

**Tender for Annual Maintenance Contract
for Housekeeping and Gardening services
at NABARD's Bihar Regional Office,
Officer's Quarters and Staff Quarters,
Patna**



Bihar Regional Office
4th& 5th Floor, Mauryalok Complex, New Dak
Bungalow Road, Patna - 800001

Date of issue of tender document	<i>23RD Nov 2021</i>
Pre Bid Meeting with bidders	<i>06th Dec 2021 at 03:00 P.M</i>
Due date for submission of tender	<i>14th Dec 2021 by 3.00 pm</i>
Date and time of opening technical bids	<i>14th Dec 2021 by 5.00 pm</i>

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Part – 1

Technical Bid

NOTICE INVITING TENDER

Ref.No.NB.Bihar RO/DPSP/1417/Housekeeping CAMC/2021-22
23 Nov 2021

M/s-----

Dear Sir

Tender for Comprehensive Annual Maintenance Contract (CAMC) for Housekeeping and Gardening services at NABARD's Bihar Regional Office, Officer's Quarters and Staff Quarters, Patna.

NABARD invites tenders in two parts (Part I and Part II) for Comprehensive Annual Maintenance Contract (CAMC) for housekeeping and gardening services to be provided at its following locations:

- a. NABARD, Bihar Regional Office, 4th& 5th Floor, Mauryalok Complex, New Dak Bangla Road, Patna-800001.
- b. NABARD Officers Quarters, NABARD Sadan, Exhibition Road, Patna-800001.
- c. NABARD Officers Quarters, Jagat Apartment, Bank Road, Patna-800001
- d. NABARD Staff Quarters, Punaichak, Patna-800001
- e. NABARD Staff Quarters, Khajpura, Patna
- f. NABARD Officers Quarters, Udaigiri Apartment, Patna 04 Flats - *Periodical Internal Cleaning Only*

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

1. This contract will be valid till March 31, 2023 and will be eligible for further renewable, one year at a time, subject to the satisfactory performance of the contractor during preceding period and other mutually agreed terms and conditions of the contract.
2. You are requested to submit your duly filled tender in sealed envelope for the aforesaid work as per detailed specifications and other requirements as mentioned more specifically elsewhere in this tender document. Offer shall be in two parts viz Technical Bid and Price Bid
3. *Sealed tenders in two separate envelopes clearly indicating “Envelope 1 – Technical Bid” and “Envelope 2 – Price Bid” shall be submitted to the Chief General Manager, NABARD, Bihar Regional Office, 4th& 5th Floor, Mauryalok Complex, New Dak Bungalow Road, Patna-800001 and both the envelopes containing technical and price bids should also be super scribed “Tender for Annual Maintenance Contract for Housekeeping and Gardening services at NABARD's Bihar Regional Office, Officer's Quarters and Staff Quarters, Patna.” Last date for the submission of tender is 14th Dec 2021 by 3.00pm.*

4. The two envelopes must contain the following:

Envelope no. 1:

- a. "Technical bid" of tender with every page signed and stamped along with the supporting documents.
- b. Duly signed and stamped Pre-contract integrity pact on Rs.500/- non-judicial stamp paper as per the format mentioned in this tender document. Tenders without integrity Pact will be rejected.
- c. Earnest Money Deposit (EMD) as per the amount mentioned below:

Services	Estimated Annual Cost (Rs.)	EMD amount (Rs.)
Housekeeping & Gardening	4132520	82650

The EMD shall be credited to our Current Account as per the details given here:-

Name of the Account	NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT
Bank Name	NABARD
Branch Name	HEAD OFFICE MUMBAI
IFS Code	NBRD0000002
Account Number	NABADMN25
	(Through NEFT/RTGS only)

No other forms (like DD) of EMD deposit will be accepted. Applications without documentary evidence of credit of EMD amount to the designated account of NABARD will be summarily rejected. Payment receipt shall be enclosed in this envelope. No interest shall be paid on the EMD thus collected. *EMD of the successful tenderer shall be refunded after submission of performance guarantee as mentioned in - "General Conditions of the Contract". In case the vendor desires the bid security to be adjusted against the Performance Security, the Performance Security or Bank Guarantee for the balance amount shall be obtained. Whereas EMD of the unsuccessful bidders will be refunded upon the issuance of work order and acceptance of the same by the successful bidder.*

. Envelope No. 2 (Financial Bid) should contain the following:-

- (i) Financial Bid as per prescribed format.

Note: Micro and Small Enterprises (MSEs) registered with National Small Industries Corporation under Single Point Registration Scheme for participation in Government purchases, shall be exempted from payment of EMD. However, they will have to produce documentary evidence in support of seeking such exemption.

- d. Power of attorney authorizing the person to sign the tender.
- e. Declaration as per Annexure VIII.
- f. Conditions, if any : Conditions/clarifications of the tenderers, shall be examined and discussed with the bidders and the conditions that are acceptable to the Bank shall be intimated to the bidders. The bidders will have to agree to the conditions which are acceptable to the Bank but they will be allowed to quote percentage either at par, above or below of their priced tender already submitted in a sealed cover taking into consideration the financial implication of the conditions agreeable to the Bank. This letter containing the bidder's price

adjustment (either at par, below or above) shall be submitted in duplicate in a sealed cover on or before a date fixed subsequently and informed to the bidders by the Bank. This letter together with sealed cover Envelope No.2 containing the priced tender shall be opened on the scheduled date/time in the presence of bidders, if they choose to be present, for the purpose of ranking for award of the contract.

5. Envelopes containing technical bids shall be opened on **14th Dec 2021 day at 5.00 pm** in our office premises. Representatives of the tenderers, if they wish to, may be present during the tender opening process.
6. Evaluation matrix, as given in *Annexure X*, will be used for evaluating the technical Bid on a matrix of 100 marks and minimum qualifying marks for opening of Financial Bid will be 70. Financial Bid of only those applicants will be opened on a later date who obtains minimum 70 marks in the technical bid evaluation. *List of eligible/ineligible bidders will be published on our website and no separate communication in this regard will be sent to the tenderers. Tenders are therefore requested to visit our website regularly for any information.*
7. If the last date of receipt or opening of the tenders happens to be a holiday for NABARD, then the receipt and opening of the tenders shall be shifted to next working day without change of time and venue.
8. Pre-bid meeting will be held at Bihar Regional Office, 4th& 5th Floor, Mauryalok Complex, Dak Bunglow Chowk Patna-800001 **on 6th Dec 2021 at 03:00 pm** with the prospective bidders, to clarify any issues pertaining to the tender. The tenderers are expected to thoroughly read the tender document before being present for the pre-bid meeting, so as to understand all aspects of the work.
9. The tenders shall remain valid and open for acceptance for 06 months beyond the date of opening of Price bids. If the tenderer withdraws his tender before the expiry of the said period or makes any modifications in terms and conditions of the tender which are not acceptable to the Bank, then the bank without prejudice to any other right or remedy will be at liberty to forfeit the earnest money.
10. The tender document must be filled in English. If any of the documents are missing or un-signed, the tender shall be considered invalid.
11. The tender may be rejected if any tenderer proposes any deviation from the prescribed requirement. NABARD reserves the right to accept or reject any /all tender/s in part or whole of any firm / firms without assigning any reasons for doing so.
12. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the tenderer who resort to canvassing will be liable to rejection.
13. Before quoting, the tenderer shall inspect the site, to fully acquaint himself about the condition in regard to accessibility of the site, working condition of site, locality including installations of tools and plants (T&P) and local authority regulations / restrictions if any, conditions affecting accommodations and movement of personnel etc. required for the satisfactory execution of the work contract. No claim whatsoever on such account shall be entertained by NABARD in any circumstances.

14. NABARD does not bind itself to accept the lowest or any tender at all. Tenderers shall have to furnish rate analysis for scrutiny of rates by NABARD, if required.
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 Chief General Manager, NABARD, Bihar Regional Office, 4th& 5th Floor, Mauryalok Complex, New Dak Bunglow Road Patna-800001, **on or before 06th Dec 2021**, who will review the queries and if information sought is not clearly indicated or specified, NABARD will issue clarifications to all the tenderers which will become part of the Tender Document. NABARD will not be responsible if the discrepancies, omissions, ambiguities in the tender documents or any doubts as to their meaning are brought to the notice of NABARD after 15th Nov 2021.
16. NABARD also reserves the right to divide and distribute the work to more than one tenderer at its sole discretion.
17. The successful tenderer(s) shall execute an agreement at its own cost on non-judicial stamp paper of Rs.1000/- with NABARD in accordance with the standard format provided by NABARD within 10 days from date of issue of work order.
18. For any clarification you may please contact Shri Kameshwar Singh (Manager) at 0612-2790130 or 9430512659 or send an email to dpsp.patna@nabard.org.

Sd/-

(Baidya Nath Singh)
Assistant General Manager

Details of Annexure

Annexure No.	Details
Annexure No. 1	Basic Information
Annexure No. II (A)	Details of work executed during last five years ending March 31, 2021 as per the eligibility criteria
Annexure II (B)	List of Important Work in Hand
Annexure III	Client's Performance Report
Annexure IV	Performance Bank Guarantee in lieu of Security Deposit (On Rs. 500/- non-judicial stamp) to be submitted by the successful bidders
Annexure V	Pre-Contract Integrity Pact (On Rs. 500/- non-judicial stamp) to be submitted by all bidders
Annexure VI	Solvency Certificate from Bankers
Annexure VII	Bank Account Details
Annexure VIII	Declaration by the Bidder (On Rs. 100/- non-judicial stamp) to be submitted by all bidders
Annexure IX	Letter of Indemnity & Undertaking (To be submitted by the successful

	bidder only)
Annexure X	Evaluation Matrix (Only for NABARD Use) <i>(NOT TO BE FILLED UP BY THE BIDDER)</i>
Annexure XI	Manpower Requirement
Annexure XII	Washroom Cleaning Status
Annexure XIII	Office/ Quarters Cleaning Report

2. FORM OF TENDER

The Chief General Manager,

National Bank for Agriculture and Rural
Development (NABARD),
Bihar Regional Office
4th&5th Floor, Mauryalok Complex
New Dakbunglow Road,
Patna-800001

Dear Sir

**Tender for Annual Maintenance Contract for Housekeeping and Gardening
services at NABARD's Bihar Regional Office, Officer's Quarters and Staff
Quarters, Patna.**

- 1 I / We have examined the Scope of Works, Schedule of Quantities and Terms and Conditions relating to the tender for the said works after having obtained the Tender document invited by you and are submitting our offer for the same.
- 2 I / We have visited the site, examined the site of works specified in the Tender Document and acquired the requisite information relating thereto as affecting the Tender and have understood the scope of work, special terms and conditions of AMC work.
- 3 I / We hereby offer to execute and complete the works in strict accordance with the Tender Document at the item rates quoted by me / us in the attached Price bid in all respects as per the specifications and Scope of Works described in the Tender Document and the Annexures containing Terms and Conditions.
- 4 In the event of this tender being accepted, I/We agree to enter into and execute the prescribed Agreement with NABARD as per the prescribed format.
- 5 I/ We agree to pay all applicable Government Taxes prevailing from time to time.
- 6 Should this tender be accepted, I / we hereby agree to abide by and fulfill all the Terms and Conditions and Provisions of the said Contract Document annexed hereto.
- 7 I/We understand that NABARD reserve the right to accept or reject the lowest bid and any or all of the tender either in whole or in part without assigning any reason thereof.

Yours faithfully

Place:

Date:

Signature

Seal

3. PRE-QUALIFICATION CRITERIA

Minimum Eligibility Criteria for pre-qualification of tenderers/Bidders is as follows:

The Bidding Firm/Company:-

1. *Should have registered with Appropriate Government Authority under relevant acts and should include State of Bihar as area of operation.*
2. *Only entities registered as firm/ agency/ Company are permitted to apply for the BID.*
3. *Should mandatorily have an office in Patna.*
4. *Should have at least 05 years of experience in the field of Housekeeping and/or gardening services, details of which are given in scope of work.*
5. *Should have minimum 30 workers on its pay roll at the time of submission of BID.*
6. *Should have successfully provided in the field of housekeeping and /or gardening, in last 05 years for government buildings, Banks/FIs premises, reputed private organizations etc. following:*
 - i. *Three similar works whose individual value is not less than Rs.16,53,008/- per annum (40% of estimated tender value) each; **or***
 - ii. *Two similar works whose individual value is not less than Rs.20,66,260/- each (50% of estimated tender value) of the estimated cost; **or***
 - iii. *One similar work whose value is not less than Rs.33,06,016/- per (80% of estimated tender value) annum.*

Above information shall be provided in format mentioned in Annexure II (A) and Annexure II (B).

Work order/Agreement/Completion certificates issued by the client should be enclosed with this tender and need to be produced in original before NABARD, whenever called for verification purposes.

7. *Should have minimum average balance sheet size of at least Rs.10.00 lakh during the last three FYs.*
8. *The bidder should not have been suspended / delisted / blacklisted/ banned or any such process initiated against the company/entity or its directors by any Statutory Authority (ies) including NABARD in any location in India during last 5 years ending on March 31, 2021.*
9. *There should not be any proceedings pending or adverse order passed by any Authority/Court for violation/deficiency of statutory provisions such as EPF, ESI, Bonus, Minimum Wages or other payments for last 5 years ending on March 31, 2021.*
10. *The bidder should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract for last 5 years ending on March 31, 2021.*
11. *Track record of a bidder should be clean without any involvement in unlawful/ illegal activities or financial Banking frauds. There should not be any case with the Police/ Court/Regulatory authorities against the bidder or proprietor/partners/directors in case*

of Proprietorship/Partnership firm/company respectively involving the above.

12. The Bidder should have a procedure to conduct police verification of its workforce (to be deployed for the purpose) and will be responsible for their conduct/ irregular behaviour.
13. The Bidder should get the medical verification done for its workforce (to be deployed for the purpose). The Bidder shall ensure that staff deployed in catering services is free from any contagious or communicable diseases and arrange their regular Health check-ups (twice a year). The cost of the health check-up is to be borne by the Bidder and not by NABARD.

Note: The intending bidder who satisfied the above parameters must submit **Declaration/ Undertaking in its Letter Head for the same as per Annexure-**

Further, NABARD may terminate the contract any time if it is found that the Contractor has provided false information for considering the tender and also the Bank Guarantee submitted by him as security deposit shall be forfeited/ invoked either fully or partially.

Details of the Company/Firm/Agency:

1. (a) The Full particulars of the Company/Firm/Agency, in detail, are required to be submitted. In case of a company, the certificate of registration, Memorandum and Articles of Association of the company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners constituting the firm are required to be submitted *and in case of an Agency or Proprietorship, the particulars of the individual/individuals involved therein along with the name(s) and address (es) etc. are required to be submitted.*

(b) Income Tax Assessment orders along with latest final order and credit worthiness certificate from the bankers with a copy of the specified accounts of the business of the contractor for a period of last three financial years, duly certified by a Chartered Accountants, should be enclosed as a proof of credit worthiness and turnover for the last three years.

(c) Written information about the names and address of the Bankers with full details like names, present contact postal addresses, e-mail IDs, telephone (landline executives and mobile) Nos., Fax Nos., etc. of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank, in case if it is needed) should be furnished ([Annex VII](#)).

12. Documents / details to be submitted

a. *Copies of applicable tax registrations, viz., PAN, TIN, GST, TAN etc.*

b. Income Tax Returns (on the name of firm/ agency/company) for three Financial Years i.e. 2018-19, 2019-20 and 2020-21 and PAN Card (on the name of firm/agency/company). (In Case, income tax returns for the year 2020-21 is not available Income Tax Return for the 2017-18, 2018-19 and 2019-20 can be submitted.

- c. Copy of GST Return for last three FYs
- d. Copy of Registration Certificate of the Company/firm/agency issued by the relevant authority.
- e. Copies of EPF Registration Certificate and ESI Registration Certificate.
- f. MSME Registration Certificate for MSME firms, if any.
- g. Copy of License under Contract Labour (Regulation and Abolition) Act, 1970 for providing Housekeeping Services.
- h. Labour Licenses obtained for clients (whose performance certificates have been submitted towards establishing minimum eligibility) need to be compulsorily submitted.
- i. Name and Address of the existing clients along with full details where the tenderer is currently executing a similar work.
- j. Provide details if any Civil Suit/ Litigation/disputes/ suspension/ penalty arisen in the contracts executed during the last 5 years ending on **March 31, 2021** / being executed. If yes, please furnish the name of the project, employer, nature of work, contract value, work order and date and brief details of litigation, provide Self-attested copies of litigations/civil suits/disputes.
- k. Solvency Certificate (*format enclosed as Annexure VI*) from banker for value not *less than Rs. 41 lakh* (Date of issue of Solvency Certificate must not be earlier than March 31, 2021)
- l. Performance feedback from minimum of three clients, preferably Centre/State Govt. / Public Sector Banks/ NABARD/ State Bank of India/ Public Sector Insurance Companies/ other clients availing the service. (Date of performance feedback should not be earlier than September 30, 2021).
- m. *Power of Attorney/authorisation with the seal of the company/firm in the name of the persons signing the tender documents.*
- n. Any other relevant document or information the tenderer may wish to furnish.

Applications containing false or inadequate information are liable for rejection and Bank reserves the right to blacklist those agencies.

13. Details of the completed work: The client-wise names of work(s), year(s) of works execution of work(s), awarded and actual cost(s) of executed work(s), names and full contact details of the officers/authorities/departments under whom the work(s) was/were executed should be furnished. Client's Report and work order as per format at [Annex- II](#) from their clients for whom they have carried out "eligible works" in terms of the eligibility (Pre-qualification) criteria explained in this notice.

14. Site Visit/Client visit:

Service quality by the bidder at current similar facilities (to be decided by the Bank based on client feedbacks/ site visit reports, the decision taken by the Bank in this regard will be final and binding).

a) The members of the Evaluation Committee may conduct site visits to assess the quality and other aspects of the existing contracts of bidders as per the above criteria. A list of such places i.e. complete address details of clients in Bihar along with contact details of the contact person should be provided.

b) Price Bids of only those firms, whose scores in more than 70 out of 100, in the evaluation matrix will be considered for opening.

After scrutiny, if any of the contractors is found not to be in possession of the required eligibility, their Tenders will not be considered by the Bank for further processing.

Note: The client's Report shall be accepted only when the same is signed by an official in-charge of administration or equivalent in respect of a Government/Semi Government organization or a PSU/ PSBs/NABARD/SBI and only when they are supported by adequate proof of payment received by the contractor for the work done by him. The Client's Report issued by the private organizations shall be submitted along with Tax Deducted at Source (TDS) certificates. Applications/Tenders received without the above certificates will be rejected. The Bank shall have the right to independently verify these certificates.

I/We hereby declare that I/we have read and understood the schedule of Eligibility Criteria and have read and understood all the above conditions and the same shall remain binding upon me/us.

Signature and Name of Tenderer with seal

Address:

Date:

4. GENERAL TERMS AND CONDITIONS

1. Tenderers are advised to visit the sites and thoroughly understand the nature and scope of the works and be familiar with the site conditions before quoting.
2. Quoted rates should be workable, reasonable and should include incidental and all overheads and profits. The Tenderer will furnish Rate Analysis for scrutiny of the rates by NABARD, if required.
3. To ensure due performance of the contract, **Performance Security** is to be submitted by the successful bidder who has been awarded the contract. Performance Security may be obtained in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's cheque or Bank Guarantee from any of the nationalized commercial banks or online payment in an acceptable form. The amount of Performance Security shall be 5% of the accepted value of the tender, to be deposited by the contractor within 15 days of intimation of acceptance of his tender/issuance of work order. A specimen of Bank Guarantee in lieu of performance security is enclosed as Annexure IV. No interest shall be paid on the performance security. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier. However, the Security is liable to be forfeited in case the vendor/ contractor commits breach of any of the terms and conditions of the contract or fails to complete the work or deliver the services.
4. **Monthly** payments as applicable will be made based on the bills submitted by the Contractor at the end of particular month and certified by the concerned ACT/CT of the bank.
5. The contractor shall always retain experienced staff at site to the extent of strength as given in **Annexure XI**.
6. The staff employed by the contractor will not be changed without written permission from NABARD.
7. Any discrepancy in settlement of bills may be brought to the notice of NABARD within a period of one month after the settlement of the Bills. NABARD will not entertain any claim regarding any dispute in settlement of the bills after stipulated time.
8. IT-TDS, GST-TDS and other taxes, as applicable, will be deducted from total payment due to the Contractors.
9. All works, complaints / instructions given by the respective authorities covered under the Annual Maintenance Contract are to be attended on the same day. In case of delay in attending the working time, NABARD will be at liberty to get the work done through any other agency and the cost therefore shall be recovered from the Contractor at the discretion of NABARD.
10. The standard cleaning material conforming to BIS standard will be provided to the contractor by NABARD. If the material is not provided, the contractor will use the standard cleaning material conforming to the BIS standard and claim reimbursement for the same from NABARD. If any work or material used at site is found to be unsound, imperfect or inferior from what is specified in the contract, the Contractor shall be advised to rectify or re-execute the work or remove the material as the case may be, within a reasonable time depending upon the nature of work. If the Contractor fails to do so, the work shall be got redone or rectified or the material replaced through any other agency at the risk and cost of the Contractor.

11. The Contractor should have valid license relating to his Contract as per the existing laws and the workmen employed by the Contractor should also have the experience in their trade
12. The Contractor should arrange to obtain necessary insurance cover i.e. (i) Workmen Compensation policy and (ii) Contractors All Risk Policy (CAR policy), if needed, for his employees at his cost and should be responsible for the safety of persons employed by him. The original Insurance Policy should be submitted to NABARD immediately after award of work. The CAR policies are required to be at least 1.25 times of the contract value. In absence of submission of required documents, NABARD may consider cancelling the contract.
13. *The vendor will ensure coverage of deployed housekeeping staff under social security schemes viz: Prime Minister Suraksha Bima Yojna and Prime Minister Jeevan Jyoti Bima Yojna.*
14. The Contractor shall be fully responsible and shall indemnify NABARD with suitable Insurance cover in the event of any damage to men or material, injury / damage or death as the case may be, caused directly or indirectly due to the negligence of the Contractor or his agents and / or his employees or workmen. The decision of NABARD in this regard shall be final and binding.
15. The contractor will be responsible and ensure timely payment to its personnel deployed in the NABARD premises and compliance of all statutory provisions relating to **Minimum Wages Act**, 1948 (amended time to time), Provident Fund and Employees State Insurance, etc. in respect of the persons deployed by them in NABARD and under intimation/in the presence of NABARD officer. The Contractor shall be responsible to fulfill all the obligations in connection with the workers employed by it for the purpose of the Contract and all the Statutory and other liabilities if any including minimum wages of Central/ State Govt. (whichever is higher shall be applicable) , leave, salary, uniform, identity cards, ex-gratia, ESI, Provident Fund, Workman Compensation, if any, etc. (as applicable) in connection therewith shall be on the Contractor account and payable by the concerned Contractor. The contractor shall liaise with Labour Department of State Govt. / Central Govt. and comply with all necessary regulations/instructions in this regard.
16. *All the Standard Conditions of the Contract shall be binding on the parties as per Indian Contract Act and prevailing Rules. The Contractor shall comply with all applicable Acts/Rules/Regulations and Law(s) for entering into Maintenance Contract and NABARD will not be in any way liable or responsible for any default/irregularity / penalties on the Contractor's part and the Contractor shall be liable to fulfill time schedule of works, presence of required number of the person at the site as per the Contract and for maintaining desired quality of the work as per specification.*
17. The contractor shall, for all intents and purposes, be the "Employer" within the meaning of different Labour Legislations in respect of skilled and unskilled personnel so employed and deployed in NABARD and the manpower so employed and deployed in NABARD shall remain under the overall control and supervision of the contractor. The persons deployed by the contractor in NABARD shall not have claims of Master and Servant relationship (implicitly or explicitly) between him/her/them and NABARD nor have any principal and agent relationship with or against the NABARD.

The contractor's personnel shall not claim any benefit/ compensation /absorption /regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970 from NABARD.

18. *The Contractor shall comply with the provisions of Contract Labour (Regulation & Abolition) Act, 1970 , Minimum Wages Act 1948 and all other Labour Laws and other statutory Refgulations(both Central & State) as applicable and enforceable from time to time by the Appropriate Authorities. NABARD shall not be responsible for any penalty on failure on the part of Contractor to comply with any Labour Legislations.* The contractor shall maintain attendance register of his staff employed at various sites and wage register for payment of minimum wages as fixed by Govt of India (and revised from time to time) with all records up to date as per the labour regulations. The contractor shall submit to NABARD the monthly payment records of the staff employed by him.
19. The contractor shall ensure that the payment is regularly credited to the bank account of the individual labour employed at NABARDs premises and pay slips for respective payments are duly issued regularly. NABARD will ask for present/past pay slips and payment records related to wages/ESI/PF etc. to be submitted along with the monthly bill.
20. The manpower deployed by the contractor should be polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of NABARD. Necessary grooming should be done by the contractor before posting the staff at site. Receipt of any complaint in this regard shall be viewed seriously and punitive action(s) including cancellation of contract will be initiated by the Bank, if deemed fit by NABARD. The Contractor must bear in mind that all the work shall be carried out strictly in accordance with the specifications made by 'NABARD and in compliance of the requirements of the local public authorities and to the requirements of NABARD and no deviation on any account will be permitted.
21. Police Verification of all Workmen / Supervisors / Officials for entering in to the Bank's Premises: The successful tenderer shall submit the necessary Police Verification Certificate of each deployed workman / supervisors / officials from Local Police Authorities about his/her identity records within **45 days** of awarding the contract. Any change of deployment also needs to be submitted for the above provision without any lapses. Further, the agency should ensure that the staff deployed is medically fit and free from any contagious diseases.
22. Termination of services of any person deployed by the contractor shall be made by a letter of termination of contractor. Bank will not issue any letter in this regard.
23. Water & Electricity shall be provided free of cost for execution of the work at convenient place. Contractor has to make his own arrangement for using water and electrical supply at end. The contractor shall, however take care to ensure that no undue wastage of water/electricity is caused. All necessary safety measures shall be taken by the contractor to avoid any mishap/accident. The contractor shall be penalized by the Bank if any laxity on his part is observed in this matter.
24. The contractor shall be responsible to maintain all property and equipment of the NABARD entrusted to it. Any damage or loss caused by the contractor's persons to the Bank in whatever shape would be recovered from the contractor.
25. In the event of any provisions of the contract requiring to be modified after the agreement has been signed, the modifications shall be made in writing and signed

by the Bank and the contractor or his authorized representative. Such modifications will not be effective until the same have been signed by both the parties. Any verbal or written arrangements for abandoning, modifying extending, reducing or supplementing the contract, or any of the terms thereof shall be deemed to be provisional and shall not be binding on the Bank unless and until the same are incorporated in a formal instrument and signed by the Bank and the contractor. The Bank shall not be under any obligation for providing employment to any of the worker of the contractor after expiry of the contract.

26. If the contractor shall have any doubt as to the meaning of any portion of the general conditions, or the special conditions or the scope of the work or the specifications or any other matter concerning the contract he shall in good time, before submitting his tender, put forth the particulars thereof and submit them to the Bank, in writing in order that such doubts may be clarified authoritatively in writing before tendering. Once a tender is submitted, the matter will be decided according to tender conditions in the absence of such authentic pre-clarification.
27. The contractor should ensure that minimum number of persons as stated in scope of work are deployed daily. **They should work on all 6 days a week (except Sunday) and weekly off or any other holiday as per labour law may be awarded on a rotation basis during week days.** The Contractor shall provide relievers for the employees on off duty / sick / leave is provided without any disruption to the work. However, the cost for such arrangement has to be included in their quote and no additional cost will be paid separately for such arrangement. Labourers/Workers if deployed on National Holidays shall be compensated appropriately by contractor and the charges/expenditure for the same are to be borne by the contractor. The same may be accounted for during submission of price bid.
28. The Tenderers are advised to submit the Tender based strictly on the General Conditions of the Contract and scope of works as specified in the Tender documents, and not to stipulate any deviations. If acceptance of the terms and conditions given in the Tender documents has any price implications, the same should be considered and included in the bid price.
29. *The contractor shall comply with the provisions of all labour legislation including the requirement of –*
 - a) *The payment of Wages Act 1936*
 - b) *Employers liability Act 1938, including P.F Act 1952, Gratuity Act 1972 etc.*
 - c) *Workmen's Compensation Act.1923*
 - d) *Contract Labour (Regulation and Abolition) Act, 1970 & Contract Labour (Regulation and Abolition) Central Rules, 1971, before the commencement of the work, and continue to have a valid license until the completion of the work.*
 - e) *Apprentices Act 1961, Child Labour (Prohibition and Regulation) Act, 1986, Minimum Wages (Central Govt.) Rules, 1950.*
 - f) *Any other act or enactment relating thereto, and rules formed there under from time to time.*
30. The Tenderer must obtain for himself on his own responsibility and at his own expense, all the information which may be necessary for the purpose of making a Tender and for entering into a contract and must inspect the site of the work, and acquaint

himself with all local conditions, means of access to the work, nature of work and all matters pertaining thereto.

31. The movement of the Housekeeping services staff should be confined to the area of their duty only. If they find any valuable item lying in/near the premises, they should immediately deposit it with the security officer.
32. The Contractor should submit the CAMC agreement in bilingual format only. In case of any dispute arises, agreement clauses in English will be considered valid.
33. The successful tenderer will be forfeited if he fails to comply with any of the conditions of the contract. The name of the successful contractor will be delisted/removed from the Bank's approved/empaneled list & no work will be awarded in future, if the successful tenderer fails to comply with any of the conditions of the contract.
34. The Contractor should note that Smoking, Drinking Alcohol, Chewing Pan/Tobacco in the Bank's premises is strictly prohibited and ensure that the workers deployed in the Bank's premises abide this rule strictly. All liabilities arising out of accident or death of the staff engaged by the contractor while on duty shall be borne by the contractor.
35. The Contractor shall remove all workers deployed by them in the Bank's premises immediately on termination/expiry of the contract and ensure that such persons shall not create any disruption/ hindrance/problem of any nature in the Bank's premises.
36. The Contractor and his staff shall be under the general supervision and control of the Assistant Manager/ Manager (DPSP) /Caretaker or any other personnel deputed for the purpose by the Bank and shall obtain necessary instructions from him for the day-to-day work in the premises.
37. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.
38. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Bank may, failing payment of the said money by the contractor, make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by the Bank from the contractor.
39. *The contractor shall not employ any person below the age of 18 yrs for work. Such person should be with good health and sound mind. The Bank has the right to ask for the removal of any person of the agency, who is not found to be competent and orderly in the discharge of his duty*
40. **Renewal of contract:** At the sole discretion of the Employer, the CAMC shall be considered for further renewal on same terms and conditions with requisite increase / decrease in rates based on the applicable minimum wages provided the Employer finds the services of the Contractor satisfactory. The decision of the Employer in this regard shall be final and binding. In addition to this, the maximum permissible increase in the Service Charges will be decided by NABARD.
42. **Maintenance of Attendance & Complaint register**
 - i. An attendance register has to be maintained with the Caretaker/Asst. Caretaker and the employees engaged by the contractor should duly sign the same in the presence of the Care taker/ Asst. Caretaker.
 - ii. A separate complaint register has to be maintained by the contractor with complete

details of the complaints registered by the Employees/residents of occupants in Officers/Staff Quarters.

- iii. A photocopy of the pages of the complaint register so maintained should be on monthly basis submitted to the respective Caretaker/Assistant Caretaker/Security officer along with the monthly bill and the same should be duly certified by the Bank official concerned.

43. List of Documents to be submitted along with Monthly Bill:

Copies of following documents for a month duly certified by the contractor to be submitted along with monthly bill for payment:

- a. Copy of Attendance Register duly certified by Caretaker/Asst. Caretaker.
- b. Detailed record of the maintenance job carried out by the contractor (Annexure XIII) duly certified by respective Caretaker/Asst. Caretaker and Security officer(P&SO).
- c. Declaration for compliance of Contract Labour Act & Minimum Wages Act.
- d. Detailed schedule/breakup of salary paid to employees clearly stating respective statutory payments (Minimum Wages, Bonus, EPF and ESI) remitted.
- e. Bank statement (documentary evidence) showing payment of salary (inclusive of bonus) made to deployed personnel.
- f. Copy of receipt of payment made by the contractor towards Employees Provident Fund to the Employees Provident Fund Organization (**EPFO**) through any scheduled bank, like e-Pay Order of the State Bank of India.
- g. Copy of receipt of payment made by the contractor towards Employees insurance to the Employees' State Insurance Corporation (**ESIC**).
- h. The details of cleaning of all washrooms should be enclosed along with the bill and if any washrooms are found to be not cleaned as mentioned in [Annex-XII](#), ₹500/- per washroom per day will be levied for not carrying out cleaning of wash rooms in the Bank's Office Building.
- i. Due acknowledgement from residents/occupants for Flat cleaning work (Weekly/Quarterly/Half yearly) is done.
- j. Any other log books/document as directed by DPSP Dept. in charge

The bills submitted without the above said documents shall not be processed for payment

- 44.** In case any complaint is received regarding misconduct/misbehavior of agency's personnel, or of poor quality of work, a penalty of Rs.**2000/- (Rupees Two Thousand only)** for each such incident shall be levied and the same shall be deducted from agency's pending/subsequent bill. Further it shall be obligatory upon the agency to remove the said personnel from the site immediately after being notified by the Bank.

45. Terms of Payment

- i. Payment in respect of manpower deployment will be made as per actual deployment and the firms/ contractors are advised to submit proof of deployment by way of attendance registers.
- ii. Payment of monthly bills /lump sum charges will be paid through RTGS/NEFT on submission of copy of attendance register, complaint registered duly certified by the officers concerned. Wages must be paid to the employees by the contractor without waiting for the payment from the Bank.

- iii. If the contractor fails to provide proof of payment of statutory dues, his contract shall be terminated after serving one month's notice. ***Cash payment receipt will not be entertained and payment in cash will be deemed as no payment at all.***

46. The Contractor shall indemnify and keep indemnified the NABARD against:

- a. Any claim arising out of third party loss/ damage to life or property caused by/during execution of the work.
- b. Any claim arising out of loss/ damage to the workmen engaged by the contractor during execution of the work.
- c. Any claim due to non-compliance of applicable PF/ Labour laws, ESI, regulations etc.

Note: These policies shall be valid till the completion of the work. If the contractor does not provide these policies, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the contractor with additional penalty amounting to twice the premium.

47. Liquidated damages: In case of the requisite number of services for the duration of time as mandated on daily basis are not made available, Bank shall recover Damages on Pro-rata basis in respect of deficiency in number of services provided/ work executed and/or deficiency in duration of service (in hours), subject to a maximum of 10% of contract value.

NOTWITHSTANDING ANYTHING SPECIFIED ABOVE, THE TENDERER SHALL BE RESPONSIBLE TO TAKE ALL MEASURES TO MAINTAIN THE SAFETY, LOOK, BEAUTY, CLEANLINESS, HYGIENE AND SANITATION OF THE BUILDINGS AND PREMISES.

I/We hereby declare that I/we have read and understood the above General Terms and Conditions and will abide by the same. Further, We / I accept all the Terms and Conditions in all respects without any reservation.

Signature of the Tenderer:

Name and Seal:

Place:

Date:

Address:

5. SPECIAL TERMS AND CONDITIONS

- 1) The period of contract is w.e.f **January 01, 2022 to March 31, 2023**, subject to satisfactory performance, unless it is curtailed by or terminated by the NABARD owing to deficiency of service, sub-standard quality of the materials used, and breach of contract, reduction or cessation of the requirement of the work. Termination of the contract shall be made by issuing a prior notice. In such case a notice period of one month will be given to the contractor and the security deposit shall not be refunded.
- 2) The Contractor and its staff shall take proper and reasonable precautions of Bank's assets and to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the NABARD.
- 3) *The execution of cleaning will be done with uniformed, hygiene conscious workers.*
- 4) The Contractor shall exclusively supervise or employ sufficient supervisory personnel to supervise the work of his/her employees to ensure that the services rendered are carried out to maintain high standards of cleanliness. *The agency must provide one dedicated mobile phone (with SIM card) with adequate balance to the Supervisor.* This mobile phone will remain with the Supervisor on duty. The same mobile number will be circulated in the office. The Supervisor will have to be present on all the working days including Saturday to supervise cleaning work.
- 5) The supervisor will also do a continuous check of the work being done by the agency staff. He / She should check the washrooms at regular hourly intervals and maintain a log book of the same. The Log book will be daily put up to Bank's Caretaker and Manager/ AGM, DPSP the next day and will be scrutinized and verified by them.
- 6) The Contractor shall depute only able bodied, physically fit, well trained and disciplined personnel for carrying out the work. Also, the contractor should make sure the minimum number of persons, if any, specified in the scope of work are deployed on a pro-rata basis.
- 7) Every employee so engaged by the Contractor shall wear uniform and ID card wearing his/her name, while on duty. The said uniform and ID card issued by the Contractor shall be provided by the Contractor at his cost.
- 8) No lapse from the Contractor's side, which may cause damage to the property and injury to the staff in the opinion of the Bank's Engineer, shall be permitted.
- 9) The work has to be carried out with the least inconvenience to the Employees and residents staying Officers/Staff Quarters.
- 10) The Contractor should specify the working hours of their staff and the details thereof shall be maintained with the Caretaker/Security Guard. No labourer shall be permitted to stay inside the campus after working hours.
- 11) The Bank shall have the right to ask for the removal of any person employed by the Contractor, who is not found to be competent and orderly in the discharge of his duty.
- 12) The Contractor shall have the addresses and photographs of their workmen being engaged by them for the said work. Workmen will be allowed inside the building only on producing the photo pass issued by the Bank & also have to subject themselves to the security restrictions imposed by the Bank. Only the contractor himself/ themselves shall be held responsible for conduct of his/ their workers/ labour.

- 13) The rates quoted by the Contractor shall be in accordance with the Contract Labour Act 1970 / Minimum Wages Act, 1948 for the current year and also taking into account any escalation as notified from time to time by the Government of India.
- 14) The successful tenderer shall be responsible for safety & security of their materials & personnel and for ensuring fire prevention steps at all the times in working premises including their part of work.
- 15) In case any deficiency in services such as less no. of areas to be cleaned, non-use of approved cleaning materials and less no. of staff deployed etc., is observed or brought to notice of the office, a proportionate/ appropriate amount from the monthly bill will be deducted as penalty for deficiency in services and in any case, it will not be refunded to the contractor, in future.
- 16) The cleaning and housekeeping works are to be carried out in such manners that all related areas/space in the Bank's Premises always look neat and clean.
- 17) **Disposal of Waste from the office premises/ Officers & Staff Quarters:** The Manpower engaged shall be trained in handling of garbage (bio-degradable & non- degradable and recyclable waste) so that waste disposal is carried out properly without affecting the environment as per pollution control directions.
 - a. Arrange for a garbage disposal required for segregation and disposal of waste in a professional manner,
 - b. Plan, manage, and collect, mechanically screen and segregate dry and wet garbage in the earmarked area, efficiently transport and dispose the garbage in the disposal area. The cleaning work should be carried out in an eco-friendly manner.
 - c. The Contractor will arrange for required resources, including manpower, disposables etc. which is used by the house keeping staff.
 - d. Ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, hand gloves etc. where ever necessary, shall be provided by the Contractor, without any cost to Bank, to the housekeeping staff.
 - e. All the dustbins should be washed and lined with colour-coded bags in the morning.
- 18) The cleanliness will be periodically checked by the officials of the Bank. The work shall be carried out strictly as per direction of the officials of the Bank.
- 19) The Bank will have the right to terminate the agreement without assigning any reason with a notice of one month and the contractor will not be entitled to any compensation for premature termination of the agreement. In such cases security deposit shall not be refunded. Before expiry of the notice period given in the termination notice, the contractor shall vacate the premises.
- 20) In case of any dispute arising out of this agreement, the decision of the Bank will be final and binding on the contractor.
- 21) The Bank will not provide accommodation to the contractor and or his workers/ supervisor, etc. in the Bank's premises.
- 22) The contractor shall obtain necessary licenses and permits in their name at their own expenses and shall keep the Bank indemnified against any loss arising due to non-compliance to any statutory requirement.
- 23) The contractor will ensure co-operation with the Bank employees and with any representative of the Bank in their routine check-up of housekeeping arrangements.

- 24) The Contract shall be in force for the period stipulated in the contract and on the expiry thereof, it shall be deemed to have been terminated automatically unless otherwise intimated in writing. Further, the Contractor shall not have any right either contractually or equitably to demand any fresh contract for another term to continue the same in preference to any other intending party.
- 25) The Bank or its authorized representatives reserve the right to refuse admission to one or more of the contractor's persons, if their conduct or inefficiency is subsequently found unacceptable. The decision of the Bank or its authorized representatives in this matter shall be final. Although not desired, the Contractor may substitute any of his employees and after taking permission from the Bank. The Contractor is required to submit the complete list of staff working under the contract with their complete address/photo/ KYC documents etc. for records.
- 26) The Contractor will also maintain a suggestion book and a complaint register to be produced to the Bank on monthly basis along with invoice.
- 27) The personnel deployed by the Contractor can use the common facilities such as drinking water, toilet, etc. if any, provided at the premises. However, it should be ensured that the same should be kept in hygienic condition.
- 28) The contractor shall promptly and timely obtain all such consents, permissions, approvals, licenses etc., as may be necessary or required, in accordance with this Tender. The Contractor should obtain approvals, if any, necessary for the work from the Statutory Bodies on behalf of the NABARD. The Contractor shall assist the NABARD fully in respect of any liaison with the Municipal or any other Authority for necessary approval / permission with regard to the maintenance works. The fees and other statutory charges, if any, will be reimbursed to the Contractor based on the original receipts produced to the NABARD.
- 29) The Contractor shall ensure that the employed staff shall not undertake any private work inside or outside NABARD's residential/Office premises.
- 30) The engaged staff shall also undertake other specific work related with/without housekeeping works and other works during working hours as per instruction of designated NABARD officials, if required.
- 31) NABARD reserves to change scope of work or the number of labours during the contract period
- 32) Termination of agreement: "If the services of the contractor are not found to be satisfactory, the contractor will be given a notice, with a notice period of 30 days, to improve his services. If the contractor fails to improve his services within the Notice period, NABARD shall have the discretion to terminate the contract either in part or in whole, on any day after the expiry of the said notice period if
 - a. in the opinion of the Bank (which shall not be called in question by the contractor and shall be binding on the contractor) the contractor fails or refuses to implement this agreement to the Bank's satisfaction and/or
 - b. the contractor commits a breach of any terms and conditions of this agreement and/or
 - c. the contractor is adjudged an insolvent or a compromise is entered by him with his creditors or if distress or execution or other process is levied upon or receiver is appointed for any part of the assets or property of contractor and/or
 - d. for any reason whatsoever, the contractor becomes disentitled in law to perform

his obligations under this agreement and/or

- e. there is any variation in the ownership/partnership or management of the contractor or his business without the prior approval in writing of the Bank to such variation.

33) In case the Contractor desires to terminate the Contract, he may do so by giving the Bank a notice period of one month.

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

35) *Any liability arising out of any litigation or any act of Contractor's personnel shall be directly borne by the agency including all expenses/fines. The concerned agency's personnel shall attend the court as and when required.*

36) The Contractor shall provide all necessary Tools & Plants or any other equipment for gardening/housekeeping and no payment in this regard will be made by NABARD

Declaration by the Contractor-

I/We hereby declare that I/we have read and understood the Special Terms and Conditions and will abide by the same. Further, We / I accept all the Special Terms and Conditions in all respects without any reservation

Signature of the Tenderer:

Name and Seal:

Place:

Date:

Address:

6. SPECIAL CONDITIONS OF THE CONTRACT

1. The bidder is expected to quote its service charge after careful analysis of the cost involved considering all specifications, scope of work and condition of the contract. As per Ministry of Finance, GoI OM No. 29/2014-PPD dated 28.01.2014, if a firm quotes NIL/ abnormally low charges as their service charge with intention of becoming L1 bidders, the Bid shall be treated as unresponsive and will not be considered. The service charges can't be below statutory deductions.
2. NABARD does not bind itself to accept abnormally low bids. The rates quoted by the tenderer/bidder should be able to demonstrate the capability of the tenderer/bidder to deliver the contract at the offered price. Abnormally low bids/rates will be subject to analysis by NABARD. If required, NABARD may call written clarification from bidder, including detailed price analysis of the bid price in relation to scope, schedule, allocation of risks and responsibilities and any other requirements of the bid document and tenderer/bidder shall have to furnish Rate Analysis for the scrutiny of rates by NABARD within stipulated time. NABARD reserves the right to reject the bid if bid is found to be abnormally low to deliver/perform the contract.”
3. Contractor shall maintain job cards and a proper Record/Register indicating reasons for not attending to any particular work time schedule. The periodicity and expected schedules are given in the scope of work and the amount of deduction/penalty beyond that period for pending work as well as for any substandard work will be as under:

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

This amount will be adjusted from the amount payable to the contractor and shall not be deducted by the contractor from the wages payable to the workmen.

4. NABARD reserves the right to change the scope of work or the number of labours during the contract period. No increase in rates will be considered during the entire contract period and it will be considered for revision only in cases of revision in minimum wages and revision in statutory taxes like GST. It will be the Bank's endeavor to resolve amicably any disputes or differences that may arise between the Bank and the Bidder from misconstruing the meaning and operation of the Tender and the breach that may result.
5. In case of Dispute or difference arising between the Bank and the Contractor relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The Arbitrators shall be chosen by mutual discussion between the Bank and the Contractor OR in case of disagreement each party may appoint an arbitrator and such arbitrators may appoint an Umpire before entering on the reference. The decision of the Umpire shall be final.

The Contractor shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the

Arbitrator or the umpire, as the case may be, is obtained.

Arbitration proceedings shall be held at Patna and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;

Notwithstanding anything contained above, in case of dispute, claim & legal action arising out of the contract, the parties shall be subject to the jurisdiction of courts at Patna India only.

Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by fax and confirmed in writing to the other party's specified address. The same has to be acknowledged by the receiver in writing.

A notice shall be effective when delivered or on the notice's effective date, whichever is later.

6. *The Contractor shall comply with the provisions of "The Sexual Harassment of Women at work place (Prevention, Prohibition and Redressal) Act, 2013"*

. a) The Agency shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the residential premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the tenderer and the tenderer shall ensure appropriate action under the said Act in respect to the complaint.

b) Any complaint of sexual harassment from any aggrieved employee of the Agency against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

c) The Agency shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the employees of the tenderer, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the tenderer is proved.

d) The Agency shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

e) The Agency shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

7. Scope of Work

Details of the premises are as under:

Sr. No.	Premises and address	Details	Comprehensive
1	Office premises – NABARD Bihar Regional Office, 4 th & 5 th Floor, Mauryalok Complex, Dak Bunglow Road, Patna-800001	06 Wings on two floors, complete staircase, Ground floor Pathways and Parking stand, washrooms	Comprehensive
2	NABARD Sadan, NABARD Officer Quarters, Exhibition Road, Patna-800001	01 block of 8 Floor Building, 32 Flats	Comprehensive
3	NABARD Vihar, NABARD Staff Quarters, Punaichak, Rajbanshi Nagar, Patna	04 Blocks of 03 floors, 57 Flats	Comprehensive
4	NABARD Staff Quarters, Khajpura, Patna	03 Floors, 20 Flats	Comprehensive
5	NABARD Officers Quarter, Jagat Apartment, Bank Road, Patna (Cleaning of toilets on Saturdays & Sundays in 16 Flats)	16 Flats	Periodical (Saturdays and Sunday)
6	NABARD Quarters, Udaigiri Apartment, Patna	04 Flats	cleaning of flats

The aim and objective are to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The Housekeeping staff will be responsible for cleaning of Office Premises including corridors, lift lobbies, Toilets, staircases along with cleaning/maintenance of washrooms/toilets located in the entire premises of the Bank.

Items of Works to be attended to in respect of Maintenance/ Housekeeping

PART-A : GENERAL WORK

(1) Office (05 workers including two lady workers daily)

I. General Cleaning of Office Premises

- a. Cleaning, Sweeping and Washing of floors, bathrooms, toilets and wash basins of the office premises.
- b. Cleaning (sweeping/moping) of the passage outside the toilets atleast three times daily. All cleaning material shall be provided by NABARD.
- c. Sweeping and mopping would automatically include cleaning cobwebs, tiles flooring, wall tiles, skirting, doors, windows, grills etc. in the said areas.
- d. Cleaning will include plumbing and sanitary fittings & fixtures, etc., without causing damage to them and cleaning of windows, window panes, grills, doors, ventilators, etc., without causing any damage to the installed blinds wherever fitted.
- e. Cleaning of fans, light fixtures, Chandeliers, windows, grills etc. every month.
- f. Sweeping and mopping all staircases twice daily.

- g. Refilling hand sanitizing liquid in automatic sanitizer dispensing machines in the office.
- h. Deep cleaning of all the overhead and underground water tanks quarterly in office and staff quarters.
- i. Cleaning of roof terrace at least twice per month and washing as directed by the designated Bank officials.
- j. Sweeping of open areas and pedestrian strips twice daily and washing as directed by the designated Bank officials. Cleaning of these areas using bleaching agents during rainy days to prevent growth of algae etc.
- k. Cleaning of Conference Rooms and VC Room as per the requirement of the Bank.
- l. Cleaning the floor/table tops/ countertops/kitchen/ washbasins in Officers' Lounge and carry out miscellaneous tasks in the lounge as per instructions of designated Bank officials.
- m. Cleaning of terrace at 5th Floor
- n. Any special cleaning on Republic Day, Independence Day and Festivals to be carried out as per the instruction of the Bank.
- o. Continuous cleaning, maintaining hygiene & mopping of floors and common area in the Bank to be done during office hours so that it retains a clean and dry look
- p. Any other cleaning works in the office building as per the instructions of the Bank. These have to be attended on the same day or next day.

II. Cleaning of Toilets/Washrooms in Office Premises:

There are approximately 35 washrooms (ladies and Gents) in Office Premises. The housekeeping staff shall be responsible for cleaning of the washrooms/toilets to include toilet pots, seats/urinal pots, platform, sink, wash basins, tiles, floor, racks, glass mirrors etc in all the washrooms and toilets of the Office Building. The scope of work will include :

- a. Cleaning of all toilets 35 in number (for ladies, gents and handicapped) and passage outside the toilets including sweeping/moping/wet cleaning of floors, clearing and cleaning of litter bins, cleaning of mirrors etc. minimum three times daily or more, if required.
- b. Cleaning of washbasin and W/C from inside and out with specified chemicals and soap four times during their shift and whenever else need arises.
- c. Providing C fold toilet papers in all the toilets of office.
- d. Cleaning the washroom attached to the CGM's/ Senior Officers twice daily.
- e. Cleaning all wash basins/buckets and mugs/mirrors and wall tiles in the wash rooms daily.
- f. Removal of waste from all the washrooms daily.
- g. Removal of cob-webs in the washrooms as and when found necessary
- h. Cleaning of all washrooms with bleaching powder/bleaching water once in a week
- i. Thorough cleaning of all toilets using required cleaning and disinfectant material

- and by putting urinal cubes and air purifier in all urinals, wash basins and WC area.
- j. Restock toiletries including liquid hand wash soap, toilet rolls, air fresheners, Odonil, sanitary/urinal cubes, naphthalene balls in toilets, etc after daily check-ups in the morning.
 - k. Display board indicating cleaning in progress must be displayed while the cleaning is in progress.
 - l. Collection of waste, dry and wet garbage as per PMC policy and disposal on daily basis.

2. Cleaning at Residential Colony in NABARD Sadan, Exhibition Road, Patna (03 workers daily including 01 lady worker), NABARD Vihar, Punaichak, Patna (03 workers daily including 01 lady worker) and NABARD Staff Quarters, Khajpura (02 worker daily including 01 lady worker)

- a. Collections of waste from each flat, segregation of wet and dry waste and disposal on daily basis as per PMC policy.
- b. Daily sweeping and mopping/wet cleaning/scrubbing of all staircases in all the buildings.
- c. Sweeping of all open areas, garden etc. daily. Cleaning of these areas using bleaching agents during rainy days to prevent growth of algae etc.
- d. Daily Cleaning of Common toilets.
- e. Refilling hand sanitizer liquid in sanitizer dispensing machines.
- f. Cleaning, Sweeping & mopping of the ACT Room / Gymnasium/ BMO Room daily.
- g. Washing of staircases on weekly basis.
- h. Weekly cleaning of toilets (floors, dado, skirting, toilet seats etc.) in all residential occupied flats.
- i. Sweeping and Cleaning of parking spaces daily. Washing the parking spaces once in fifteen days.
- j. Cleaning of terrace once in fifteen days.
- k. Monthly deep cleaning of vacant flats / SRAs / Record Room.
- l. Cleaning of Fans, light fixtures, doors, windows, grills, cobwebs, inaccessible spots and Netlon mesh –Quarterly
- m. Cleaning of Room in occupied flats –Yearly.
- n. Cleaning, sweeping, moping of vacant flats and make them ready for possession as and when required.
- o. Cleaning, Sweeping and mopping would automatically include using sodium hypochlorite solution, cleaning cobwebs, tiles flooring, walls, wall tiles, windows, railings and skirting in the said areas.
- p. Any other service as required by the Bank. Any other item of cleaning work as advised by designated Bank officials.

3. Residential Colony in NABARD Officer Colony, Bank Road, Patna and NABARD Flat Udaigiri, Near Museum, Patna

- a. Weekly (Saturdays and Sundays) cleaning of toilets (floors, dado, skirting, toilet seats etc.) in all residential occupied flats.

- b. Cleaning, Sweeping & mopping of the Gymnasium/BMO Room twice in a week.
- c. Monthly deep cleaning of vacant flats / SRAs / Record Room.
- d. Cleaning of Fans, light fixtures, doors, windows, grills, cobwebs, inaccessible spots and Netlon mesh –Quarterly

7. Gardening (Office and Residential Colonies at NABARD Sadan, Exhibition Road, Patna and NABARD Vihar, Punaichak, Patna - 01 worker)

Providing the services of well-experienced gardener with necessary tools for maintenance of all potted plants and flowers within and around the building. The gardening work includes the followings:

- a) The contractor will supply the plants as **decided by Bank on chargeable basis.**
- b) The contractor will submit a list of plants, which he intends to supply. However, NABARD will have right to choose the plants from the list given by contractor.
- c) The contractor will quickly replace the poor quality plants on call.
- d) Regular maintenance of plants in the flower pots including daily watering, manuring, adding extra earth etc. all complete for healthy growth of plants in the pots.
- e) The plants / shrubs already planted to be properly trimmed and maintained.
- f) Periodical replacement of old potted plants with fresh new plants in office and cabins along with arrangement of flowers in the cabins every day.
- g) Painting of the flower pots/containers as and when necessary with white lime or brick red colour as directed.
- h) The cost of transportation and keeping the plants at various floors shall be borne by the contractor.
- i) The contractor shall provide all the tools, tackles, such as knives, scissors, water jugs for sprinkling water on plants and all other relevant accessories generally required for the jobs.
- j) All the rubbish, debris, unusable materials, old plants etc. removed from the premises should be disposed off in the municipal dumping yard or any other suitable place not objectionable to municipal or any other statutory authority.
- k) Maintenance of Aquarium at Office premises.

PART B- Specialized works –

Cleaning and Disinfection of overhead water tanks.

The work shall be carried out through a firm or workmen employed or hired by the Contractor having adequate experience in these works. The following procedure has to be adopted:

- a. The tank shall be emptied manually or by pumping.
- b. The inside surfaces of the tank shall be thoroughly scrubbed with brush and using Rotary jet application and the scraped dirt/ dust/ debris/ scales/ encrustations be removed from the tank by means of Slurry Vacuum pump.
- c. Anti -Bacterial agents should be sprayed on the walls.
- d. Disinfection to be done by UV Radiation.
- e. After drying up the tank shall be ready to use.
- f. Cleaning will be done half-yearly preferably in April and October every year.
- g. Cleaning of one tank shall be done on a single day.
- h. The Contractor has to give the proposed dates of Cleaning of Tanks (in consultation with the ACT/CT) at least one week in advance before the starting the work.
- i. The contractor shall put notice at building where cleaning work would be done.
- j. The Contractor has to get the Signature of the ACT/CT after the completion of the Cleaning of the Tanks as per the prescribed format and should submit with the bill along with the declaration given in the format

Details and location of Water Tanks- Tanks at various Location of following sizes:

Sr. No.	Location	Type of Tank	Number	Remarks
a)	NABARD Bihar RO, Block B, 4 th & 5 th Floor, Maurya Lok Complex, Dak Bunglow Road, B. Patna 800 001	PVC + Cement	03 +02	
b)	NABARD Sadan, Exhibition Road, Patna	Cement	01	
c)	NABARD Vihar, Punaichak, Patna	Cement	04	
d)	NABARD Staff Quarters, Khajpura, Patna	Cement	01	

Special Instruction:

- a. You will provide manpower as per Annexure XI as well as supervisor to ensure that the items indicated in the scope of work are attended to and executed to the satisfaction of the Bank.
- b. First round of sweeping / cleaning shall be completed before 9.00 AM in the morning.

- c. The manpower provided by you should be available from 07.30 Hrs to 19.30 Hrs with proper splitting of work hours.
- d. The deployment of manpower may be flexible and could be changed depending upon the work requirements in consultation with NABARD.
- e. You will provide substitute in case of absentees.
- f. Housekeeping staff must be suitably trained and must be in proper uniform with badges (Photo ID) all the time.
- g. The housekeeping staff shall be responsible for cleaning of the washrooms/toilets to ensure that the same is spic-and-span.

The above list is illustrative and not exhaustive.

7. Role of Supervisor

The supervisor will have general control over all workers deployed by the contractor and ensure compliance to terms and condition of the work and will be report to concerned department of NABARD (DPSP) on daily basis. The Contractor shall employ one supervisor to supervise the work of his/her employees to ensure that the services rendered are carried out to maintain high standards of cleanliness. The agency must provide one dedicated mobile phone (with SIM card) with adequate balance to the Supervisor.

The supervisor will also do a continuous hourly check of the work being done by the agency staff. He / She should check the washrooms at regular hourly intervals and maintain a log book of the same. The Log book will be daily put up to the designated official of NABARD the next day and who will scrutinize and verify.

All labourers and supervisor should report to the Caretaker/Asst. Caretaker of the Office Premises. The working hours shall be 8 working hours (including one hour lunch break), 6 working days in a week . However, in the case of emergency, the workers will have to continue to work till the emergency is over as per the directions issued by authorized person of the Bank.

Weekly holiday should be given to the workers with an alternative arrangement as per Statutory Requirement without affecting services. No extra payment will be considered other than rates quoted by the firm.

The Bank will not provide accommodation to the contractor and or his workers / **supervisor**, etc. in the Bank's premises.

8. Timings for Housekeeping work and No of Labourers Required:

- a. The Contractor has to provide labour force in to maintain the buildings as required and quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Bank. However, the requirement of workforce to be deployed is given herein under

Sl. No	Nature of Work	Category	Manpower Required	Work men required on all 6 days of each week
1.	Housekeeping (Semi-skilled)	Housekeeping	13	Normal Working hours: (8 hours) 7.30 AM to 4.30 PM with one hour lunch break.
2	Gardener (Semi-skilled)	Gardening	01	
3	Supervisor (Skilled)	Supervisor	01	

Note: Deployment/re-appropriation of the number of site supervisor and housekeeping staff may change as per requirement of the NABARD.

9. Housekeeping Monitoring and Control

For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor: -

Toilets Checklist:

a.) This is to be attached on the back of the toilet door. It is to be filled up by the supervisor Housekeeping staff on hourly daily as mentioned in [Annex-XII](#).

b.) Management / Housekeeping Service Requirements/ Complaints Report:

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on a computer and should be reported to Caretaker/Asst. Caretaker or DPSP department officials. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

c. TERRACE CLEANING: The Contractor shall clean the terrace periodically as per instruction of the Bank. The Contractor's quoted rates should be inclusive of this item. No extra payment, what so ever, will be made on this account.

d. The cleanliness will be periodically checked by the officials of the Bank based on certain objective criteria which are decided to measure level of cleanliness and the agency has to abide by those criteria.

10. Safety Code

1. First-aid kits, including adequate supply of sterilized dressings, cotton wool shall be maintained in a readily accessible place for the use of staff deployed by the Tenderer.
2. In case of any mishap, the injured person shall be taken to a public hospital without loss of time, where the injury necessitates hospitalization.
3. Workers employed shall be provided with protective footwear and hand gloves as per requirement.
4. No floor, roof or other part of the structure shall be overloaded with debris or

materials as to render it unsafe.

5. Hoisting machines and tackle used in the works, including their attachments, anchorage and supports shall be in perfect condition
6. Fire safety measures shall be adhered to as per local bye laws.
7. *Whenever electric power is used for attending works, prior permission has to be taken from Bank.*

IMPORTANT: Every care has been taken to cover all important scopes, aspects, areas requiring Housekeeping services, these are, however, not exhaustive and if deemed fit, the Bank may add additional scope of work, for which no additional payment whatsoever on any account will be made.

I/We hereby declare that I/We have read and understood the above instructions/scope of work for the guidance of the quotation/tender. I/we hereby agree to abide and fulfill the above terms & conditions/instructions.

Date:

Place:

Seal & signature of the contractor:

Date: Signature of Tenderer

FORMATS

ANNEXURE-I: BASIC INFORMATION

S.No	Description	
1.	Name of the bidder applicant/ organisation and address of the registered office.	
2.	Type of Organisation- (Whether Sole Proprietorship/Partnership/Private Limited/Limited or Co-operative Body etc) Please enclose related documents.	
3.	Name of the Proprietor /Partners/Directors of the organization/Firm	a)
4.	Details of Registration (whether partnership firm, company etc)- Registering Authority, Date, Registration Number etc. mentioning the business/activity of the Firm.	
5.	Registered Office address, telephone/ Mobile No. and E-mail ID	
6.	Experience in the respective field of work Please, enclose documents in support thereof.	----- Years
7.	Whether financially sound to undertake works costing up to ₹41 Lakh (Rupees Thirty Lakh only). If so, enclose Audited Annual Financial Statements for last three years. FY 2018-19 FY 2019-20 FY 2020-21	
8.	Yearly turnover of the firm/contractor during the last three years (Rs. Lakh) FY 2018-19 FY 2019-20 FY 2020-21 (duly certified by a Chartered Accountant)	
9.	Income Tax Returns of for the last three Financial years: (Rs. Lakh) FY 2018 – 19 FY 2019 – 20 and FY 2020-21	
10.	PAN number (enclose copy)	
11.	GST Registration No ((enclose copy)	
12.	MSME Registration Certificate for MSME firms. (enclose copy)	
13.	EPF Registration Number (enclose copy)	
14.	ESI Registration Number (enclose copy)	
15.	Whether registered with Labour Department under the Contract Labour (R & A) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971 for providing housekeeping services. If yes, indicate the date of registration and number. (A copy of Certificate/ Registration to be submitted).	

16.	Work Experience – Details of work experience as per the requirement in the Eligibility Criteria and Terms and Conditions supported by work orders, documents and certificates.	Attach a separate sheet as per Annexure II A.
17.	Name and Address of the existing clients along with full details where tenderer is currently executing a similar work.	Please enclose details as per Annexure II B
18.	Whether having local office within the jurisdiction limits of Bihar? If yes, mention the address of the local office. (A copy of trade license for the service set-up in Patna as an address proof for registered local office to be submitted/uploaded)	
19.	The Bank Account (IFSC Code and Account Number) where payments would be received by the organisation	As per Annexure VII
20.	Name and Address of the Banker. The Bankers Certificate regarding financial standing of the Tenderer is to be given by the banker on its letter head	As per Annexure VI
21.	Whether any Civil Suit/ Litigation/ disputes/suspension/ penalty arisen in the contracts executed during the last 5 years ending on June 30, 2021 / being executed. If yes, please furnish the name of the project, employer, nature of work, contract value, work order and date and brief details of litigation otherwise mention “Nil”	Attach a separate sheet, if required.
22.	Any other disputes with statutory authorities are pending otherwise mention “Nil”	
23.	Any bank having declared any loan of the tenderer’s firm/ org/ its directors as NPA in the last three years if any otherwise mention “Nil”	
24.	NEFT of ₹82,650/- (Rupees Eighty-two thousand six hundred and fifty only) deposited in favour of NABARD, representing Earnest Money Deposit.	Transaction No: Date of Transfer:
25.	Any other document/s required to be submitted, as mentioned above or as demanded by the Bank.	

Date:

Signature of the contractor/firm

Place:

Seal of the Tenderer

Note: The Bank reserves the right to call for proof/ verification of any of the above-mentioned.



ANNEXURE –II(A)

Details of the work executed during the last 5 years ending on March 31, 2021 as per the eligibility criteria

Sl. No.	Name of the work & location	Nature & Description of work	Name & address of the Organisation for whom work was carried out (Details of contact person with Phone number	The name and full address of the officer under whom the work was carried out.	Value of the work in ₹	Whether work completed in time. If not reason for the delay	Date of start and completion - Proof for satisfactory completion of the work should be attached (signed
1	2	3	4	5	6	7	8

Place and Date:

Signature of the contractor/firm with name and address& Seal



Annexure II (B)

List of important works ON HAND

Sr.No.	Name of work	Location of work	Name of owner	Full address	Name of the contact person From owner's side for whom work was executed	Phone no. of the contact person (Mandatory)	Email id of the contact person (Mandatory)	Completion period		Whether the work was left In complete (reasons if any for delay in completion of work) or contract was terminated from either side (give full details)	Any other Relevant information
								Stipulated	Actual		
1	2	3	4	5	6	7	8	9	10	11	12

Signature and Seal of the Tenderer

Annexure – III:

CLIENT's CERTIFICATE ON PERFORMANCE OF CONTRACTOR

To

The Chief General Manager
NABARD
Bihar Regional Office
Patna

Name & address of the

Client:

Details of Works executed by Smt. /M/s

- 1 Name of work with brief particulars
- 2 Agreement No. and date
- 3 Agreement amount
- 4 Date of commencement of work
- 5 Stipulated date of completion
- 6 Actual date of completion
- 7 Details of compensation levied for delay (indicate amount) if any
- 8 Gross amount of the work completed and paid
- 9 Name and address of the authority under whom works executed
- 10 Whether the contractor employed qualified Engineer/Overseer during execution of work?
- 11 i) Quality of work (indicate grading) Outstanding/Very Good/
Good/Satisfactory/poor
- ii) Amt. of work paid on reduced rates, if any.
- 12 i) Did the contractor go for arbitration?
- ii) If yes, total amount of claim iii)
Total amount awarded
- 13 Comments on the capabilities of the contractor.

a) Technical proficiency	Outstanding/Very Good/ Good/Satisfactory/poor	Good/
b) Financial soundness	Outstanding/Very Good/ Good/Satisfactory/poor	
c) Mobilization of adequate T&P	Outstanding/Very Good/ Good/Satisfactory/poor	
d) Mobilization of manpower	Outstanding/Very Good/ Good/Satisfactory/poor	
e) General behaviour	Outstanding/Very Good/ Good/Satisfactory/poor	

Note: All columns should be filled in properly counter signed by Reporting Officer or executive engineer/Superintending Engineer or equivalent.

The performance/completion certificates obtained from clients can be in any format other than the one specified above, but the certificates should mandatorily contain the information sought above. If the certificates uploaded are not able to establish the information sought above, those will not be accepted.

Annexure IV

(Format of Bank guarantee in lieu of performance security)

To

In consideration of National Bank for Agriculture and Rural Development (NABARD) having Head Office at C-24, G-Block, Bandra-Kurla Complex, P.O.Box No.8121, Bandra(E), Mumbai –400051 and having Bihar Regional Office at 4th & 5th Floor, Maurya Lok Complex, Dak Bunglow Chowk, Patna – 800001 (hereinafter referred to as “Purchaser”) having agreed to obtain “Comprehensive Annual Maintenance Contract for Housekeeping and Gardening services at NABARD’s Bihar Regional Office, Officer’s Quarters and Staff Quarters, Patna”(here in after referred to as “Services”) from _____ (here in after referred to as “Contractor”) on the terms and conditions contained in the tender Ref. No.NB.Bihar.DPSP/1417/Housekeeping AMC/ 2021-22 dated 23.11.2021 and their agreement (herein after referred to as the “Contract”) and subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the “Comprehensive Annual Maintenance Contract for Housekeeping and Gardening services at NABARD’s Bihar Regional Office, Officer’s Quarters and Staff Quarters, Patna”(herein after referred to as “Proposed Services”) as per the terms and conditions as set forth in the said contract and also guaranteeing the Proposed Services as per the terms and conditions of the said contract;

1) We, -----(Name of Bank) (hereinafter called “the Bank”), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time upto ----- (validity date of BG) money or monies not exceeding a total sum of Rs -----/- (Rupees____only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or would be caused to or suffered by the purchaser on failure of the contractor to provide proposed services as per the terms and conditions of the said contract.

2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether the contractor has failed to provide Proposed Services as per the terms and conditions of the said

contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/ or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3) This Guarantee shall expire on without prejudice to the purchaser's claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e.....

4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.

5) In order to give full effect to the Guarantee herein contained, the purchaser shall be entitled to act as if we are purchaser's principal debtors in respect of all the claims of the purchaser against the contractor hereby Guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with the above or any other provisions of this Guarantee.

6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting, in any manner, the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or

any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision, have the effect of so relieving the Bank.

7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the NABARD or amalgamated company.

8) This Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by the Bank (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing un-cancelled and the Bank further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by the Bank on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax, e-mail or registered post to the local address of the Bank as mentioned in this guarantee.

10) Notwithstanding anything contained herein:-

- i Our liability under this Bank Guarantee shall not exceed Rs.____/-(Rupees _____only);
- ii This Bank Guarantee shall be valid up to.....;
- iii Unless actions to enforce the claims is filed on or before.....all rights under the said guarantee shall be forfeited and Bank shall be relieved and discharged from all liabilities thereunder.
- iv The Bank is liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if the purchase reserves upon the Bank a written claim or demand on or before 31st May 2020.

11) The Bank has power to issue this Guarantee under the statute/ constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this day of2021 at for and on behalf ofBank.

sd/-.....

.....Signature and seal of tenderer

Annexure V

Specimen of Pre-Contract Integrity Pact (on Rs.500/- Non – judicial stamp paper)

Between

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

And

M/s hereinafter referred to as **“The Bidder/Contractor”**

Preamble

The Principal intends to award, under laid down organizational procedures, **Comprehensive Annual Maintenance Contract for Housekeeping and Gardening services at NABARD’s Bihar Regional Office, Officer’s Quarters and Staff Quarters, Patna.**

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.

Section2– 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.

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

d. 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.

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

f.

g. 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.

h.

i. 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)

(3) 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 IEM appointed for NABARD is

Shri Subodh Kumar Goel

501, Tower-6, Common Wealth Games Village, New Delhi-110092

(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.

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.

(3) 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.

(4) 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.

(5) 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.

(6) 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.

(7) 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.

(8) 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 or the Contractor 12 months after the last payment under the contract, and for all otheNABARDdders6monthsafterthecontracthasbeen 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 Regional Office of the Principal, i.e. Patna.

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

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

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

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

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

(For & On behalf of the Principal)

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

Place_____

Date_____

Witness1:

(Name &Address)_____

Witness2:

(Name &Address)_____

Annexure-VI

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK

(On the Scheduled Bank's Letter Head)

To
The Chief General Manager
NABARD
Bihar Regional Office
4th & 5th Floor,
Maurya Lok complex,
Dak Bunglow Chowk
Patna-800001.

We certify that M/s (Name and address of the applicant) is/are maintaining a Savings Bank Account/Current Account (strike off whichever is not applicable) No. with us since The said account is satisfactorily operated by (Name of the applicant). Their financial position for business operations in providing manpower for various services is good and they are capable enough of doing a turnover of ₹30 lakh (Rupees Thirty l akh only) in providing manpower for various services.

This certificate is issued without any guarantee or responsibility on the bank of any of its offices.

For the bank with Name,
Designation & Seal

Note:

- 1. Bankers' certificates should be on letter head of the Bank, sealed in cover addressed to CGM,NABARD Patna.*
- 2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.*

Annexure VII
Details of Bankers
(To be given on Tenderer's letter head)

Particulars	Banker
Account No	
Type of Account:	
Name of the Bank and complete postal address:	
IFS Code	
Name and Job-title of the Contact Person	
Telephone No(s) and Email ID etc.	
Whether Credit Facility/Overdraft facility availed by the agency.	
The period from which the agency has been banking with the Banker.	
Any other information which the vendor may like to furnish about its Banker.	

Date:

Authorized Signatory:

(With Name/Designation & Seal)

Annexure VIII

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

DECLARATION

I, _____ sole proprietor/partner/authorized
Signatory of M/s.....sole proprietorship/partnership firm/public/private
limited company, having its principal place of business/ registered office at.....(Full
Address) do hereby solemnly affirm and declare as under:-

That I am the sole proprietor of M/s _____

Or

That ours is partnership firm having partners
as under:- Full Name of partners.

(a)

(b)

(c)

(d)

Or

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

(Delete which is not applicable while typing affidavit)

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

2. That I hereby confirm and declare that my/ our firm/ company
M/s.....is not blacklisted/delisted or debarred or on Holiday
list with any company of Private/Public Ltd. or Government Company/Govt. deptt.
from participating in the tender as on date.

3. I know that to swear a false affidavit is a crime under the law and with such knowledge only I have swear this Affidavit.

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

DEPONENT

Verified at on that the contents of paras 1to 3 of this affidavit are true and correct and no part of this is false and nothing material has been concealed or falsely stated therein.

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

DEPONENT

(Signature & Seal of Notary)

Annexure IX

Specimen of Letter of Indemnity and Undertaking

(To be submitted only by the successful bidder)

To

The Chief General Manager
NABARD, Bihar Regional Office
4th & 5th Floor, Maurya Lok Complex
Dak Bunglow Chowk
Patna-800001

Dear Sir

Subject: Tender for Comprehensive Annual Maintenance Contract for Housekeeping and Gardening services at NABARD's Bihar Regional Office, Officer's Quarters and Staff Quarters, Patna.

WHEREAS the National Bank for Agriculture and Rural Development, a corporation established under the National Bank for Agriculture and Rural Development Act, 1981(hereinafter referred to as 'NABARD') has expressed desire to avail **Housekeeping and Gardening services at NABARD's Bihar Regional Office, Officer's Quarters and Staff Quarters, Patna** as per the Schedule here under written and which are hereinafter for brevity sake referred to as _____, subject to our furnishing declarations and indemnity as contained hereafter.

NOW THEREFORE THIS LETTER OR INDEMNITY WITNESSETH THAT:

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

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

We, the said _____ (bidder) hereby also agree to indemnify and keep indemnified and harmless NABARD, its Officers, servants, agents and other authorized persons against any third party claims in respect of any damages or compensation payable in consequences of any accident or injury sustained or suffered by our employees or agents, or by any other third party resulting from or by any action, omission, or operation conducted by or on behalf of us and against any and all claims by employees, workmen, contractors, sub-contractors, suppliers, agent(s), employed, engaged, or otherwise working for us, in respect of any and all claims under the Labour Laws including wages, salaries, remuneration, compensation or like.

Yours faithfully

(Name and Designation) of Authorized Official

Annexure- X

Tender for Annual Maintenance Contract for Housekeeping and Gardening services at NABARD's Bihar Regional Office, Officer's Quarters and Staff Quarters, Patna

Evaluation Matrix for Evaluation of Technical BID

Name of the Applicant :

S.N	Particulars	Sub-Marks	Marks Obtained by the agency
1	Applicant having office in Patna	10	
	Yes	10	
	No	0	
2	Applicant registered as	5	
	Firm/Agency/Private Limited Company	5	
	NGO/Trust	3	
	Any other Act/Statute	1	
3	Number of Workers on Pay Roll	15	
	More than 200 or 200	15	
	More than 100 to 199	12	
	More than 50 to 99	9	
	More than 30 to 49	6	
4	Age of the applicants/ Firms	10	
(i)	More than 8 years	10	
(ii)	More than 5 years but less than 8 years	5	
5	Size of Balance Sheet	15	
(i)	Average Balance sheet of last three years more than Rs. 25 lakh	15	
(ii)	Average Balance sheet of last three years more than Rs. 15 lakh but less than Rs. 25 lakh	10	
(iii)	Average Balance sheet of last three years more than Rs. 15 lakh but less than Rs. 10 lakh	5	
6	CA Certified Net-worth	10	
(i)	Average Net-worth of Rs. 10 lakh during last three years	10	
(ii)	Average Net-worth of Rs. 5 lakh to Rs 10 lakh during last three years	5	
(iii)	Average Net-worth less than Rs. 5 lakh during last three years	0	

7	Empanelment Status	15	
(i)	Empanelment with RBI/ SEBI/ SBI/ PSBs / Central Govt./ Central Govt PSUs	15	
(ii)	Empanelment with State Govt./ state PSUs/Autonomous Bodies	10	
(iii)	Empanelled with Private Institutes	5	
8	Client Feed Back Regarding Performance of the agency	10	
(i)	Received (Satisfactorily) from more than 03 clients	10	
(ii)	Received (Satisfactorily) from 02 to 03 clients	7	
(iii)	Received from 01 clients	5	
9	Submission of Documents	10	
(i)	All mandatorily documents submitted (as per para 4 of pre-qualification criteria)	10	
(ii)	Mandatorily documents Not submitted (No marks even if one of the mandatorily documents are not submitted)	0	
	TOTAL	100	

Annexure XI

Manpower Requirement

Area /location	Number of Supervisors (Skilled) for both housekeeping and gardening	Number of Housekeep ing staff (semi-skilled)	Numbe r of Gardening staff (semi-skilled)	Remarks
NABARD , Bihar Regional Office , Patna	01	05 (including 02 Lady worker)	01	Housekeeping staff shall include at least two lady workers.
NABARD Sadan, NABARD Officers Quarter, Exhibition Road, Patna		03 (including 01 Lady worker)		Housekeeping staff shall include at least one lady worker
NABARD Vihar, NABARD Satff Quarters, Punaichak, Patna		03 (including 01 Lady worker)		Housekeeping staff shall include at least one lady worker
NABARD Staff Quarters, Khajpura, Patna		02 (including 01 Lady worker)		Housekeeping staff shall include at least one lady worker
NABARD Officers Quarter, Jagat Apartment, Bank Road, Patna	Weekly cleaning of Flats / toilets as per scope of work			
NABARD Quarters, Udaigiri Apartment, Near Old Museum, Patna				
Total	01	13	01	



Annex- XII

Wash room Cleaning-Check List														
Toilet Location:														
Date of Cleaning:														
												4.30pm		
1	Floor	Cleaned/M												
2	Urinal/Flush	Cleaned/wo												
3	Wash Basin	Cleaned												
4	Wash Basin	Cleaned												
5	Mirror	Cleaned												
6	Exhaust Fan	Cleaned/wo												
7	Door (In & Out)	Cleaned/wo												
8	Dustbins	Cleaned												
9	Mat	Cleaned												
1	Naphthalene	Available												
1	Odonil	Available												
1	Hand Wash	Available												

Signature and Seal of the Tenderer

Annexure: XIII- Checklist for periodicity of works executed



Name of the Location:

Name of the Contractor:

Period of AMC work:

Sl. No	Description of Work	Yes/No
1.	Scope of Work for General Areas/Common Areas of Main Office Premises Including Annex Building as mentioned in the part I of the tender.	
2.	Scope of Work for Washrooms/ Toilets in Main Office Premises Including Annex Building as mentioned in the part I of the tender.	
3.	Special cleaning exercise of the toilets/ washrooms and other areas in the Bank premises to be carried out weekly (on Saturdays)	
4.	Flat Cleaning at bank's Essential Staff Quarters Weekly/Quarterly/Half Yearly basis	
5.	Collecting the garbage and segregating based on organic and non-organic waste and arrange for its disposal. The organic waste should be disposed of with Organic Waste Converter (OWC), if available in the bank.	
6.	Whether the Cleaning Materials used is as mentioned in the tender document at 'LIST OF APPROVED BRANDS OF CLEANING MATERIALS'	

This is to certify the contractor has carried out the captioned work satisfactorily for the above stated period.

Date:

1. Signature with Seal of Caretaker/Asst. Caretaker:

2. Signature with Seal of Manager/ AGM, DPSP

Part– 2

Price Bid

Schedule of Quantities/Price Bids

Tender for Annual Maintenance Contract for Housekeeping and Gardening services at NABARD's Bihar Regional Office, Officer's Quarters and Staff Quarters, Patna.

Schedule of Quantities

(Schedule A- Minimum Wages and Service Charges)

S.N	Description	Rate Quoted	
		<u>Semi-skilled (14 workers)</u>	<u>Skilled (01 Supervisor)</u>
1	Minimum wages including VDA per day per person as per the central government		
2	Number of days per month per person including (4 paid leaves)		
3	Monthly minimum wages per employee (1 x2)		
4	EPF (Employer's Portion) per month per person@13% of Sl.3		
5	ESI per month per person@3.25% of minimum wages per month (3.25% of Sl. No.3)		
6	Bonus @ 8.33% of minimum wages per month (8.33% of Sl. No. 3)		
7	Total minimum wages per month per person		
8	Total Minimum Wages per month for 14 labourers (Sl. No.7x11)		
9	Total Minimum Wages per month for 01 Supervisor		
10	Total minimum wages per month for 14 labourers and one Supervisor (Sl. No.8+9)		
11	Service Charges (in percentage and amount)		
12	Total Payment per month		
13	GST @ 18% (18% of Sl. No.12)		
14	TOTAL (Sl. No. 12+13)		

1. **Contactor shall be paid above mentioned minimum wages by NABARD. These wages are subject to change with any revision in wage rates notified by the Office of Chief Labour Commissioner(Central). Revised rates shall be paid to the contractor as per the actual.**
2. **NABARD reserves the right to increase or decrease the manpower as well as working hours as per requirement and payment to the contractor will be made as per the actual number of manpower employed as well as their working hours.**
3. *The tenders of bidders who resort to irrational underquoting, whether intentionally or erroneously, of any components of financial bid shall be liable for disqualification and such bidders even though offering the lowest among the eligible quotes, will not be considered for the selection as successful bidder among the eligible bidders. The Bank may seek their rate analysis / breakup and comments within a time frame specified by the Bank. However, the overall contract amount, if found insufficient even to pay for the minimum wages for the employee category and associated statutory components shall be summarily rejected and such bidders even though offering the lowest among the eligible quotes will not be considered for the selection as successful bidder among the eligible bidders. The decision of the Bank regarding such disqualification are binding on the bidders and shall be final.*

Schedule of Quantities(Schedule B- Mechanical cleaning and Disinfection of overhead water tanks)

Annual Charges for Mechanical cleaning and Disinfection of overhead water tanks
(as per details given in of Scope of Work)

S.N	Description	Amount in Rs.	Amount in words
1	Annual Charges for Mechanical cleaning and Disinfection of overhead water tanks (as per details given in PART B of Scope of Work)		
2	GST		
3	TOTAL		

Note:

- 1) Tender will be evaluated based on lowest consolidated amount for schedule A and Schedule B.
- 2) Above quoted rates shall be inclusive of GST and taxes, if any, and same will be paid to the contractor as per the rates prevailing at the time of settlement of bill. However, NABARD reserves the right to accept or reject the tender based on other parameters, standards and requirements.
- 3) Quoted rates should be arithmetically correct, workable and reasonable and should include incidental and all overheads and profits. The rates should be filled carefully. The contractor should furnish Rate Analysis for any item for scrutiny of the rates if required.
- 4) In case the rates quoted are found unreasonable and do not conform to the specifications or stipulations given in the tender document, the financial bids submitted would be rejected outright and the final decision in this regard will be that of NABARD.
- 5) Contractor shall submit purchase bills to NABARD for the materials utilized per month and the payment will be made for the actual quantity of materials utilized for that particular month.
- 6) In the above table, number of days are taken as 26, however, while submitting the monthly bills contractor shall mention the actual number of working days for each worker.
- 7) Contractor shall pay the ESI & EPF contributions of all employees as per the prevailing Employees Insurance and Employees Provident Fund Acts under the Contract, if ESI & EPF Act is applicable to the contractor as per law. The expenditure incurred by the contractor towards payment of employer's share of ESI & EPF contributions for this contract shall be paid on production of proof of payment (counterfoils) & other documents such as registration number, photo card etc along with monthly bill.

Place:



Date:

Signature of the tenderer
