent External Monitor for his 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 Sanjay Kumar Panda, IAS (Retd.) 515, Ward No.3, Sideshwar Sahi, Cuttack City, Cuttack Distrcit, Odisha-753008

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders /Contractors as confidential. He / she reports to the Chairman, NABARD.

(3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.

(4) The monitor is under contractual obligation to treat the information and documents of the Bidder(s) /Contractor(s) / Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on ‘Non-disclosure of Confidential Information and of ‘Absence of Conflict of Interest’. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, NABARD and recuse himself/herself from that case.

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

(6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/ she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
(7) The monitor will submit a written report to the Chairman, NABARD within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposal for correcting problematic situations.

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

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

**Section 9 – Pact Duration**

This Pact begins when both parties have legally signed it. It expires for the Contract or 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)  
(Office Seal)

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

Place ____________________________

Date ____________________________

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)
14. **CHECK LIST FOR SUBMISSION OF BID**

Bidder is requested to fill this check list and ensure that all details/documents have been furnished as called for in the Bidding Document along with duly filled in, signed & Stamped checklist with this tender document.

**Please tick ( √ ) the box and ensure compliance:**

1. EMD of requisite amount is submitted as mentioned in Notice Inviting Tender (NIT)
   
   EMD value: Rs.______________ is submitted through
   
   ________________ Dated __________ Drawn on __________ (Name of Bank)
   
   Submitted __________

2. Power of Attorney in favour of person who has signed the offer, in stamp paper of appropriate value. For Proprietary Organization, declaration for proprietorship submitted

   Submitted __________ Proprietorship __________

3. Partnership Deed is case of Partnership firm and Articles of Association in case of limited company and AFFIDAVIT ON A NON JUDICIAL STAMP PAPER OF RS.100/- DULY NOTARIZED

   Submitted __________ Not applicable __________

4. Original Bidding Document along with blank (un-priced) copy of price Bid/Schedule of Rates and addendum, if any. Price is not filled up in this document, which needs to be mentioned in Price bid only.

   Submitted __________

5. All pages/documents are stamped and signed by the authorized signatory of the bidder.

   Yes __________

6. Price bid in original, duly filled in, signed and sealed in each page, and Calculation sheet (separate for each quoted service) submitted in separately.

   Submitted __________
7. Duly filled in Details of Specific Experience as per the format attached in the Bidding Document along with Documentary evidences comprising Work order and Completion certificate in support of meeting Experience criteria as per the NIT.

Submitted

8. Work Completion certificates from clients, in case work is already completed

Submitted

9. Financial statement along with the Annual Audited balance sheets and P&L Accounts/ IT returns for the last three years, as applicable.

Submitted

10. PAN NO. With documentary proof.

Submitted

11. ESI No. with documentary proof, if applicable

Submitted

12. PF No. with documentary proof, if applicable

Submitted

13. GST Number (GSTN) applicable under GST Act.

Submitted

14. Pre-Contract Integrity Pact for vendors quoting for Housekeeping services.

Submitted

**NOTE:** Documents, which are required to be submitted for the subject job, which are specifically mentioned in the Bidding Document.

**SIGNATURE OF BIDDER:** ________________________________

**NAME OF BIDDER** : ________________________________

**COMPANY SEAL** : ________________________________
Part – 2: Price Bid
**Bills of Quantities**

*(Per Month Calculation as per applicable category)*

**the bills of quantities may be submitted separately for each category. Agencies applying for all categories may provide separate sheets.**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Description</th>
<th>Details</th>
<th>Unskilled (Rs.)</th>
<th>Semi skilled (Rs.)</th>
<th>Skilled (Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Minimum wages (as per Central Govt. or State Govt. whichever is higher) inclusive of Special Allowance /VDA.(As per prevailing law)</td>
<td>@ Rs.734/- day for skilled, @ Rs. 625/- for semi skilled and @Rs. 553/- per day for unskilled labour **</td>
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</tr>
<tr>
<td>B</td>
<td>Providing one Semi-skilled supervisor as indicated in the scope of AMC (Cleaning and Sweeping at Office)</td>
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<tr>
<td>C</td>
<td>Providing 8 unskilled labour including minimum one lady worker for carrying out the works as indicated in the scope of AMC (Cleaning and Sweeping at Office)</td>
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</tr>
<tr>
<td>D</td>
<td>Providing one Semi-skilled supervisor as indicated in the scope of AMC (Cleaning and Sweeping at quarters)</td>
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<tr>
<td>E</td>
<td>Providing 9 unskilled labour for carrying out the works as indicated in the scope of AMC (Cleaning and Sweeping at quarters)</td>
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<tr>
<td>F</td>
<td>EPF (Employer portion) Should not be less than 13% of basic wage (Maximum Rs. 15000/- pm )</td>
<td></td>
<td>13 %</td>
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<tr>
<td>G</td>
<td>ESI Contribution</td>
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<td>3.25 %</td>
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<tr>
<td>H</td>
<td>Bonus</td>
<td></td>
<td>8.33 %</td>
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<tr>
<td>I</td>
<td>Sub Total F+G+H+ applicable items from B to E)</td>
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<tr>
<td>J</td>
<td>Administrative charges @ ________% on I (Minimum 1%)</td>
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</tbody>
</table>
| K | Service Charges @ _______ % on I  
   | (includes management & supervisory charges including Contractor’s profit, cleaning material charges, uniform, other overheads etc.)  
   | (Minimum 2%)                                                                                   |
| L | **Total (I+J+K)**                                                                                   |
| M | **GST (as applicable)**                                                                                   |
| N | **Any other taxes**                                                                                   |
| O | **Grand Total (L+M+N)**                                                                                   |

**Note:** The filled calculation sheet should not be enclosed in Technical bid.

**- As per the prevalent rate as amended from time to time**

- Bidder may specify particulars of the other statutory payments, if any. If the bidder doesn’t quote for the other statutory payments, then responsibility of such payments will be borne by the bidder himself and NABARD will not be responsible for the same and will not entertain any claims thereon in this regard.

- One month cleaning materials of BIS standard to be deposited in advance with the ACT/ concerned NABARD representative to ensure quality and availability. From previous experience, the **monthly cleaning material expenses is estimated to be of Rs. 25,000/- approximately for office and residential quarters. Bidders may quote accordingly.**
# Price Bid

**Annual Maintenance Contract for cleaning, sweeping and maintenance services for NABARD, Odisha Regional Office, Bhubaneswar**

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Service</th>
<th>Monthly AMC Charges (Rs.)</th>
<th>(Rate per month)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Cleaning, Sweeping and Housekeeping at Office</td>
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<td></td>
<td>Amount in words for cleaning, sweeping and housekeeping at office</td>
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<tr>
<td>2</td>
<td>Cleaning, Sweeping and Housekeeping at Residential Quarters</td>
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<td></td>
<td>Amount in words for cleaning, sweeping and housekeeping at residential quarters</td>
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Important Notes:

1. Vendor shall quote its rates only against the services it wishes to offer.
2. All other rows shall be struck off.
3. Vendor can quote its rates for more than one services.
4. AMC charges shall be excluding of taxes.
5. Monthly/Quarterly/Periodical payments will be made based on the bills submitted by the Contractor for Office, Officers & Staff quarters and VOF, VEF, & Medical Flat separately and certified by the concerned ACT/Site Supervisor to the effect that the works/complaints recorded in the registers/software are attended and rectified as per the scope of the work. The Contractor has to get the Signature of the ACT/CT (Assistant Caretaker/Caretaker) after completion of the respective works on the formats enclosed/given for respective work and should submit all these with the bill. Payments will be made only after producing the E-payment sheets (both in soft and hard form) and wage register for countersigning by NABARD and successful deposit/transfer of dues to EPFO & ESI (wherever applicable) including of any other statutory requirement in force from time to time.
6. For calculation of wage cost, bidder has to consider 26 days a month for manpower deployed and minimum wages for skilled @Rs.734/day, semiskilled @ Rs. 625/-day and unskilled labours @ Rs. 553/ day (as amended from time to time) in addition to statutory payments as per prevailing law.
7. Bids quoted with administrative/service charges less than or equal to the applicable TDS (IT-TDS and/or GST-TDS) would be treated as unresponsive and invalid, which are liable for rejection.
8. L1 will be considered separately for each of the services based of total monthly Quoted Rate for Office and Officers & Staff quarters.