PART I (TECHNICAL/PQ BID)

TO BE SUBMITTED IN SEPARATE SEALED COVER

<table>
<thead>
<tr>
<th>Name of work</th>
<th>Tender for Comprehensive Maintenance &amp; Upkeep and all related works of NABARD’s Visiting Officers’ Flat (VoF) &amp; Catering Services at NABARD’s Regional Office Bhopal (for period: 1 April 2020 – 31 March 2023)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of issue of tender</td>
<td>19 February 2020</td>
</tr>
<tr>
<td>Pre Bid Meeting</td>
<td>3.00 PM on date 06 March 2020</td>
</tr>
<tr>
<td>Last Date of submission of sealed tender document</td>
<td>Till 15:00 hrs (IST) on date 11 March 2020</td>
</tr>
<tr>
<td>Date &amp; Time of Opening of Technical/PQ Bid (Part-I) of tender document</td>
<td>16:00 hrs (IST) on date 11 March 2020</td>
</tr>
<tr>
<td>Venue for Submission of tender document (Part-1&amp;2 in a separate sealed covers)</td>
<td>In a Tender Box, located at 3rd floor of DPSP (Department of Premises, Security and Procurement) NABARD, Madhya Pradesh Regional Office, E-5, Arera Colony, Bitton Market, Bhopal- 462016</td>
</tr>
<tr>
<td>Opening of Financial Bid (Part-2) of tender document</td>
<td>To be announced lateron</td>
</tr>
</tbody>
</table>

Note: Any PQ bid with incomplete information will be rejected.

Signature of the Tenderer/Authorised Signatory.................................

Name of tenderer.................................................................

Address.........................................................................................
NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT

Tender for Comprehensive Maintenance & Upkeep and all related works of NABARD’s Visiting Officers’ Flat (VoF) & Catering Services at NABARD’s Regional Office located at E-5,Arera Colony, Bhopal (for period- 01 April 2020 – 31 March 2023)

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TENDER SUBMITTED BY:

M/S __________________________

__________________________

Landline Telephone Number - ...........................................................................

Mobile Number - .............................................................................................

E-mail ID- ...........................................................................................................
NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT

Tender for Comprehensive Maintenance & Upkeep and all related works of NABARD’s Visiting Officers’ Flat (VoF) & Catering Services at NABARD’s Regional Office located at E-5, Arera Colony, Bhopal (for period - 01 April 2020 – 31 March 2023)

SCHEDULE OF TENDER:

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<th>Particulars</th>
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<td>19-02-2020</td>
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<td>2</td>
<td>Pre Bid meeting will be held on</td>
<td>06-03-2020 (at 03.00 PM)</td>
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<td>3</td>
<td>Submission of tender document</td>
<td>11-03-2020 [up to 15.00 Hrs.(IST)]</td>
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<td>4</td>
<td>Opening of Technical/Pre-Qualification Bid (Part-I) of tender document</td>
<td>11-03-2020 [at 16.00Hrs. (IST)]</td>
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<tr>
<td>5</td>
<td>Venue for Submission and Opening of Part-I (Technical/PQ Bid) of tender document</td>
<td>In a Tender Box, located at 3rd floor of DPSP (Department of Premises, Security and Procurement) NABARD, Madhya Pradesh Regional Office, E-5, Arera Colony, Bitton Market, Bhopal- 462016</td>
</tr>
<tr>
<td>6</td>
<td>Opening of Financial Bid(Part-2) of tender document</td>
<td>To be announced lateron</td>
</tr>
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</table>

PARTICULARS OF EMD

Please enclose DD for EMD of Rs. 19,500.00

<table>
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<th>Particulars</th>
<th>Amount (Rs.)</th>
<th>Details of Demand Draft</th>
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<td></td>
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<td>DD No.</td>
</tr>
<tr>
<td>EMD</td>
<td>19,500.00</td>
<td></td>
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NOTICE INVITING TENDER

Ref No.: - NB.DPSP.BPL/3537 / Maintenance Contract-VOF & Catering/2019-20
Date- 19 February 2020

M/S.................................................................

Dear Sirs/Madam,

Tender for Comprehensive Maintenance & Upkeep and all related works of NABARD's Visiting Officers' Flat (VoF) & Catering Services at NABARD's Regional Office located at E-5, Arera Colony, Bhopal (for period- 1 April 2020 – 31 March 2023)

1) National Bank for Agriculture and Rural Development (NABARD), Madhya Pradesh Regional Office, intends to award the work for Comprehensive Maintenance & Upkeep and all related works of NABARD's Visiting Officers' Flat (VoF) & Catering Services at NABARD, Regional Office Building located at E-5, Arera Colony, Bhopal. The Vendor / Service Provider shall also provide tea / coffee to all staff members on all working days.

2) For providing catering services, NABARD will allocate required space for kitchen / dining / crockery & cutlery items / kitchen equipments and required furniture in the dining areas. NABARD will also provide water, electricity and LPG connection free of cost. While bidding, this may specifically be taken into account. The Vendor / Service Provider will source food ingredients, labour and will refill gas(LPG) etc. at their own cost, prepare the food items in the given premises and serve the same in a hygienic manner.

3) The Vendor / Service Provider will be responsible for removal of the garbage and keep the assigned premises neat & clean. The Vendor / Service Provider will serve snacks / tea / lunch etc., at a rate approved by NABARD. Employees will make payment directly to the vendor.

4) The contract shall be initially valid for the period of 03 years from the date of commencement of services, which may be extended further at the discretion of NABARD. However, continuance of contract will be subject to Performance Review done by appropriate authority/committee of NABARD during the agreement period.

5) Interested Vendors / bidders/Service Providers may download the tender document (free of cost) from NABARD’s website- www.nabard.org /tenders and submit their offer in a two separate sealed envelopes ie.PART-I (Technical/Pre qualification Bid) and PART-II (Price/Finance Bid) and it should be addressed to "The Chief General Manager, NABARD, Madhya Pradesh Regional Office, E-5, Arera Colony, Bhopal – 462016 and super-scribed "Tender for Comprehensive Maintenance & Upkeep and all related works of NABARD’s Visiting Officers’ Flat (VoF) & Catering Services at NABARD Regional Office ,Bhopal".

6) The envelopes containing the tender document (complete in all respects), duly signed by the tenderer and sealed as necessary, should be dropped inside the Tender Box available at the DPSP, 3rd Floor of NABARD, Madhya Pradesh Regional Office, E-5, Arera Colony, Bhopal-462016 on or before 11 March 2020, upto 03.00 PM. Late tenders shall not be accepted.

7) The hard copies of tender documents can be obtained from the office of the Chief General Manager, NABARD, Madhya Pradesh Regional Office, E-5, Arera Colony, Bhopal-462016 on any working day (Monday to Friday) from 19 February 2020 on payment of non- refundable tender cost of Rs.500/- (Rupees Five Hundred only) by submitting a Demand Draft (an account payee Demand Draft issued by a scheduled Bank in India) in favour of NABARD, Bhopal.
8) Bidders/contractors having experience of undertaking similar nature of maintenance/catering contract work for Central/State Government offices/Public Sector Undertakings/Public Sector Banks/ Autonomous Bodies/Large Private Sectors/Reputed Housing Societies etc. during the last three years and having office or such set up only need tender for work.

9) The tenderers are advised to visit the site, conduct survey of the existing conditions so as to familiarise themselves with the nature of works to be carried out and get all clarifications as necessary from NABARD before quoting their rates.

10) The PART-I (Technical/Pre qualification Bid) of the tender shall contain Pre-Qualification bid in the prescribed format along with Demand Draft(DD) of Rs.19,500.00 (as EMD) and terms & conditions in prescribed tender document. The PART- II of the tender shall contain only the financial bid in the prescribed format.

11) Part-I and Part-2 of tender document shall be submitted in a separate sealed cover. Tenders submitted in a single envelope shall not be accepted and would be returned to the respective bidders.

12) The PART-I (Pre qualification Bid) of the tender shall be opened first on 11 March 2020 at 1600 hours in the presence of the tenderers or their authorised representatives who choose to be present. Based on the Pre-Qualification bid / tender, the financial bids (Part-II) for competitive rates submitted by such of the eligible bidders will only be opened / considered.

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

14) Tenders which do not fulfil all or any of the NABARD’s conditions or are incomplete in any respect and tenders with the tenderer’s own conditions other than those specified by NABARD are liable to be rejected.

15) Any discrepancies, omissions, ambiguities in the Tender Documents, if any, or any doubt as to their meaning should be reported in writing to the “The Chief General Manager, National Bank for Agriculture and Rural Development, NABARD, Madhya Pradesh Regional Office, Bhopal – 462016” who will review the same and information sought if not clearly indicated or specified, NABARD will issue clarifications to all the tenderers which will become part of the Contract Document.

16) NABARD will not be responsible if the discrepancies, omissions, ambiguities in the Tender Documents or any doubts as to their meaning are not brought to the notice of NABARD before three working days prior to the date of submission of the Tender.

17) The tenderer shall deposit Earnest Money Deposit (EMD) amounting to Rs.19,500.00 (Rupees Nineteen Thousand and Five Hundred only) by enclosing (an account payee Demand Draft issued by a scheduled Bank in India) in favour of NABARD, Bhopal.

18) No interest shall be paid on the EMD submitted by the bidders. EMD of unsuccessful bidders would be refunded within a reasonable period of time.

19) Validity of offer should be 90 days from the date of opening of price bids. However, the rates quoted by the successful bidder would remain firm till the end of the contract period.

20) The likely annual payment for all services together(VoF maintenance & Catering), to be worked out as per the quotes by the vendors, will form the basis for selection of the Vendor.
21) The successful tenderer will be required to submit @ 5% of the accepted total value of tender for one year as initial Security deposit/Performance security (Bank Guarantee) within 10 days after award of work, which will be refunded after the satisfactory expiry of defect liability period/contract and will not bear any interest. The Earnest Money Deposit of the successful tenderer shall be adjusted towards initial Security Deposit.

22) A Pre-bid Meeting shall be held on 06 March 2020 at 03.00 PM in the office of NABARD. All participating bidders are advised to attend the meeting after visiting the site for clarification of your doubts / queries, if any.

23) This Notice Inviting Tender (NIT) shall also form part of the Tender Document.

(Signed)
(Dr. K.V.S. Prasad)
Deputy General Manager
Department of Premises Security and Procurement (DPSP)
NABARD, MP Regional Office, Bhopal
Form of Tender (Declaration by the Bidder)

The Chief General Manager  
National Bank for Agriculture and Rural Development  
Madhya Pradesh Regional Office,  
E-5, Arera Colony, Bhopal - 462016  

Sir/Madam

**Tender for Comprehensive Maintenance & Upkeep and all related works of NABARD’s Visiting Officers’ Flat (VoF) & Catering Services at NABARD’s Regional Office located at E-5, Arera Colony, Bhopal (for period- 1 April 2020 – 31 March 2023)**

1) This has reference to your captioned tender notice for VOF maintenance & upkeep and catering services at NABARD, Madhya Pradesh Regional Office, Bhopal. We have examined the tender document and thoroughly understood its nature/scope of work and terms & conditions.

2) I/we undertake to offer my/our services in conformity with scope/nature of work and the terms and conditions set out in the tender document. I/We confirm that the tender submitted by me/us is confirming to all the terms and conditions mentioned in the tender document.

3) I/We are enclosing application along with required documents in the prescribed proforma as mentioned in tender document.

4) Having examined the Scope of work and the guidelines relating to the contract for Comprehensive Maintenance Contract (CMC) for the maintenance and upkeep of NABARD's Visiting Officers’ Flats and catering services located at NABARD’s Regional Office and having visited and examined the scope of work as specified in the Memorandum and having acquired the requisite information relating to the tender.

5) I/We agree that our tender remain valid for acceptance by NABARD for a period of 90 days from the date of opening of Part-1 of the tender document or till the date of finalisation of tender, whichever is earlier. I/We, do hereby declare that there is no case with the Police/Court/Regulatory authorities against me/us. Also I/We have neither been suspended/delisted/blacklisted by any organization for any reason nor any such proceedings are pending or contemplated.

6) I/We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.

7) I/We certify that all the information furnished by me/us is true to the best of my/our knowledge. I have no objection to NABARD verifying any or all the information furnished in this document with the concerned authorities, if necessary.

8) I/We understand that NABARD, Madhya Pradesh Regional Office reserves the right to accept or reject any or all the tenders in full or in part without assigning any reason there for.

9) I/We hereby offer to execute the work/s specified in the said Memorandum at the rates mentioned in the Price Bid (Tender Part-II) submitted by us for this work and in strict accordance in all respects with the specifications and instructions in writing referred to in the conditions of the tender, the Articles of Agreement, Special Conditions, schedule of quantities and terms & conditions and in all other respects in accordance with such conditions so far as they may be applicable.

10) Should this tender be accepted, I/We hereby agree to abide by the terms and provisions of the said conditions of contract annexed hereto so far as they may be applicable or in default thereof to forfeit and pay to the National Bank for Agriculture and Rural Development amount mentioned in the said conditions.
### Memorandum:

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<tr>
<th></th>
<th>Description of the work</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Comprehensive Maintenance &amp; Upkeep and all related works of NABARD’s Visiting Officers’ Flat (VoF) &amp; Catering Services at NABARD’s Regional Office located at E-5, Arera Colony, Bhopal</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Estimated value of work (per annum) <strong>Rs.24.00 lakh</strong> towards Comprehensive Maintenance &amp; Upkeep and all related works of NABARD’s Visiting Officers’ Flat (VoF) &amp; Catering Services at NABARD’s Regional Office, Bhopal (Includes VoF maintenance, and Catering services ie serving tea/coffee and providing catering services in various meetings/programmes/functions etc.)</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Earnest money</td>
<td>The bidder shall pay a sum of Rs. 19,500.00 (Rs. Nineteen Lakh and Five Hundred only) as earnest money deposit by way of demand draft favoring &quot;NABARD&quot;, payable at Bhopal.</td>
</tr>
<tr>
<td>4</td>
<td>Period of contract</td>
<td>1 April 2020 – 31 March 2023</td>
</tr>
<tr>
<td>5</td>
<td>Retention Money Deposit</td>
<td>5% of accepted annual tender value for total contract period</td>
</tr>
</tbody>
</table>

11) I/We enclose a DD No.______________ dated______________ for Rs.19,500.00 (Rs. Nineteen Thousand and Five Hundred only) in favour of NABARD, payable at Bhopal as earnest money deposit, which is not to bear any interest. Should I/We fail to execute the contract when called upon to do so, I/We do hereby agree that this sum shall be forfeited by NABARD in the event of our withdrawal of tender before expiry of the validity period of offer and/or in the event of our failure to execute the Contract when called upon to do so by accepting our Tender.

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

13) The rates quoted by me/us are firm and shall not be subjected to variations on account of fluctuation in the market rates, taxes or any other reasons whatsoever during currency of the contract period.

YOURS FAITHFULLY

i) ______________________________________

ii) _____________________________________

iii) ____________________________________

(SEAL & SIGNATURE OF THE TENDERER)
NAME AND ADDRESS OF THE TENDERER PERSON(s) AUTHORIZED TO SIGN AND SUBMIT THE TENDER AND SEAL

Place: ___________________  
Date: ________________
Telephone No.: ________________  
Fax No.: ________________  
E-mail: ________________
INSTRUCTIONS TO THE TENDERERS FOR FURNISHING INFORMATION
AS A PART OF PRE QUALIFICATION CRITERION & BROAD SCOPE OF WORK

1) The Vendor / Service Providers should have set up in Bhopal.

2) The Vendor / Service Provider may be a sole proprietary concern, partnership firm or a company and should be in existence at least for the last 3 years. Bidders/contractors having experience of undertaking similar nature of maintenance/catering contract work for Central/State Government offices/Public Sector Undertakings/Public Sector Banks/Autonomous Bodies/Large Private Sectors/Reputed Housing Societies etc. during the last three years and having office or such set up only need tender for work.

3) The Vendor / Service Provider should have achieved annual sales turnover of more than Rs 20.00 lakh (Rupees Twenty lakh Only) in each one of the last three years i.e., 2016-17, 2017-18 & 2018-19. The turnover thus indicated should be highlighted and flagged in the enclosures submitted. The Vendor / Service Providers shall have to furnish suitable documentary evidence such as Balance Sheet and Profit / Loss A/c etc.

4) The Vendor / Service Provider shall comply with all the laws and regulations relating to preparation and sale of food stuffs, beverages and refreshments and shall obtain the necessary registrations, licenses and permissions form authorities under various Central and State enactments (including Food Safety and Standards Act, 2006) in the Vendor / Service Provider's own name and at the Vendor / Service Provider's own expenses for providing the catering services.

5) The Vendor / Service Provider must also have necessary license to engage labour under the Labour laws and more particularly with the Contract Labour (Regulation and Abolition) Act, 1970, if and when applicable. The Vendor / Service Provider has also to furnish copies of latest Income Tax Acknowledgement / Certificate, GST Registration Certificate and Experience Certificates along with yearly turnover mentioning the names of establishments, including the period where canteen have been / are being run. They have to produce on demand the relevant documents. The Vendor / Service Provider shall observe and comply with all Government Laws and Labour legislations concerning employment of staff like ESI Act, PF Act, Payment of Wages Act, Minimum Wages Act, Factory Act, U.P. Shops and Commercial Establishments Act., etc., and shall duly and promptly make e-payments of all sums of money to such staff as may be required to be paid under such laws. The Current documents should be highlighted and flagged in the enclosures submitted.

6) To ensure the day to day operations in smooth and qualitative manner, the Vendor / Service Provider should have sufficient number of cooks, service boys, Managers etc. in proper uniform to attend to the various kitchen and dining area activities.

7) The track record of the Vendor / Service Providers should be clean and it should not have any involvement in illegal activities or financial frauds and declaration to this effect be made.

8) A Committee of Officials of NABARD will be visiting the locations where the Vendor / Service Provider is providing its services to evaluate, quality and verify the claims stated in the technical bid document. The Vendor / Service Providers who will satisfy the criteria will only be considered for further tendering process and their price bid will be opened.

2.0 Broad Scope of Work

2.1 The broad scope of work shall include the following:

a) **Maintenance & upkeep of NABARD's Visiting Officers Flats(VoF)**

   a) Proper Reception arrangements, maintenance and upkeep of Guest Rooms (4 nos) with attached toilet & bathrooms and drawing cum dining areas along with peripheral areas of VoF, two dining rooms and one Pantry located on 2nd floor of office premises.
b) Proper cleaning of the toilets & bathrooms (4 Nos) on daily basis, in general and after vacation of each room by guests, in particular.

c) Cleaning of floors, ceiling walls, electrical fittings, sanitary fittings & fixtures, furniture, linen & upholstery etc for the rooms, cleaning of kitchen equipments and utensils and cutlery/crockery including supply of required cleaning material.

d) Washing/cleaning of bed linen, sheets, bedcovers, pillow covers and towels after every change of occupancy, or on every third day or if demanded for by the guest, if stained.

e) Dry cleaning of blankets to be done once in two months from a reputed dry-cleaner.

f) All furniture with fabric/rexin should be shampoo cleaned at least once in six months.

g) All curtains should be dry-cleaned every six months from a reputed dry-cleaner.

h) Provision of toilet kits, drinking water, newspapers, etc. for the rooms of VOF (toilet kit containing soap, tooth paste, tooth brush, oil, shampoo, comb, shaving gel, razor, etc. and water will be provided by NABARD free of cost).

i) Cleaning of VOF’s toilets daily and additionally after vacation of each room by guests.

j) Cleaning of linen, Upholstery, kitchen equipment and cutlery/crockery including supply of cleaning materials. The cost is borne by the vendor and is included in AMC.

k) Daily one Hindi/English newspaper should be provided in all occupied rooms in VOF while one extra daily Hindi/ English newspaper may be kept in the lobby/ drawing room. The cost of newspaper is included in Maintenance Contract.

l) One toilet kit in paper/plastic pouch containing small size toothpaste, toothbrush, hair oil, two soap cakes, shampoo, comb, washing powder pouch, shaving gel & razor should be provided to each room upon allotment. The mentioned items are provided by banks to the vendor.

b) Catering Services at NABARD’s Regional Office At Bhopal

i) The scope of work involves, Catering Services of serving tea/ coffee two times daily on all working days (from Monday to Friday) to employees(approx. 120 staff). The contractor will be paid Rs. 15.00 per cup of tea/ coffee/Green Tea (with biscuits on mutual agreement) as per the present approved rate of NABARD (subject to revision from time to time).

ii) Operation, Maintenance and Supervision of kitchen and dining area for catering to about 2-3 guests daily including intermittent periods of full occupancy (estimated 450 to about room nights p.a. including short periods of full occupancy).

iii) To prepare and serve fresh and wholesome meals/snacks/beverages to the employees of NABARD and such others as approved by NABARD as per the instructions received from the NABARD’S authorised official on the basis of the requirement of NABARD. (payable as per agreed rates).

iv) To arrange for supply of water and tea/snacks, in the meetings and to the official guests on call basis (Reimbursement for tea /snacks/packaged water as per agreed rates).

v) To provide complete range of catering services to guests/occupants at VOF, which include providing breakfast/lunch/dinner/Tea/Coffee besides arranging for supply of bank provided toilet kits, drinking water, newspapers etc. The vendor charges the rate to the guests on actual basis (as per agreed rates with NABARD).

vi) To serve tea/coffee/green tea to the employees two times daily (approx. 120 staff). Cost of serving tea/ coffee/ green tea/Butter Milk etc to the employees is charged for twenty days in a month at a rate of Rs. 15/- per cup per employee (with biscuits as per mutual agreement). The vendor charges the rate separately to the bank and the rate is not included in AMC.

vii) To prepare and serve fresh and wholesome meals/snacks/beverages to the employees of the Bank and such others on order/as approved by the Bank.

viii) To arrange for supply of water and tea/snacks, in the meetings and to the official guests on call basis (as per mutually agreed rates for tea /snacks /packaged water/meals).
vii) Drinking water should be provided to every occupied VOF. Vendor provides RO water to the VOF occupant and does not charge anything to the bank.

viii) Sachets (four each) of sugar, tea, coffee, milk should be delivered to every occupied room daily in VOF.

2.2 **Terms of Payment**: Payment shall be made on monthly basis.

2.14 **Signing of Contract Agreement**

2.14.1 The General instructions to the tenderers and special conditions, conditions hereinbefore referred to Conditions of Contract and Technical Specifications enclosed with the tender documents, the subsequent correspondence exchanged between NABARD and the tenderer and the work order placed shall be the basis of the final contract to be entered into with the successful tenderer.

2.14.2 The Tenderer shall go through the terms and conditions given in the general conditions of contract herewith and his offer shall be strictly in line with the terms specified therein. **No deviation from the terms and conditions specified shall be acceptable.** Each page of the tender documents should be signed for his/their having acquainted himself/themselves in the general conditions of contract, Technical specifications, etc.

2.14.3 **Each page of the tender documents should be signed** by the authorised person or persons submitting tender in token of his/their having acquainted himself/themselves with the General Conditions of Contract, Specifications, Special Conditions etc., as laid down. Tender with any of the documents / pages not so signed can be rejected.

2.14.4 The tender submitted on behalf of a firm shall be signed by all the partners of the firm or a partner who has the necessary authority on behalf of the firm to enter into the proposed contract. Otherwise the tender may be rejected.

2.15 **Right to Accept Part Tender**: NABARD reserves the right to accept the tender either in whole or in part at the same prices quoted by the Tenderer.

2.16 **Evaluation of Tender**

2.16.1 Tenders will be evaluated on the basis of quoted cost of work as per scope of works for providing the required services and the required complement of skilled/unskilled and supervisory personnel set out in this tender.

2.16.2 NABARD however, does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders, either in the whole or in part, without assigning any reasons for doing so.

2.17 **Security Money Deposit**

2.17.1 The Successful Applicant shall furnish requisite Security Deposit to NABARD @ 5% of annual contracted value. The Security Deposit should be paid before start of the work by the contractor in the form of Demand Draft. No interest will be paid to the Contractor for the amount of Security Deposit during the period of agreement. EMD of the successful bidder will be adjusted towards Security Deposit and the balance amount if any, will have to be paid to NABARD in the form as explained above.

2.17.2 Failure to pay the security deposit shall be treated as failure to discharge the duties under the contract and shall result in cancellation of the offer of the contract. The applicant shall be liable to compensate NABARD for any loss incurred by NABARD.
The security deposit shall be returned within a reasonable time after the date of expiry of the contract subject to the contractor carrying out all obligations / operations as required under the contract.

2.17.3 NABARD reserves the right to recover any part or the whole of the amount of the security deposit for losses suffered by NABARD due to failures on the part of the contractor or due to termination of contract or contractor becoming disqualified because of liquidation/insolvency or change of composition. The decision of NABARD in respect of such losses, damages, charges, expenses or costs, shall be final and binding on the contractor and the decision shall not be questionable.

I/We hereby declare that I/we have read and understood the above instructions for the guidance of the tenderers.

Witness

Signature of tenderer

Address

Address

Date

Date
ARTICLES OF AGREEMENT

ARTICLES OF AGREEMENT made this ............ day of ............., 2020 between the National Bank for 
Agriculture and Rural Development, a body constituted by the NABARD Act 1981 and having its 
Head Office at C-24, G Block, Bandra-Kurla Complex, Bandra(E) Mumbai-400051 and Regional 
Office at E-5, Arera Colony, Ravishankar Nagar, Bhopal - 462016 (hereinafter called as 'Employer') which expression shall, unless repugnant to the context mean and include its 
successors and assigns of the one part and ___________ ____________________ _________________
___________________ _______ of _______________________ _____________ ___________ ____________
(hereinafter called "the Contractor") which expression shall unless repugnant to the context 
mean and include its successors and assigns of the other part.

WHEREAS the Employer is desirous of getting executed Comprehensive Maintenance & Upkeep 
and all related works of NABARD's Visiting Officers' Flat (VoF)& Catering Services at NABARD's 
Regional Office at Bhopal from _______ to _______ and has caused specifications and schedule 
of quantities describing the works to be done. The Employer to monitor, control and supervise 
the works and progress thereof.

AND WHEREAS

The Contractor has agreed to execute the same subject to the provisions hereinafter contained 
and subject also to the instructions to the Bidders, general conditions of contract, special 
conditions, specifications, the said schedule of quantities, all of which are hereinafter collectively 
referred to as 'the said conditions', and the Specification and Schedule of Quantities referred to 
above at or for the respective rates set out in the Schedule of Quantities annexed hereto and 
marked as Part-II, amounting to the sum as there under arrived at or such either sum as may 
become payable hereunder (herein under referred to as the said contract amount).

NOW THEREFORE THIS AGREEMENT WITNESSETH THAT:-

1) In consideration of the said Contract Amount to be paid by the employer to the contractor at 
the time and in the manner set forth in the said conditions and in accordance with the 
schedule of payments, the Contractor shall upon completion subject to the said conditions 
execute and complete the work shown in the said Tender Document and described in the said 
Specifications (Part-I) and Schedule of Quantities (Part-II).

2) The said Conditions and the Annexure thereeto shall be read and construed as forming part of 
this agreement and the parties hereto respectfully abide by, submit themselves to the said 
conditions and perform the agreements on their part respectively contained in said 
conditions.

3) Tender documents containing notice to the Contractors, Conditions of Contract, Appendix 
thereto, Special Conditions of Contract, Technical Specifications and Schedule of Quantities 
with the rates entered therein, shall be read and stamped forming part of this agreement and 
the parties hereto shall positively abide by and submit themselves to the conditions and 
specifications and perform the agreements on their part respectively in conditions contained.

4) This Contract is neither a fixed lump sum Contract nor an item rate Contract, but is a Contract 
to carry out work to be paid for according to actual measured quantities and rates contained 
in the Schedule of Quantities and probable quantities provided in the said Conditions.

5) The Employer reserves to itself the right of altering the drawing nature of the work through 
the Employer by adding to, reducing or omitting any items of work or having portions of the 
same carried out without prejudice to this Contract.

6) The contractor should have experienced and competent staff which will enable them to 
ensure proper quality work, check on the materials, and who will ensure that the Contractor 
will supervise the day-to-day working and execution of contract works.

7) If the Contractor have any any difficulty in supervision of the day to day work it shall be the 
duty of the Contractors to report the matter in writing forthwith to the Employer and for the 
time being, to suspend that portion of the work about which difficulty is experienced and the 
Contractor will abide by the direction of NABARD.
8) The Contractor covenant and warrant that completed items of work as well as the entire work on completion will be in conformity with scope of work and the terms and conditions of Contract and will be of proper quality and description.

9) Time shall be considered as the essence of this Agreement and Contractor hereby agrees to complete the work as specified in the Form of Tender subject to the provisions of extension of time as contained in the said conditions.

10) The contract herein contained shall comprise not only the work mentioned above but all subsidiary works connected therewith within same site as may be ordered to be done from time to time by the Employer for the time being, even if such work may not be shown on the said Tender Document or described in the said schedule of specifications and quantities.

11) All payments by the Employer under this contract will be made at BHOPAL through NEFT/RTGS only after satisfactory execution of aforesaid work as per NABARD’s requirement.

12) All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at BHOPAL and only court at BHOPAL shall have jurisdiction to determine the same.

13) This agreement shall be signed in duplicate, the original document shall be kept in the custody of the Employer, the duplicate with Contractor. The stamp duty shall be borne and paid by the Contractor and Employer in equal proportion.

14) That the several parts of this contract have been read by the Contractor and fully understood by the Contractor. The Contractor shall not be entitled for the payment for the quantities beyond the tendered quantities unless ordered for by specific written instructions from NABARD’s Officer/P&SO.

IN WITNESS WHEREOF the Employer has set its hands hereunto and three duplicates hereunto through its duly authorized official and the contractor has caused these presents and three duplicates hereof under its common seal/by its duly authorized representative at the place and on the date and year first hereinabove written.

As witness our hands are affixed this day of _________ 2020.

Signed by the said
__________________________________
Employer

__________________________________
In the presence of

Witness No.1 _____________________

Witness No.2 _____________________

Signed by the said
__________________________________
Contractor

in the presence of

Witness No.1 _____________________

Witness No.2 _____________________
INTEGRITY PACT
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 cartelisation in the bidding process.
c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s) / Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractor(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 a representative 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 this Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

The Independent External Monitor appointed for NABARD is

---------------------------------------------------------------

(Name & Address of the Monitor)

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

**Section 10 - Other provisions**

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

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

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

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

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

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

(For & On behalf of the principal) __________________________
(Office seal)

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

Place ______________________
Date _______________________

Witness 1: __________________________
(Name & Address)

Witness 2: __________________________
(Name & Address)
<table>
<thead>
<tr>
<th>Sr No</th>
<th>Particulars</th>
<th>Details to be filled by the tenderer</th>
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<tbody>
<tr>
<td>1</td>
<td>Name and Address of the organization</td>
<td></td>
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<tr>
<td></td>
<td>i. Address of Registered Office with telephone number and e-mail address</td>
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<tr>
<td></td>
<td>ii. Address of the office through which work with NABARD would be handled with telephone number and e-mail address. Also indicate the name of the authorized official with Designation</td>
<td></td>
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<tr>
<td>2</td>
<td>Type of Organisation— (Proprietorship, Partnership/Company established under the Companies Act, 1956 and the date of Incorporation).</td>
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<tr>
<td>3</td>
<td>Name/s of the Proprietor/Partners /Directors of the Organisation with telephone number and e-mail address.</td>
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<td>4</td>
<td>Details of Registration (Firm, Company etc.) Registering Authority, Date, Number etc. (Not applicable for proprietorship.)</td>
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<tr>
<td>5</td>
<td>Presence in other cities of India and Branch/Office at Bhopal</td>
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<td>6</td>
<td>Whether the tenderer is continuously in business at least for 3 years as on 31 March 2019</td>
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<td>7</td>
<td>i. Whether the tenderer has experience of similar work in Govt. institutions/ bodies/ establishments (including residential premises) or institute of repute?</td>
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<td></td>
<td>ii. The tenderer should furnish three Reference Sites and the Referees may be requested by NABARD to testify about the performance of the tenderer to the NABARD’s satisfaction.</td>
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<td>Sr No</td>
<td>Particulars</td>
<td>Details to be filled by the tenderer</td>
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<td>(please furnish details of minimum of three clients, preferably Govt. / public sector clients availing the service.)</td>
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<td>8</td>
<td>Annual turnover of the tenderer for the last 3 years</td>
<td>Financial Year</td>
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<td>(Turn over should be more than Rs.20.00 lakh in each year)</td>
<td>2016-17 2017-18 2018-19</td>
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<td>Turn over (Rs. Lakh)</td>
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<td>9</td>
<td><strong>Work Experience</strong> : Guest House, Catering / Housekeeping Services (describe briefly)</td>
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<tr>
<td>10</td>
<td>Total number of employees presently employed by the applicant in the Guest House maintenance and catering contracts. <em>(Please provide documentary evidence)</em></td>
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<tr>
<td>11</td>
<td>Name and address of the banker/s.</td>
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<tr>
<td>12</td>
<td>Details of PAN issued to the firm/company.</td>
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<tr>
<td>13</td>
<td>Details of Income Tax Return filed for the last 03 years</td>
<td>Financial Year</td>
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<td></td>
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<td>2016-17 2017-18 2018-19</td>
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<td>Yes/No</td>
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<td>14</td>
<td>Details of Supervisory Infrastructure and network of the firm/company.</td>
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<td>15</td>
<td>Whether Audited Balance Sheet for last 3 financial Years is available?</td>
<td>Financial Year</td>
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<td>(please enclose copies, including the latest IT Return for 2018-19, if available)</td>
<td>2016-17 2017-18 2018-19</td>
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<td>Yes/No</td>
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<tr>
<td>16</td>
<td>Details of Certificate from ESI Corporation (latest).</td>
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<td>18</td>
<td>Details of Licence under Contract Labour (Regulation and Abolition) Act, 1970.</td>
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<td>Sr No</td>
<td>Particulars</td>
<td>Details to be filled by the tenderer</td>
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<td>19</td>
<td>Details of Registration Certificate for GSTIN.</td>
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<td>20</td>
<td>Indicate if involved in any litigation or any civil suits pending relating to the service provided. Attach a separate sheet if required. (give the details)</td>
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<tr>
<td>21</td>
<td>Whether the tenderer is adhering to Minimum Wages Act, Private Security Agencies (Regulation) Act, 2005, other provisions relating to Provident Fund deduction or any other legal provisions relating to providing of the service</td>
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<tr>
<td>22</td>
<td>The tenderer should submit solvency certificate certified by its banker.</td>
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</table>
| 23    | **Bank Account details**  
(Account Number/IFSC Code / Name of Bank / Branch) where payments would be received by the Tenderer in respect of the deployed staff should be provided. Payments will be made through RTGS/NEFT. |                                     |
| 24    | Any other information the applicant may like to furnish                    |                                     |

**DECLARATION BY THE CONTRACTOR**

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

Place:  
Signature of Authorized Signatory with SEAL:  
Date:  

**Details of previous work experience**

(Works of similar nature, i.e. works related to Guest House, Catering/House Keeping)

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Duration of Contract</th>
<th>Nature of Services rendered</th>
<th>Name, full address and phone no. of the office/institution under whom the work was carried out</th>
<th>Contract Amount (Rs.)</th>
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Place:

Signature of Authorized Signatory with SEAL:

Date:
**Details of works in hand**

(Works of similar nature, i.e. works related to Guest House Upkeep, Catering/House Keeping etc)

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<tr>
<th>Sl. No.</th>
<th>Duration of Contract</th>
<th>Nature of Services being rendered</th>
<th>Name, full address and phone no. of the office / Institution under whom the work was carried out</th>
<th>Contract Amount (Rs.)</th>
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Place:

Signature of Authorized Signatory with SEAL:  

Date:
GENERAL TERMS & CONDITIONS OF CONTRACT

1) Requirement

1.1. NABARD requires the Vendor / Service Provider to provide all kinds of catering services to the Officers’/official visitors at NABARD, Madhya Pradesh Regional Office located at E-5, Arera Colony, Bhopal - 462016. The required services include providing comprehensive maintenance & Upkeep and all related works of Bank’s Visiting Officers’ Flat (VoF) & Catering Services at NABARD’s premises. Catering for the meetings and Conferences hosted by NABARD will also be done by the Vendor / Service Providers.

1.2. For this purpose, NABARD will provide required space for kitchens / dining and crockery / kitchen equipment and furniture in the dining areas, NABARD will also provide water, electricity and LPG connection free of cost.

1.3. The interested vendors are advised to inspect the site/thoroughly understand the nature of service required in this regard and satisfy themselves before submitting their bids. A vendor shall be deemed to have full knowledge of the site/nature of services to be provided, whether he inspects it or not and no extra claims due to any misunderstanding or otherwise shall be allowed.

1.4. The relationship between Vendor / Service Provider and NABARD shall be of vendor and vendee and the catering services (supply of food) shall be on sale and purchase basis.

1.5. The Vendor / Service Provider will have to cook in the kitchen attached to the Dining Areas in NABARD's premises for serving food to the Officers.

1.6. The Vendor / Service Provider will source food ingredients, labour etc., at their cost, prepare the prescribed type of food items and in quantities as approved by NABARD, in NABARD’s specified space in its premises and serve the same in designated dining area / cabins / conference halls in a hygienic manner for which he will realise sale price from the respective purchasing officer at fixed prices as approved by NABARD (exclusive of taxes). The Vendor / Service Provider shall not prepare or serve any other item without prior approval of NABARD.

1.7. The Vendor / Service Provider shall ensure that the food shall be good, wholesome and of high quality and the ingredients like cooking oil, masalas and other spices etc., shall be branded (should have FPO registration and /or Agmark and / or ISI mark as approved by NABARD). Moreover, before using the raw materials and other ingredients for cooking, the Vendor / Service Provider shall ensure their quality and wholesomeness. NABARD through its authorised representatives shall have the authority to carry out tests and checks at their convenience of the raw materials, ingredients used for cooking, cooking arrangements and the finished eatables and will have absolute right to reject the cooked or raw items if they do not meet the required standard at its sole discretion and the same would be destroyed at the cost of the Vendor / Service Provider.

1.8. Vegetarian and non-vegetarian cooking shall be done separately.

1.9. It is the duty of the Vendor / Service Provider to provide accommodation to the staff employed by the Vendor / Service Provider. NABARD would not entertain any claim either for accommodation at its premises or for reimbursement of expenses in this regard.

1.10. Menu: Illustrative menu is indicated in the Appendix. Weekly menu will be submitted to NABARD’s Officer in charge of supervision of Catering services in NABARD and the approved menu will be served in NABARD’s identified dining areas.
1.11. As regards the Tea Service across the Office Building, the billing method used will be for the Total number of staff members in the Office Building for 20 days per month. The number of officers will be reviewed monthly and intimated to the vendor/service provider.

1.12. The vendor/service provider will serve snacks/tea/Lunch etc., at the rate and quantities approved by NABARD. The rates would remain constant and unchanged for the entire period of the contract. The rates would be exclusive of taxes. Officers who will be taking breakfast/snacks/lunch will directly make the payment to the vendor.

1.13. Over and above the menu fixed in the Annexure, the successful Vendor/service provider will also be permitted to serve special items as snacks/lunch/ juices/Ice creams etc., on sale basis.

1.14. The Vendor/service provider should have a floor boy for serving tea and attending to the various departmental catering requirement.

1.15. The Vendor/service provider will have to depute sufficient number of service staff to ensure smooth service of Tea/Coffee/Green Tea/Butter Milk etc. to senior Officers in cabins during office time as and when required by them during the day.

1.16. NABARD regularly holds various meetings/conferences/seminars etc. in its office premises. In some occasions, the attendees are State/national/international level dignitaries of high stature. The rate for serving special lunch/dinner on these occasions/high level meetings will be negotiated with the successful Vendor/service provider and rate will be fixed.

1.17. The Vendor/service provider will be responsible for removal of the garbage and keep the assigned premises clean.

1.18. The Vendor/service provider must have necessary license to engage labour under the Labour Laws and more particularly with the Contract Labour (Regulation and Abolition) Act, 1970, wherever applicable. They have to produce, on demand the relevant documents. The Vendor/service provider shall observe and comply with all Government Laws and Labour legislations concerning employment of staff like ESI Act, PF Act, Payment of Gratuity Act 1972, Payment of Bonus Act 1965, Payment of Wages Act, 1936, Minimum Wages Act, 1948, Workmen’s Compensation Act 1923, Factories Act, Madhya Pradesh Shop and Establishment Act, etc., and shall duly and promptly pay all sums of money to such staff as may be required to be paid under such laws. The Vendor/service provider must ensure that his staff are paid their salary and allowance, if any, latest by 5th of the following month. NABARD will not be responsible for violation of any law which is required to be observed by the Vendor/service provider. The Vendor/service provider will be solely responsible for violation of any laws.

1.19. The Vendor/service provider shall give advance intimation to the Officer-in-Charge indicating the time, date and venue about payment of wages. The Officer-in-Charge or his authorised representatives will witness the payment of wages and shall record the following certification in the wage register. “Certified that salary for the month of _____ has been distributed on _______ to the canteen Vendor/service providers’ workers by the Vendor/service provider in accordance with the wages specified in Minimum Wages Act”.

1.20. The Vendor/service provider shall be liable to pay P.F. Contribution, leave, salary etc., and shall be liable to observe statutory working hours.

1.21. Proper records shall be maintained by the Vendor/service provider with respect to the above Acts, and such other Acts as may be applicable to the Vendor/service provider’s working and his workmen which would be subject to check from time to time, by the Officer-in-Charge.
1.22. The Vendor / Service Provider will have to abide by all Labour Laws and Regulations laid down by the Central / State Government from time to time. All expenses in this regard will be the liability of the Vendor / Service Provider. The Vendor / Service Provider should have Income Tax / GSTN Number. At the time of submitting the tender, the applicant should enclose notarised copies of the Contract Labour License, the income tax return / GSTN return / PF registration etc.

2. Tea / Snacks / Lunch Timings
2.1.1. Officers would be served tea / snacks / lunch as per the following timings.
2.1.2. Timing for tea Service - 10:00 Hrs to 11:30 Hrs and 14:30 Hrs to 16:00 Hrs.
2.1.3. Timing for service of Lunch in Officers’ / Staff Lounge and Dining Room - 13:00 Hrs to 14:00 Hrs.
2.1.4. Timing for service of Snacks in the Officers’ / Staff Dining Room – 08:30 Hrs to 09:15 Hrs.
Vendor / Service Provider will have to ensure that the timings indicated by NABARD are maintained.

3. The Officials and staff of NABARD are required to work at times on weekends and Public Holidays. The Vendor / Service Provider will have to provide catering services to these Officials/Staff members.

4. Infrastructure and facilities to be provided by NABARD
4.1. Kitchen along with cooking utensils and all necessary kitchen equipments.
4.2. Dining area with the necessary infrastructure.
4.3. Electricity connections/points for Electrical Equipment/ Infrastructure, Fridge, Ovens, Gas Stove, Electric Heater, Water Purifier, etc.,
4.4. Crockery/Cutlery/ Glassware
4.5. The crockery / glassware, etc. for dining areas will be provided by NABARD. Breakage beyond permitted level at 20% per annum, would be recoverable from the Vendor / Service Provider, on quarterly basis. At the commencement of the tender the Bank will provide the Vendor / Service Provider with sufficient quantity of cutlery, it would be responsibility of the Vendor / Service Provider to maintain this adequate stock till the completion of the tender. Crockery & Glassware will be provided by the Bank.
4.6. The Vendor / Service Provider will have to submit a quarterly statement to NABARD indicating the position of the various items handed over to them, to ensure sufficient amount of crockery/cutlery / glassware are in circulation for efficient service.
4.7. It shall be the duty of the Vendor / Service Provider to properly handle the various gadgets and utensils etc, provided by NABARD. The Vendor / Service Provider shall keep a proper inventory of the items placed at his disposal by NABARD and the same shall be verified by the Vendor / Service Provider along with the representatives of NABARD. The decision of NABARD will be final in this regard.
4.8. NABARD shall ordinarily take care of the routine and normal wear and tear maintenance of the Lounge equipment. However, in case of any wilful damage or damage caused out of negligence to the repairs and / replacement, NABARD shall also adjust security deposits against such damages.
4.9. When material supplied by NABARD become unserviceable and if these are to be replaced by NABARD, the same would be replaced against the return of the unserviceable materials by the Vendor / Service Provider. Otherwise the cost of such materials shall be recovered from Vendor / Service Provider.

5. Kitchen - Cleanliness & Hygiene
5.1. The Vendor / Service Provider shall ensure that the food is cooked in the prescribed kitchens. Highest standard of hygiene is to be maintained. The cleanliness and maintenance of the utensils used for cooking is to be strictly ensured besides proper maintenance of fridge, water cooler etc. The Vendor / Service Provider will have to bear the cost of cleaning materials. The Vendor / Service Provider is to ensure use of quality cleaning materials.
5.2. The vendor shall take full responsibility of cleaning and upkeep of entire lounge and dining area.

6. Catering Staff
6.1. The kitchen as well as the service staff shall be employed/engaged by the Vendor/Service Provider and NABARD shall not in any way be responsible for their terms of employment.
6.2. The Vendor/Service Provider shall maintain a register showing names and addresses of persons engaged along with photographs and KYC documents of each person and shall produce the same for inspection on demand by Officer-In-Charge or such other persons so authorised by NABARD.
6.3. The Vendor/Service Provider shall arrange through NABARD’s Security Department, on advice of the Officer-In-Charge to issue identity cards bearing photographs of canteen employees for gate entry. All the personnel engaged by the Vendor/Service Provider entering NABARD’s premises shall be identified by badges which may be worn by them at all times while in NABARD premises. The identity cards shall have to be exhibited prominently by Lounge Staff while they are present in the NABARD. The Lounge staff also be liable for search on entry/exit. The Vendor/Service Provider will ensure that its employees do not remain in the premises beyond their normal working hours unless otherwise authorised. Any unauthorized presence will ensure that its employees do not remain in the premises beyond their normal working hours unless otherwise authorized. Any unauthorized presence in the premises beyond normal working hours will not be acceptable and Vendor/Service Provider upon receipt of complaint will have to immediately withdraw such employees from working in NABARD's premises.
6.4. One supervisor along with service staff should be present in the dining areas during the service hours on working days and as per requirement of NABARD on weekends/public holidays and also as and when required by NABARD due to administrative exigencies.
6.5. The Vendor/Service Provider has to ensure that proper number of staff are engaged for discharge of various responsibilities entrusted to Vendor/Service Provider such as food preparation and service. For any increase in manpower for efficient running of the Lounge services, the Vendor/Service Provider shall not be entitled to additional remuneration.
6.6. The Vendor/Service Provider has to carry out annual medical examination at their cost of its staff members engaged in the catering work in NABARD. The Vendor/Service Provider shall ensure that his staff members deployed at NABARD are free from all communicable, contagious infections and other diseases. In the event of any employee of Vendor/Service Provider being found medically unfit, the Vendor/Service Provider shall arrange to replace him. NABARD may require the Vendor/Service Provider to submit a medical certificate for any of his staff members deployed at NABARD. The Vendor/Service Provider at commencement of his tenure at NABARD has to provide for the medical certificate of the employees within a month and for new staff member joining the workforce has to produce similar certificate within 15 days of joining.
6.7. The Vendor/Service Provider will have to provide NABARD with a list of employees engaged in the Lounge and also their emoluments for the purpose of verification.
6.8. The Vendor/Service Provider shall not engage minors for catering service.
6.9. All the personnel engaged by the Vendor/Service Provider shall wholly and purely be in the employment of the Vendor/Service Provider and no claim of individual/collective nature on NABARD’s employment by any of the employees or claim of any nature on NABARD shall be tenable. The Vendor/Service Provider shall at all times keep NABARD fully and effectively indemnified against all actions, suits, proceedings, losses, cost, damages, charges, claims and demand in anyway arising out of or during the course of anything done or committed/omitted to be done by the Vendor/Service Provider including the demand which the Vendor/Service Provider’s employees individually/through the Unions may have raised against NABARD arising out of this tender or as a result of the termination thereof or earlier determination of the contract.
6.10. The Vendor/Service Provider will ensure compliance of labour laws or any other law applicable/rules including minimum wages/PF etc., for extension of catering service to NABARD. NABARD will not be responsible for violation of any law which is required to be
observed by the Vendor / Service Provider. The Vendor / Service Provider will be solely responsible for violation of any laws.

6.11. The staff shall be properly dressed in neat and tidy uniform with proper head gear and hand gloves. They shall be courteous, well-mannered and attentive. They should be conversant with the tenets of the trade. The Manager with decision taking capability along with adequate service staff should be present in the dining areas during the service hours on working days as also on weekends / public holidays if services are required during such days.

7. Quality Assurance

7.1. The Vendor / Service Provider will ensure supply of quality items of food / sweets etc. In case of unsatisfactory/unhygienic quality of food item(s) or lapses in service or any breakage, / shortage, deductions will be made as penalty which will be solely decided by NABARD.

7.2. The Vendor / Service Provider shall purchase and keep the raw materials stock of minimum 15 days required for the preparation of various items, including the controlled items of good quality at his own cost. The Vendor / Service Provider shall abide by the local Government laws relating to stocking of food grains, sale of food etc. and shall obtain the necessary licences from the competent authority, where applicable. NABARD at its discretion through its authorised representative may check the stock position of all the items to see that the above is being complied by the Vendor / Service Provider. In case of unsatisfactory / unhygienic quality of food items or lapses in service or any breakage / shortage, deductions will be made as penalty which will be solely decided by NABARD. The amount of penalty would be decided by NABARD on each occasion and will be final, conclusive and binding. The kitchen will be under the constant supervision of NABARD any lapse will be taken seriously. Good quality branded raw material is to be used for the preparation of food.

8. Payments

8.1. The Vendor / Service Provider will have to serve tea for which NABARD will make payment. Similarly, the Vendor / Service Provider will have to serve lunch / dinner / snacks / tea / coffee etc. in the Lounge / in the meetings / workshops / seminars etc. on select occasions for which NABARD will make payment. The Vendor / Service Provider will be required to submit the claim for the services on fortnightly basis and NABARD will settle the bill within a fortnight.

8.2. Payment for the purchase of meals / snacks and beverages consumed by the Officers in the designated dining areas on a day-to-day basis will be done by the individual.

9. Upkeep and Maintenance of pantry / dining areas

9.1 The Vendor / Service Provider has to ensure that every day before and after operations, the pantry / dining halls / chafing dishes and all the crockery and cutlery are cleaned and kept in order before closing for the day.

9.2 The Vendor / Service Provider has to ensure proper disposal of waste and take care to see that the outlets / ducts provided in the kitchen are not blocked / damaged etc.

10. No sub-letting of Contract

10.1. The Vendor / Service Provider shall not sub-let the contract. If it is violated, NABARD reserves the right to terminate the contract without any notice.

10.2. In case of dispute regarding the quality of food / other eatables / unsatisfactory service etc., the final authority will rest with The Chief General Manager, Department of Premises Security and Procurement and the same will be binding on the Vendor / Service Provider.

11. The Vendor / Service Provider shall not use kerosene in Bank's premises under any circumstances.

12. The contract shall not be construed to have given employment to the Vendor / Service Provider in NABARD nor any right to the Vendor / Service Provider on Bank's property. On completion of the contract or whenever NABARD decides the Vendor / Service Provider and his staff will immediately vacate the premises and handover all the dead stock items that were given
by NABARD. The Vendor / Service Provider is only allowed to use NABARD's premises as a licensee for the limited purposes of preparing and serving of food stuff to the officers of NABARD.

13. Any other incidental services required by NABARD and not covered in the terms and conditions will be negotiated separately each time.

14. Quotation and Process of Selection:
14.1. Interested Vendor / Service Providers will be required to submit their offer in 2 bids viz., "Technical bid" and "Price bid" in the prescribed format only. Both the bids will be put in separate sealed covers with superscription "Technical Bid" and "Price Bid" which will again will be put in another sealed cover with superscription "Tender for Comprehensive Maintenance & Upkeep and all related works of NABARD's Visiting Officers' Flat (VoF) & Catering Services at NABARD Regional Office ,Bhopal"addressed to The Chief General Manager, NABARD, Madhya Pradesh Regional Office, E-5, Arera Colony, Bhopal – 462016.

14.2. Technical bid will have to be accompanied by DD in support of the payment of Rs 19,500/- (Rupees Nineteen Thousand and Five Hundred Only) towards Ernest Money Deposit (EMD). This EMD is refundable to unsuccessful Vendor / Service Providers. Tenders without EMD would not be considered. The EMD and /or Security Deposit shall not bear any interest and such amount shall be forfeited in the event of any refusal or delay on the part of the successful bidder to sign and execute the agreement for commencement of contract in case their bid is accepted and any sort of noncompliance with the terms of services agreed upon. The EMD of the successful bidder will be retained as Security Deposit.

14.3. The cover will be dropped in the Tender Box placed in the 3rd floor,DPSP,NABARD, Madhya Pradesh RO by 15.00 hrs on 11 March 2020.

14.4. The quotation (Technical Bid only) will be opened at 16:00 hours on 11 March 2020 in the presence of the Vendor / Service Providers, who wish to remain present.

14.5. The bid so opened will be subjected to desk scrutiny by a committee of officials.

14.6. Any deviations in the quotation is liable for rejection.

14.7. A Committee of officials of NABARD will be visiting the locations where the Vendor / Service Provider is providing its services to evaluate its capability and verify the claims stated in the technical bid document.

14.8. The Vendor / Service Provider will have to ensure that the team gets an access to the cooking area and dining area for inspection. The Vendor / Service Providers who are recommended by the committee will only be considered for further tendering process and their price bid will be opened.

14.9. The price bid of those successful Vendor / Service Providers will be opened only after they qualify technical bid.

14.10. The Committee will examine the aggregate of likely annual payment so worked out and based on the same give its recommendations on the acceptance of the bid.

17.11. The resulting qualifying price bids will be used to determine the L1 quote.

15. Rates
15.1. The rates accepted would remain valid for the entire period of contract. The rates will be exclusive of all taxes. (The payment shall be subject to TDS wherever applicable at the time of payment.)

15.2. There will not be any upward revision in the rates during the contract period. NABARD will provide water and electricity for running of the catering services.

16. Venue
The Catering service shall be provided normally in the Officers’/Staff Lounge/VoF’s dining areas or at any other place as approved by NABARD within Bank’s premises. The building has been provided with pantry and dining hall.

17. Notice for Termination of Contract
17.1. The contract can be terminated by the Vendor / Service Provider by giving three months’ notice while NABARD can terminate the contract by giving one months’ notice.
17.2 If it is found that the quality of items supplied by the Vendor / Service Provider and/or the services rendered are unsatisfactory or that the Vendor / Service Provider has violated any terms and conditions of the contract and agreement, then in that event, NABARD will be entitled to terminate this contract.

17.3 If at any stage during the period of the contract any case involving moral turpitude, the Vendor / Service Provider or his employees, NABARD reserves the exclusive and special right for the termination of the contract and the Vendor / Service Provider shall not be entitled to any compensation from NABARD whatsoever.

18. Dispute Resolution
18.1 All disputes and differences of any kind whatsoever, arising out of or in connection with this RFP, or in the discharge of any obligation arising out of this RFP, shall be resolved amicably.
18.2 If no agreement is arrived at, within 30 days from the date of notice as to who shall be the sole arbitrator, NABARD shall send to the vendor/service provider a list of 3 names of persons who shall be presently unconnected with NABARD. Vendor/Service Provider shall on receipt of the names as aforesaid, select any one of persons so named to be appointed as sole arbitrator, and communicate his name to NABARD within 30 days of receipt of the names. NABARD shall thereupon without delay appoint the said person as the sole arbitrator.
18.3 If Vendor / Service Provider fails to select the person as sole arbitrator within 30 days of receipt of the panel and inform NABARD accordingly, NABARD shall be entitled to appoint one of the persons from the panel as sole arbitrator and communicate his name to the vendor/service provider.
18.4 If the person so appointed is unable or unwilling to act or refuses his appointment or vacates his office due to any reason whatsoever; another person shall be appointed by NABARD from the above list of persons.
18.5 The venue of the arbitration shall be Bhopal under the exclusive jurisdiction of the courts at Bhopal only
18.6 The awards shall be final and binding on both the parties.

19. Indemnity
19.1 The Vendor / Service Provider shall indemnify and keep indemnified, defend and hold good NABARD, its staff and agents against loss, damages or claims arising out of any violations of applicable laws, regulations, guidelines during the contract period and for the breach committed by the Vendor / Service Provider or their personnel on account of misconduct, omission and negligence by the Vendor / Service Provider or his staff.

20. Agreement
20.1 The successful Vendor / Service Provider has to enter into an agreement with National Bank for Agriculture and Rural Development, for providing the catering services on sale – purchase basis. Format of agreement will be provided by National Bank for Agriculture and Rural Development, to the successful Vendor / Service Provider.

24 Pre-Contract Integrity Pact
As per Central Vigilance Commission guidelines, all PSBs/Insurance Companies/Financial Institutions shall implement Integrity Pact (IP) in respect of all major procurements, which essentially envisages an agreement between the prospective vendors / bidders and the buyer (i.e. NABARD), committing the persons/officials of both the parties, not to exercise any corrupt influence on any aspect of the contract. It is a written agreement between the buyer and all bidders and stipulates rights and obligations to the effect that neither side will pay, offer, demand or accept bribes; collude with competitors to obtain the contract; or engage in such abuses while executing the contract. The purpose of the Pact is to make the procurement and contracting process fair and transparent. A proforma of the same is furnished herewith. The Prospective vendors have to submit the same duly signed on a non-judicial stamp paper of Rs.100/- at the time of submission of the tender document as part of technical bid. The IP also envisages
appointment of Independent External Monitors (IEMs), persons having high integrity and reputation, who will examine any complaint received regarding tenders and submit their report to the Chief Executive and also to the CVO in case of suspicion of irregularities. A format for the complaint to be recorded is enclosed to the proforma of the Integrity Pact.

25. Special Conditions

The contractor shall further ensure the following:

25.1 Not to permit or carry on any unlawful activity or create indiscipline in NABARD’s VoF/Office at Bhopal.

25.2 Not to employ any child labour.

25.3 To submit regular monthly bills, within first week of every month, and issue valid receipts for payment received from NABARD.

25.4 To be solely responsible for employment, dismissal, termination and reemployment of its staff and personnel and shall keep NABARD informed.

25.5 To pay all dues of its employees and keep NABARD absolved and Indemnified from any liability in this respect.

25.6 To be responsible for behaviour of its staff and personnel, their turnout and ensure good conduct, discipline, cooperation, etc. by them towards NABARD’s officers and staff. They should not cause any hindrance to the normal working of the office. Further minimum basic facilities such as a place for attendant staff/washrooms, etc. will be provided to the contractor only to facilitate the work and should not be misused or demanded as a matter of right.

25.7 Take appropriate corrective and disciplinary action against its employees against whom NABARD notifies.

25.8 The Agency/Contractor shall ensure that no private party/get together is held in the VOF and no food items, cutlery, utensils, any furniture/fixtures etc are supplied to any outside party.

25.9 Even after expiry of this agreement, the Contractor shall be liable and responsible to make all statutory payment to its staff and personnel and make all other statutory obligation and liability and obtain suitable discharge in favour of NABARD so that no liability or obligation devolves on NABARD.

25.10 The contractor shall be responsible for the costs and risk for litigation, if any, which NABARD may have to face due to the acts of omission or commission of the agency of any nature whatsoever subject to jurisdiction of Bhopal only.

25.11 The contractor shall report to the Caretaker/P&SO/DPSP Section of NABARD and will comply with the instructions issued by him/her from time to time. The work will be supervised by the representative of NABARD.

25.12 In the event of any breach of any terms and conditions of this agreement by the contractor, NABARD shall be entitled to terminate the agreement as per para 4.1.24 by giving a short notice of 15 days in writing.

25.13 In the case of non-attending the work, proportionate amount shall be deducted from the monthly bill of the contractor.
25.14 In all matters of dispute arising at work, NABARD's decision shall be final and will be binding on the contractor.

25.15 The contractor should get the police verification of the workers and the report should be submitted to NABARD.

25.16 If any worker is related to any employee of NABARD, the same should be brought to the notice of NABARD.

25.17 **Compensation to Staff:** The contractor should pay wages to the manpower engaged by him in this contract at a rate not less than the minimum wages as prescribed under various statutes including the Minimum Wages Act 1948, wherever applicable. Compensation to such staff shall be paid directly to their bank account and proof of payment shall be submitted to NABARD along with monthly claim for payment.

25.18 The contractor shall maintain a register showing the names addresses of the persons engaged along with photographs of each person and shall produce the same for inspection on demand by the Chief General Manager /Officer In-charge/authorized representative of NABARD.

25.19 The Contractor will be required to provide services round the clock.

25.20 Miscellaneous

**If any complaint is received from the executives of NABARD, the same will be viewed seriously and NABARD reserves right to terminate the contract. The contractor is advised to be careful in managing the VOF and providing catering services at NABARD's office at Bhopal.**

**Declaration:**

I/We have read the detailed Terms & Conditions of the Contract explicitly mentioned above and accepts the same to execute the contract, if awarded.

(Please sign and stamp at the bottom of all pages)
Detailed Scope of work and Specifications

6.1 Detailed Scope of Work

6.1.1 VOF Maintenance

a) Maintenance and upkeep of Guest Rooms (4 Nos.) with attached toilet & bathroom and one Drawing cum Dining area, balconies and common passage and all VOF area.
b) Cleaning of the toilets & bathrooms (4 Nos) on daily basis and additionally after vacation of each room by guests.
c) Operation, Maintenance and Supervision of kitchen and dining area for catering to about 2-3 guests daily (occupancy around 450 room nights p.a.) including intermittent periods of full occupancy.
d) Cleaning of linen, Upholstry, kitchen equipment and cutlery/crockery including supply of cleaning materials.
e) To provide complete range of catering services to guests/occupants at VoF, which include providing breakfast/lunch/dinner/Tea/Coffee besides making arrangement for supply of NABARD provided toilet kits, drinking water, newspapers etc and in one dining room located on 2nd floor during working days as per demand.

6.1.2 Catering Services at NABARD's Regional Office At Bhopal

a) To serve tea/coffee/green tea/butter milk etc. to the employees two times daily (approx. 120 staff)
b) To prepare and serve fresh and wholesome meals/snacks/beverages to the employees of NABARD and such others on order/as approved by NABARD
c) To arrange for supply of water and tea/snacks, in the meetings and to the official guests on call basis (as per mutually agreed rates for tea/snacks/packaged water/meals).

6.2 Manpower Requirement

Since the location of the site is NABARD, MP Regional Office Building, E-5, Arera Colony, Bhopal and the VOF is located on the top floor in the same building along with the Regional Office with a staff strength of about 120, it is expected that the contractor views the entire work as a single package and is able to synergise the manpower for both; the operation of Catering Services and also VOF Maintenance.

6.2.1 VOF Maintenance

The contract shall provide for attendants round the clock who will receive the guests, allot rooms only as per the instructions from the office, provide all amenities as indicated from time to time, and provide tea, breakfast/ lunch/ dinner/ snacks at the rate approved by NABARD. The requirement of contingent of manpower for the said work and their responsibilities would be as under:
i) Care Taker cum Front Office Asstt. Cum Supervisor - 1 No
- Should be in-charge of overall supervision, maintenance and upkeep of the premises
- Should be neatly dressed in uniform provided by the contractor, courteous and polite
- Should attend the reception desk, receive guests and allot rooms to guests
- Should attend to Billing and receipt of guest charges/room rent.
- Should maintain the occupancy records in the prescribed format and collecting the occupancy charges and remitting to NABARD on fortnightly/monthly basis as may be decided by NABARD.
- Should ensure that all lights, plumbing fittings, TVs, etc. are in working condition.
- Should convey to Caretaker/ P&SO appointed by NABARD about shortfalls in electric supply/ water before allotment of rooms

ii) House keeper/trained helper - 1 No
- Should be neatly dressed in uniform provided by the contractor
- Should be courteous and polite
- Should ensure that all lights, plumbing fittings, TVs, etc. are in working condition.
- Should help the cook for preparation of food
- Should serve the meals to guests in a clean and hygienic manner on demand/ regular.
- Should keep the dining hall and dining tables always clean and presentable
- To ensure that the cutlery, crockery, utensils, etc., in which food and beverages are prepared and / or served are properly and hygienically cleaned in boiled water.

iii) Cook – 1 No
- Should be courteous and polite
- Should have minimum 2-3 years’ experience in handling large kitchens
- Should be well versed in cooking north and south India dishes as well as continental cuisines for dinner/lunch/breakfast items
- Should maintain hygienic condition in the kitchen and washing areas
- Should assign works to utility helpers and waiters in kitchen
- Should ensure that timely good quality food is served to guests in the dining hall
- Should ensure that all the utensils, crockery, kitchen equipment are properly cleaned and are in good working/serviceable condition.

iv) Cleaning/Maintenance Staff - 1 No
- Should be courteous and polite
- Should have minimum 2-3 years’ experience in the profession
- Should sweep, swab and dust the rooms/balcony/furniture
- Should thoroughly clean the toilets & bathrooms including the toilet seats /commodes, floor tiles and wall tiles and washbasins, flush tanks etc. on daily basis and additionally after vacation of each room by guests.

6.2.2 Catering Services at NABARD’s Regional Office At Bhopal: The contingent of manpower requirement for above work and their responsibilities:

(i) Supervisor – (This responsibility for supervising the catering services shall be combined with the Front office assistant cum care taker of VOF maintenance)
- Should be in-charge of overall supervision of the services rendered
- Should be neatly dressed in uniform provided by the contractor, courteous and polite
- Should coordinate with the DPSP Section for services required and ensure timely delivery of services to the satisfaction of NABARD.
- Should take orders and keep proper records and ensure timely submission of bills for payment
- Should coordinate/arrange for supply of tea/coffee /beverages/snacks/biscuits/ namkeens to staff/guests
- Should be responsible for observing Do’s and Don’t’s list provided by NABARD.

(ii) Trained Helpers for serving Tea /Coffee– 4 Nos (Normally this responsibility is required during the time when the office is open on week days, one staff responsible for each floor of the office)
Should be neatly dressed in uniform provided by the contractor
Should be courteous and polite
Should help/prepare tea/coffee etc. for staff
Should serve tea/coffee to the staff (min. two times)
Should serve tea/coffee beverages/biscuits & snacks to official guests on order
Should serve tea/coffee/beverages/biscuits & snacks /tissue paper/water etc. in meetings at Conference Hall (35-50 participants)/Mini Conference Hall (10 to 15 participants)
Should clean and keep the kitchen/utensils/equipments neat and in hygienic condition

6.3 Detailed Specification of Services
6.3.1 VOF Maintenance:

6.3.1.1 Supply of cleaning materials and cleaning of linen, Upholstery, kitchen equipment and cutlery/crockery at VOF
- Should use quality cleaning material only
- Should provide all cleaning material and devices like brooms, mops, phenyl, harpic, detergents, etc.
- Should carry out washing/cleaning of bed linen, sheets, bedcovers, pillow covers and towels after every change of occupancy, or on every third day or if demanded for by the guest, if stained
- Dry cleaning of blankets to be done once in two months from a reputed dry-cleaner
- All furniture with fabric/rexin should be shampoo cleaned at least once in six months
- All curtains should be dry-cleaned every six months from a reputed dry-cleaner

6.3.1.2 Provision of toilet kits, Drinking water, newspapers, Tea/ Coffee/ Sugar/ Milk Sachets, etc.
- Drinking water should be provided to every occupied room. If demanded by the guest, additional mineral water bottles may be supplied on chargeable basis in VOF. (MRP + 15% towards contractor's profit and overheads)
- **Sachets (four each) of sugar, tea, coffee, milk should be delivered to every occupied room daily in VOF.** The material of standard approved brands only will be provided as indicated in Approximate list of materials (The material will be provided free of cost by NABARD on the basis of requirement intimated by the contractor).
- **Additional sachets may be provided on requests by guests on chargeable basis**
- Required additional quantity of tea, coffee, milk, etc. shall be served to the guests on chargeable basis. (MRP + 15% towards contractor's profit and overheads)
- Daily one Hindi/English news paper should be provided in all occupied rooms in VOF while one extra daily Hindi/English news paper may be kept in the lobby/drawing room. (The cost of the newspapers will be paid to the contractor as per the actual requirement)
- One toilet kit in paper/plastic pouch containing small size tooth paste, tooth brush, Hair oil, two soap cakes, shampoo, comb, washing powder pouch, shaving gel & razor should be provided to each room upon allotment. (The material for toilet kit including the pouch will be provided to the contractor for the purpose free of cost as per the actual requirement)

6.3.1.3 Food and Beverages
- NABARD will fix the menu for breakfast, lunch and dinner in consultation with the overall incharge and cook. Lunch/dinner/breakfast orders will be taken from guests and food served to them at appropriate times. Only quality (trademarked where available) ingredients like grains, cereals, grocery, spices, tea, coffee, etc. should be used in preparation. Beverages like soft drinks etc. will be provided on chargeable basis (MRP + 15% towards contractor's profit and overheads). Regarding meals etc. the dinner and lunch shall be presently charged at Rs. 80/- per vegetarian meal, Rs. 40/- per breakfast and Rs. 10/- for a cup of tea/coffee etc. The charges for all the above will be collected by the in-charge from the guests before checking out of the VOF. **NO ALCOHOLIC DRINKS ARE PERMITTED TO BE MADE AVAILABLE TO THE GUESTS BY THE CONTRACTOR.**
6.3.2 Catering Services at Regional Office

Only approved brands of tea/coffee/sugar cubes/milk will be used. While beverages like soft drinks will be charged on MRP + 15% towards contractor’s profit and overheads, the contractor will be paid Rs. 10 per cup of tea/coffee as per the present approved rate of NABARD (subject to revision from time to time). The cost of lunch/snacks to be served during official meetings etc. will be arrived at through mutual negotiation between the contractor and NABARD. The detailed scope under the catering services will include the following:

a) To serve tea/coffee/green tea to the employees two times daily (approx. 120 staff)
b) To prepare and serve fresh and wholesome meals/snacks/beverages to the employees of NABARD and such others on order/as approved by NABARD.
c) To arrange for supply of water and tea/snacks, in the meetings and to the official guests on call basis (as per mutually agreed rates for tea/snacks/packaged water/meals).

6.4 General

a) The contractor shall ensure payment to all workers (under this contract). The minimum wages as per minimum wages act, as applicable in Madhya Pradesh State. He shall also submit a certificate to this effect (in NABARD's prescribed format) that payment has been made as per minimum wages act with the monthly claim for payment under this contract.
b) All staff of the contractor should be provided with appropriate and clean uniforms.
c) All staff should be honest, well mannered and polite.
d) NABARD reserves the right to demand change of staff, if found lacking in required qualities.
e) Services of Minimum staff as per Part II of tender should be ensured.
f) The staff deployed will ensure proper cleaning, swabbing, and change of linen periodically as advised by NABARD for maintaining a hygienic and clean environment in an aesthetic manner.
g) To use only the best quality raw materials and food stuff such as tea/coffee, sugar, cereal and other grocery items etc. in the preparation of food and beverages.
h) To ensure maintenance of Bathrooms, Kitchen and other common areas in spotless and hygienic condition will be ensured.
i) Items required for catering will be procured by the Agency and sufficient stock will be maintained at all times.
j) The contractor shall provide catering services at the Guest House as per rate, terms and conditions and as per timings decided by NABARD from time to time. The contractor will enter into an agreement at per the proforma of NABARD for providing the catering services and for Comprehensive VOF maintenance. The tender price Bid for VOF maintenance along with the acceptance for providing the catering services will constitute our final Price bid for the work and will form a part of the tender document.
k) The electricity charges of the VOF will be borne by NABARD. However, getting refills of LPG at own cost will be the responsibility of the contractor.
l) The Agency/Contractor shall be responsible for the maintenance of all dead stock items in good conditions, provided in the VOF.
m) NABARD’s shall provide all infrastructure facilities like building, furniture, linen, plumbing & sanitary fittings, electrical fittings & fixtures, required number of items for utensils, crockery & cutlery, gas stove, gas connection, etc. The contractor shall maintain full inventory of all the articles and keep account thereof. The contractor shall also maintain attendance register for the personnel and the same shall be put up to NABARD as and when required.

Declaration

I/We have read the detailed scope of work of contract explicitly mentioned above and accept the same to execute the contract, if awarded.

Place: 
Date: 
Signature of Contractor
Name
Designation
Seal of the firm
<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Description</th>
<th>Brand</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Soap</td>
<td>Liril, Cinthol, Medimix, Patanjali or any other approved standard brand</td>
</tr>
<tr>
<td>2</td>
<td>Toothpaste/brush</td>
<td>Colgate, Close-up Pepsodent, Patanjali or any other approved standard brand</td>
</tr>
<tr>
<td>3</td>
<td>Shampoo</td>
<td>Pantene, Dove, Sunsilk, Patanjali or any other approved standard brand</td>
</tr>
<tr>
<td>4</td>
<td>Talcum powder</td>
<td>Ponds/Godrej/Santoor/Patanjali or any other approved standard brand</td>
</tr>
<tr>
<td>5</td>
<td>Moisturizer</td>
<td>Dove, Vaseline, Ponds, Patanjali or any other approved standard brand</td>
</tr>
<tr>
<td>6</td>
<td>Comb</td>
<td>Any reputed standard make</td>
</tr>
<tr>
<td>7</td>
<td>Hair Oil</td>
<td>Dabur, Parachute, Bajaj Almond, Patanjali or any other approved standard brand</td>
</tr>
<tr>
<td>8</td>
<td>Shaving kit</td>
<td>Gillette, 7o'clock, Topaz, old spice or any other approved standard brand</td>
</tr>
<tr>
<td>9</td>
<td>Tea/coffee/sugar/milk</td>
<td>Brook bond, Tata Tetley, Wagh Bakri, Nescafe, Lipton or any other approved standard brand</td>
</tr>
<tr>
<td>10</td>
<td>Mineral water cans/Water bottle</td>
<td>Bisleri, Kinley, Aquafina, Bailley, Himalayan, Kingfisher, Tata Water Plus or any other approved standard brand</td>
</tr>
</tbody>
</table>

Note: 1. The items of toilet kit including kit pouch will be provided by NABARD free of cost as per requirement/occupancy.
2. Any change from the approved list is subject to approval of the competent authority.

Place: ____________________________

Signature of Contractor: ____________________________

Date: ____________________________

Name: ____________________________

Designation: ____________________________

Seal of the firm: ____________________________
APPENDIX

A. Menu at Officers’/Staff Lounge & Dining Rooms for Meetings/Wokshops/Seminars etc

Menu for Standard Lunch (Veg.) - Buffet
1. Roti/ Puri
2. Plain Rice
The Vendor / Service Providers may also serve different types of Pulaos. For pulaos the rice to be used should be of good Quality Basmati Rice.
3. Dal/ Dal Makhani/ Chana Masala
4. Dry Vegetables/ Mix Vegetables
5. Seasonal vegetables
6. Boondi Raita/ Mix Raita/ Plain Curd
7. Sweet (Rasgulla/ Ice Cream)
8. Accompaniments( such as Papad, Pickle, Salads )
[For actual serving only one of the options in each category has to be served.]

Menu for Regular Lunch (Veg.) - Buffet (On demand)
1. Veg Clear Soup/ Tomato Cream Soup/ Sweet Corn Soup/ Veg Mix Soup/ Veg Manchow Soup
2. Roti/ Puri
3. Plain Rice/ Jeera Rice
The Vendor / Service Providers may also serve different types of Pulaos. For pulaos the rice to be used should be of good Quality Basmati Rice.
4. Dal/ Dal Makhani/ Chana Masala
5. Dry Vegetables/ Mix Vegetables/ Seasonal vegetables
6. Palak Paneer/ Matar Paneer (Curry with gravy)
7. Boondi Raita/ Mix Raita/ Plain Curd
8. Sweet (Rasgulla/ Ice Cream)
9. Accompaniments( such as Papad, Pickle, Salads )
[For actual serving only one of the options in each category has to be served.]

Menu for Executive Lunch (Veg.) - Buffet
1. Veg Clear Soup/ Tomato Cream Soup/ Sweet Corn Soup/ Veg Mix Soup/ Veg Manchow Soup
2. Roti/ Puri/ Lachha Pratha/ Green Puri/ Bhatura
3. Plain Rice/ Jeera Rice/ Veg Pulao/ Peas Pulao/ Fried Rice/ Navratan Pulao The Vendor / Service Providers may also serve different types of Pulaos.
For pulaos the rice to be used should be of good Quality Basmati Rice.
5. Gajar Matar Beans/ Mix Veg/ Alu Gobi/ Keema Matar/ Matar Mushroom/ Palak Chana/ Cheese Kofta/ Palak Corn
6. Dry Vegetables/ Mix Vegetables/ Seasonal vegetables
7. Shahi Paneer/ Matar Paneer/ Chilli Paneer/ Palak Paneer/ Paneer do pyaza
8. Chilly Chicken/ Masala Chicken/ Butter Chicken/ Methi Chiken/ Karai Chiken/ Chicken Do pyaza/ Fish curry/ Fish Fry
9. Pineapple Raita/ Boondi Raita/ Mix Raita/ Plain Curd/ Pudina Curd
10. Accompaniments [( such as Papad- Roasted/ Fried, Pickle, Salads – Green salad/ Russian salad/ Macaroni salad/ Dry salad )
11. Sweet (Rasgulla/ Gulab Jamun/ Ice Cream/ Kheer/ Seviyan/ Fruit cream/ Gajrela)
[For actual serving only one of the options in each category and two options each from Sr No 2, Sr No 11 and from the salad options have to be served.]
**Menu for Executive Lunch (Non-Veg) - Buffet - (On demand only)**

1. Veg Clear Soup/ Tomato Cream Soup/ Sweet Corn Soup/ Veg Mix Soup/ Veg Manchow Soup
2. Roti/ Puri/ Lachha Pratha/ Green Puri/ Bhatura
3. Plain Rice/ Jeera Rice/ Veg Pulao/ Peas Pulao/ Fried Rice/ Navratan Pulao The Vendor / Service Providers may also serve different types of Pulaos. The rice to be used should be of good Quality Basmati Rice.
5. Gajar Matar Beans/ Mix Veg/ Alu Gobi/ Keema Matar/ Matar Mushroom/ Palak Chana/ Cheese Kofta/ Palak Corn
6. Dry Vegetables/ Mix Vegetables/ Seasonal vegetables
7. Chilly Chicken/ Masala Chicken/ Butter Chicken/ Methi Chiken/ Karai Chiken/ Chicken Do pyaza/ Fish curry/ Fish Fry
8. Pineapple Raita/ Boondi Raita/ Mix Raita/ Plain Curd/ Pudina Curd
9. Accompaniments ([such as Papad- Roasted/ Fried, Pickle, Salads – Green salad/ Russian salad/ Macaroni salad/ Dry salad ]
10. Sweet (Rasgulla/ Gulag Jamun/ Ice Cream/ Kheer/ Seviyan/ Fruit cream/ Gajrela)
    [For actual serving only one of the options in each category and two options each from Sr No 2, Sr No 8, Sr No 10 and from the salad options have to be served.]

N.B.: Adequate quantity of Tooth Pick and mouth fresheners shall be kept on the centre table daily and paper napkin will be supplied to each diner Changes of Menu items can be made in consultation with the Lounge Supervisor / department/ Lounge Committee. Oil used for the preparation of the food items will be branded groundnut oil / Mustard oil or as specified by the National Bank from time to time.

**Menu for Snacks (Veg)**

**Snacks in the Officers’ / Staff Lounge & Dining Room for Meetings/workshops/ Seminars etc**

The Vendor / Service Providers would be required to serve snacks & tea required in Meetings/ Seminars/ Workshops etc as and when such meetings are held.

The illustrative menu items could be:

a. Bread Pakoda/ Smosa/ wafers - [Any one item]
b. Poha/Upma/Paratha(2 pieces)- [Any one item]
c. Dosa/Idly/ Medu Wada(2 pieces)- [Any one item]
d. Pastries/ Patties - [Any one item]
e. Roasted cashew nuts(10 pieces)/ Roasted almonds(10 pieces) - [Any one item]
f. Bakery biscuits plain/salted - [Two sweet & two salted]
g. Mr Brown biscuit- sweet/ salted - [Two sweet & two salted]
h. Real Juice – 01 Glass (Big)
i. Cold drinks -01
j. Cut Fruits – (03 seasonal fruit)
k. Boiled Eggs(2 nos)/ Omlette slice /Sandwitch [Any one item]
l. Pakoda/Puri Bhaji [Any one item]
m. Mineral water – small (200 ml)/ big (500ml)

**NB:**

The above mentioned menu is indicative. The caterer is also required to provide breakfast/ lunch to officers desirous of having the same on a day-to-day basis against rates charged and bill them against those officers individually. [The approximate number of officers availing breakfast / lunch will be 30 in numbers. The actual number may vary on a day-to-day basis,]
B. Tea Service to all officers on all working days
(The ceiling rate for this service is Rs 30.00 per day)
NABARD is providing its Officers with Tea / Coffee. The timings are from 10:00 hours to 11:30
hours in pre-lunch session and 14:30 hours to 16:00 hours in the post lunch session.
However, there is no restriction on the number of cups that can be consumed by the Officer.
Payment will be restricted at the rate of 2 cups per person (staff member) per day for 20 days a
month for the total strength officers even though there will be much reduced strength in any given
day in the office on account of leave / tour / training. The Tea to be served will include different
varieties, viz; Green Tea, Lemon Tea, Black Tea, Ginger tea etc.

C. Tea Service to be provided in meetings/ workshops / seminar etc.
(The ceiling rate for this service is Rs 15.00 per cup of tea)
NABARD is providing its Tea / Coffee in the various meetings/ workshops/ seminar held during
the year. Such provision of tea / coffee is normally restricted to two cups if such meetings/
workshops/ seminar are held for a full working day or else to one cup when the same is arranged
for either pre – lunch or post – lunch session. The Tea to be served will include different varieties,
viz; Green Tea, Lemon Tea, Black Tea, Ginger tea etc. The expenditure will be considered on actual
basis.

D. Catering to the meetings / conferences / seminars conducted by NABARD.
Besides holding various meetings / conferences / seminars etc. in NABARDs premises, NABARD
holds high – level meetings / seminars where the attendees are national & international
dignitaries of high stature. Hence, the menu served as meals and in course of such meetings will
need to meet certain specified standards. The rate and menu will be discussed with the successful
Vendor / Service Provider, when the Vendor / Service Provider takes charge.