

**Tender for Annual Maintenance Contract for caretaking services at
VOF/VEF/Medical Flats of National Bank for Agriculture & Rural
Development (NABARD) Odisha Regional Office**

Bhubaneswar

(For Empanelled Contractors only)



Odisha Regional Office

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

Date of issue of tender document	18 July 2022
Pre Bid Meeting with bidders	25 July 2022 at 3.00 pm
Due date for submission of tender	08 August 2022 by 10.30 am
Date and time of opening of bids	08 August 2022 at 11.00 am (Any changes will be communicated in advance)
Security Deposit/Retention Money Deposit	3 % of Contract value

NOTICE INVITING TENDER

Ref.No. NB.OD.DPSP/ 1021 / AMC-VOF-VEF-MF/ 2022-23

18 July 2022



M/s

Dear Sir

Notice inviting Tender (NIT) – Annual Maintenance Contract for caretaking services at VOF/VEF/Medical Flat at NABARD Residential Quarters (Officers and Staff), Bhubaneswar

NABARD invites tenders for Annual Maintenance Contract (AMC) for various services to be provided at its following locations:

- a. 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.

1. 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.
2. Tenderers are requested to submit their bids inside the Tender Box placed at NABARD, Odisha Regional Office in hard copy format as prescribed in the tender. The tender may be downloaded from Nabard' website.
3. The Bids will be opened 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.
4. NABARD does not bind itself to accept the lowest bid (L1).
5. The decision of the bank shall be final and binding with regard to technical and financial bids and the e-tendering process.
6. The decision of the bank shall be final and binding with regard to technical and financial bids and the e-tendering process.
7. The bids shall remain valid and open for acceptance for 3 months from the date of opening of price/ financial bid.
8. 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.
9. 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.
10. Last date for the submission of tender is 08 Aug 2022 by 10.30 am and the bids shall be opened on same day at 11.00am in our office premises. Representatives of the bidders may be present during the tender opening process. In case of change in date of opening of Bid it will be intimated separately to the bidders.

11. The tender shall contain:

- a) "Bid" of tender with every page signed and stamped by bidder.
- b) Services for which vendor has quoted its price.
- c) Power of attorney authorizing the person to sign the tender.
- d) Checklist duly signed.
- e) Integrity Pact by tenderers quoting services applied for
- f) Work Experience
- g) Bills of quantity
- h) Calculation sheet as prescribed in Bills of quantity.
- i) Shall not contain any condition whatsoever and any conditional bids shall be rejected.

12. 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.

13. 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.

14. A pre-bid meeting will be held at **NABARD, ODISHA REGIONAL OFFICE, Bhubaneswar at 3.00 pm** on 26 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.

15. The bids shall remain valid and open for acceptance for 03 months from the date of opening of financial bid. If the tenderer withdraws his tender before the expiry of the said period or makes any modifications in terms and conditions of the tender which are not acceptable to the Bank, then the bank without prejudice to any other right or remedy will be at liberty to forfeit the earnest money.

16. 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.

17. The tender document must be filled in English. If any of the documents are missing or un-signed 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 be rejected.

18. 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.

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

20. 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.

21. 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.

22. 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.

- 23.** NABARD also reserves the right to divide and distribute the work to more than one tenderer at its sole discretion.
- 24.** 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.
- 25.** 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 caretaking services at VOF/VEF/Medical Flat at NABARD Residential Quarters (Officers and Staff), 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. _____
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/RMD (as per applicability) 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)
2. Copy of work experience - Work wise
 - a) 3 similar work during last 3 years of value Rs. 3.26 lakh or
 - b) 2 similar work during last 2 years of value Rs. 4.08 lakh or
 - c) 2 similar work during last 1 year of value Rs. 6.53 lakh
3. Should have successfully completed or currently providing services of Housekeeping of Visiting Officer' Flat/ Visiting Employees flat or any similar work 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 in any part of the tender 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 alloverheads 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**. 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 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.
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 bill or earnest/retention 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 or any such regulation in force from time to time
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

20. 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.
21. 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.
22. The manpower deployed by the contractor should be in uniform while on duty, 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 and NABARD will have the right to initiate appropriate actions deemed to be proper.
23. 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.
24. The Contractor or his authorised representative should visit the site as per requirement and meet NABARD's Engineer/Representative with prior appointment for any clarifications and to receive instructions, etc. at the site.
25. 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.
26. The workers / staff employed should wear colour code uniforms displaying contractor firm's name and must carry ID card issued 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.
27. 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.
28. 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 by the contractor 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.

29. 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.
30. 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.
31. 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.
32. 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.
33. 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 at contractor's cost.
34. The Contractor shall ensure that the employed staff shall not undertake any private work inside or outside NABARD's residential/Office premises.
35. **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.
36. 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.
37. In case the Contractor desires to terminate the Contract, he may do so by giving the Bank **a notice period of three months.**
38. 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.



39. 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.
40. 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.
41. 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 liaising 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.
42. It is the contractor's responsibility to provide workers whose identity is duly verified by the Police. The contractor must ensure that the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank.
43. Minimum Establishment/ Administrative cost should not be less than **1% (1 percent)**.
44. 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.
45. Further, the proof of statutory payments such as Minimum Wages, EPF and ESI at prevailing rates to contract workers for the preceding month are to be produced by contractors for settlement of bills of succeeding month.
46. Contractors shall, wherever applicable, pay Bonus at Govt. approved rate amended from time to time (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.
47. 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.
48. In order to ensure the above statutory requirements, contractor to abide by the following:
 - 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 or any other Act in force 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 or any other Act in force.
 - 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 the rights to change scope of work or the number of labours during the contract period in such cases prorata payment will be made to contractor at the agreed cost.

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. Management, Maintenance of VOF, VEF, Medical Flat at residential quarters (Officers/ Staff), Bhubaneswar

The contractor shall provide care taking services, which include the following works:

Sr No	Nature of work	Requirement of number of persons		
		Skilled	Unskilled	No. of days in a month
1	Cook	1	-	26
2	Asstt. Cook	1	-	26
3	Attendant / Helper	-	1	26
	TOTAL	2	1	
	Grand Total	3		

Note: NABARD reserves the rights to change the number of labours required during the contract period/extended period in such cases prorata payment will be made to contractor at the agreed cost.

- a. Handing/taking over of keys from/to visitors employees of the Bank for staying at Visiting Officers Flat.
- b. Changing the linen, sweeping, dusting every flat including cleaning of floors, bathrooms, toilets etc. every day and changing & washing of curtains every three months. Washed linen should be supplied on allotment of VOF / VEF and subsequently changed after two days.
- c. Proper care of each and every item in the flats i.e. VOFs/VEFs and Medical Flats is responsibility of the contractor without deploying additional man power.
- d. Maintenance of Drawing Room/TVs, Reception with holding of charge, issue of toiletries to guests and other officials.
- e. Careful operation of TV/Dish/DTH connection and maintenance/recharge (actual cost reimbursable by NABARD) of Dish connection without any extra charge up to date in co-ordination with DPSP officials.
- f. Calling AMC service provider and up to date maintenance of air conditioners, Aqua guard/Water Purifier/fridge/TVs/ Tata Sky etc.
- g. Switching on / off the lights, air conditioners and other electrical appliances in the building as per requirement.
- h. The contractor shall pay the replacement cost of the item if reported lost/broken/damaged etc.
- i. The contractor should collect the allotment advices of VOF/VEF/ Medical Flats from the bank every day.
- j. The contractor to collect the designated fee from guests & deposit to designated account on a monthly basis and report to DPSP about the fee collected soon after deposit.
- k. The Contractor shall arrange to provide tea, breakfast, lunch and dinner on advance intimation to the guests, as per the rates fixed by the Bank. Supplying the drinking water for guests in rooms.
- l. The duty roster should be arranged in such a way that at least one staff is available round the clock at VOF, Officers' Quarters.

Trained Helper/Worker should perform the following:

- a. Ensure Cleaning, Washing, Sweeping, dusting of guest rooms, attached toilets, lobbies, staircases, cupboards, beds.
- b. Be neatly dressed with uniform bearing the name of contractor.
- c. Should be courteous and polite & have positive attitude
- d. Should ensure that all lights, plumbing fittings, TVs, A/Cs, geysers etc. are in working condition.
- e. Should help the cook for preparation of food and able prepare food for occupants in absence of the cook
- f. Should serve the meals to guests in a clean and hygienic manner
- g. Should keep the dining hall and dining tables always clean and presentable
- h. Should enquire with guests and provide additional food items on request
- i. Should clean utensils/plates thoroughly using appropriate cleaning materials
- j. Should not keep guests waiting to be served / unattended.
- k. Should guide the guests to safety in case of fire/ other disaster / accident.
- l. Should be of good moral character and not suffering from any diseases.

Operation, Maintenance and Supervision of Kitchen & Dining halls for catering guests - Cook/Asstt. Cook

- a. Should have adequate experience in handling kitchens.
- b. Should be well versed in cooking north and south Indian dishes as well as continental cuisines for dinner/lunch/breakfast items.
- c. Should maintain hygienic condition in the kitchen and washing areas.
- d. Should assign works to utility helpers and waiters in kitchen.
- e. Should ensure that timely good quality food is served to guests either in rooms or in the dining hall.
- f. Should ensure that all the utensils, crockery, kitchen equipment are properly cleaned and in working order.

Cleaning of linen, kitchen equipment and cutlery/crockery

- a) Should use good quality cleaning material only.
- b) Should provide all cleaning material. The cleaning materials in r/o kitchen utensils will not be reimbursed by NABARD.
- c) Should arrange to carry out washing/cleaning of linen after every change of occupancy, or on every third day or if demanded for by the guests, if stained and keeping records of that.
- d) Arrange for all furniture with fabric/rexin to be cleaned with shampoo at least once in six months.

Provision of toilet kits, water, Tea/Coffee/Sugar/Milk Sachets, etc.

- a) Purified water should be provided daily to every occupied room for drinking
- b) Required quantity of tea, coffee, milk, cold drinks, etc. shall be served to the guests on chargeable basis at rates decided by NABARD.
- c) One toilet kit should be provided to each Officer/staff on allotment depending upon length of stay. Toilet Kit items as specified by NABARD to be provided by contractor at a cost not exceeding MRP and contractor should inform DPSP RO well in advance for replacement of VOF/ VEF kits and also keep the records of issue of kits.

Facilities Provided by NABARD Includes

- a) Kitchen with all necessary facilities like gas stoves, cylinders, grinder, mixers, refrigerators, and microwave, Almirah for storage of linen and facility for storage of crockery / food grains etc.
- b) Crockery, cutlery and all cooking utensils/pans, pressure cookers etc.
- c) Furniture in rooms, dining halls, lounges, office rooms, etc.
- d) Appliances like TV, ACs, Geysers, Washing Machines, and Water Purifier etc. All the available capital equipment will be given on as-is, where-is condition.
- e) The Agency will have full responsibility of proper upkeep, maintenance and custody of the linen, crockery, equipment, and vessels etc., handed over to them by the Bank.
- f) All the items supplied by the Bank at its expense for the purpose of running VOF/VEF/ Medical Flat will be Bank's property for all intents and purposes.
- g) The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Agency at full cost. However, damages/ breakages in crockery due to natural causes will be viewed leniently by NABARD. In regard to natural wear and tear of any such item, the decision of the Bank shall be final and binding on the Agency. However, the Agency shall maintain records for all such damages/breakages.
- h) Any additional or new items required by NABARD, the contractor to provide on a reimbursable basis at a cost not exceeding MRP

SPECIAL INSTRUCTION

1. The Agency will supervise the above work on a daily basis.
2. The Agency will provide substitute in case of absentee.
3. The above list of works mentioned is illustrative and not exhaustive. NABARD may include works as per the future requirements.

Declaration by the Contractor

We / I have read and understood the Scope of Work and special terms and conditions for the maintenance of VoF/VEF/ Medical Falts 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)

Address

Description of Properties

A. Visiting Officer's Flat, Visiting Employee's Flats and Medical flats, Bhubaneswar:

The Visiting Officer's flats and Medical flat are located in Block 10 at NABARD Officers' Quarters, Chandrasekharapur and the Visiting Employee's flats are located in Block A, NABARD Staff Quarters, Chandrasekharapur, Bhubaneswar.

VOF no.s - 8 (subject to modification)

VEF no.s – 4 (subject to modification)

Medical Flat no.s – 2 (1 in each quarter and subject to modification)

7. 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 :

8. Proforma for Electronic Payment

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

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

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1	Name of the account holder (As appearing in the Bank account)	
2	Name of the Bank	
3	Name of the Branch	
4	Account Number	
5	IFS Code	
6	Type of account (Savings, Current, etc.)	
7	PAN Number	
8	GSTN Number	

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

9. Basic Information about Bidder

Sr. No.	Particulars	Details
1	Name of the Applicant/Organisation and address of their registered office	
2	Type of the Organization (whether Sole Proprietorship/ Partnership/Private Limited/ Limited or Cooperative Body etc)	
3	Name of the Proprietor/Partners/Directors of the organization	(a) (b) (c)
4	Details of Registration (Whether Partnership firm, Company etc.) - Registering Authority, Date, Registration No., etc.mentioning the business/ activity of the firm	
5	Brief Experience in the field of VOF/VEF maintenance work or similar work (detailed experience to be included at Sr. No.10)	
7	Address of office of the contractor 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	
8	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.	
9	Yearly turnover of the company during last 3 years (Year-wise) Attach balance sheet/P&L a/c statement and IT returns of the firm of last three years.	
10	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	

10. Work Experience

a) Previous Experience

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

Sr. No	Name & Location of work	Cost of work	Name of owner	Full address	Name of the contact person from owner's side for whom work was executed	Contact no. of the contact person of the owner (Mandatory)	Email id of the contact person (Mandatory)	Completion period		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)	Any other relevant Information
								Stipulated	Actual		

Note: - The supporting documents like work order, experience certificate, completion certificate shall be enclosed mandatorily.

b) Ongoing Projects

List of important works on Hand.

Sr. No.	Name of work	Location of work	Name of owner	Full address	Name of the contact person from owner's side for whom work was executed	Phone no. of the contact person (Mandatory)	Email id of the contact person (Mandatory)	Completion period		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)	Any other relevant information
								Stipulated	Actual		
1	2	3	4	5	6	7	8	9	10	11	12

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.

Sr. No.	Name	Age	Qualifications	Work experience	Nature of works handled



11.

AFFIDAVIT ON A NON JUDICIAL STAMP PAPER OF RS.100/-DULY NOTARIZED

DECLARATION

I, sole proprietor/partner/authorized signatory of M/s. _____ sole /

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)

12. 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. 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

2. Partnership Deed in 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

3. Original Bidding Document along with blank (un-priced) copy of 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

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

Yes

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

Submitted

6. 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

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

Submitted

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

Submitted

9. PAN NO. With documentary proof.

Submitted

10. ESI No. with documentary proof, if applicable

Submitted

11. PF No. with documentary proof, if applicable

Submitted

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

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 : _____

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.

Sl. No.	Description	Details	Unskilled (Rs.)	Semi skilled (Rs.)	Skilled (Rs.)
A	Minimum wages (as per Central Govt. or State Govt. whichever is higher) inclusive of Special Allowance /VDA .(As per prevailing law)	@ Rs.734/ day for skilled, @ Rs. 625/- for semi skilled and @Rs. 553/ per day for unskilled labour **			
A	Providing two Semi-skilled Cook/ Asst. Cook as indicated in the scope of AMC (VOF, VEF, Medical Flat maintenance)				
B	Providing 1 unskilled attendant/ helper for carrying out the works as indicated in the scope of AMC (VOF, VEF, Medical Flat maintenance)				
C	EPF (Employer portion) Should not be less than 13% of basic wage (Maximum Rs. 15000/- pm)	13 %			
D	ESI Contribution	3.25 %			
E	Bonus	8.33 %			
F	Sub Total C+D+E applicable items from A & B)				
G	Administrative charges @ _____ % on F (Minimum 1%)				
H	Service Charges @ _____ % on F (includes management & supervisory charges including Contractor's profit, material if any, uniform , other overheads etc.) (Minimum 2%)				
I	Total (F+G+H)				

Note: The filled calculation sheet should not be enclosed in Technicalbid.



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

- GST will be paid extra
- 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.

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.